
City of San José Shelter Annex for Vulnerable Populations
May 2009

Appendix A: National Voluntary Organizations Active in Disaster (NVOAD) Disaster Roles

(From the 2004 NVOAD Long Term Recovery Manual)

Appendix X NVOAD AGENCIES Disaster Roles

Resource	Preparedness	Impact	Emergency	Recovery
Adventist Community Services	<ul style="list-style-type: none"> -Provides multi-step training to equip volunteers to effectively respond to disasters -Courses include disaster preparedness, donation and warehouse management and crisis care counseling 	<ul style="list-style-type: none"> -Operates collection sites, distribution centers and warehouses to coordinate allocation of relief supplies to victims and their families 	<ul style="list-style-type: none"> -Ascertains needs of disaster victims -Solicits donations -Operates distribution sites -Manages warehouses where donated goods are sorted, packaged, and stored for distribution 	<ul style="list-style-type: none"> -Deploys volunteers for disaster response -Provides emotional, spiritual and crisis care counseling to victims, their families and communities -Operates warehouses where donated goods are coordinated to support the work of other NVOAD agencies
American Baptist Men	<ul style="list-style-type: none"> -Provide training for 11 response teams on the use of equipment 	<ul style="list-style-type: none"> -Determine the ABM response for Federally declared and undeclared disasters -Recruit volunteers for response 	<ul style="list-style-type: none"> - When FEMA requests ABM acts as the Coordinating body for all Faith-based Organizations and Volunteer Groups -Provides debris removal, clean up and mud outs 	<ul style="list-style-type: none"> -OGHS funds may be available through National Disaster Office -Skilled volunteers available for building projects
American Disaster Reserve	<ul style="list-style-type: none"> - Operates an online Internet facility, The Virtual Emergency Operations Center, for disaster exercises - Supported agencies may be local governments, Community and State VOADs and NVOAD member agencies 	<ul style="list-style-type: none"> - Operates The Virtual Emergency Operations Center to gather, evaluate, and disseminate situation information; issue and track mission taskings; track resource status; prepare reports; and forward SITREPs to the NVOAD listserv for supported agencies - Provides trained resource management staffing teams to assist in operations of emergency operations centers 	<ul style="list-style-type: none"> - Operates The Virtual Emergency Operations Center to gather, evaluate, and disseminate situation information; issue and track mission taskings; track resource status; prepare reports; and forward SITREPs to the NVOAD listserv for supported agencies - Provides trained resource management staffing teams to assist in operations of emergency operations centers 	<ul style="list-style-type: none"> - Operates The Virtual Emergency Operations Center to gather, evaluate, and disseminate situation information; issue and track mission taskings; track resource status; prepare reports; and forward SITREPs to the NVOAD listserv for supported agencies

Resource	Preparedness	Impact	Emergency	Recovery
American Radio Relay League	-Volunteer ham radio operators practice year round, and run simulations on handling emergency communications. They take courses on handling emergency communications	- Provide volunteer radio communication services to Federal, State, county, local government, and voluntary agencies for the disaster	-Ham radio operators stay on-site handling emergency communications until normal communications are back to normal -To help first responders, ham radio operators "shadow" first responders who may not be able to communicate with one another	
American Red Cross	- Community Disaster Education	-Shelter - Mass feeding	-Fixed/mobile feeding - Cleaning supplies - Comfort kits - First Aid - Food and clothing - Transportation - Medical supplies - Disaster Mental Health	- Rent - Home repairs - Household items - Short Term Counseling
America's Second Harvest	- Collects, transports, warehouses and distributes donated food and grocery items for other VOLAG's - Educates the public about the problems and solutions of hunger	- Assists local Food Banks with national resources		- Develops, certifies and supports local food banks
Ananda Marga Universal Relief Team	- Disaster services training in conjunction with other VOLAG's	-Volunteers for initial survey -Initial response in shelters	- Medical care - Food and clothing distribution - CISD	-CISD and medical services as required

Resource	Preparedness	Impact	Emergency	Recovery
Catholic Charities USA	- Local church preparedness training, collaboration building		- Convene local church groups for purposes of collaboration, mitigation, and resource sharing - Relief grants to supplement local response endeavors and to facilitate beginning the long-term recovery process	- Crisis and recovery needs for local families - Temporary housing assistance for low income families - Counseling programs for children and elderly - Special Counseling services for Disaster Workers
Christian Disaster Response	-Providing training for churches, community organizations and volunteers	- Disaster assessments and support to local churches	- Facilities for fixed/mobile feeding - Facilities for In-Kind disaster relief supplies and Spiritual Care and support	-Coordinates collection of donated goods -Needs Assessment / Case Work support
Christian Reformed World Relief Committee	- Training volunteers and churches		- Clean-up - Emotional and spiritual care	- Organizational capacity building - Needs assessment - Construction estimating - Housing repair and construction - Emotional and spiritual care
Church of the Brethren	- Training of volunteer leadership - Education: children and trauma	-Critical Response Childcare working with American Red Cross	- Clean-up and debris removal - Disaster Child Care	- Home repair and rebuilding
Church World Service	- Training faith-based and community groups in preparedness and mitigation	- Disaster Assessments	- Convene local churches to assist in coordinating response - Material Resources such as blankets, health kits, and clean up kits -	- Disaster Response and Recovery Liaisons convene local churches and religious organizations to form community long term recovery structures

Resource	Preparedness	Impact	Emergency	Recovery
Churches of Scientology Disaster Response	- Provides training to CSDR volunteers, faith based & community organizations, volunteers & first responders in handling of emotional trauma, stress, loss, upset & confusion of victims and responders	-Provides training to CSDR volunteers, faith based & community organizations, volunteers & first responders in handling of emotional trauma, stress, loss, upset & confusion of victims and responders	Assists with POD management -Trauma, stress, grief, loss care for responders and victims -Emotional and spiritual care -Shelter management (as needed) -Clean up assistance -Organizational skills -Assists management teams	Deploys volunteers for disaster response and immediate needs -Provides emotional and spiritual care to victims and responders -Literacy and drug education (depends on local needs) -Training in stress and emotional trauma for long term - Grief counseling
Convoy of Hope				
Disaster Psychiatry Outreach	-Establish community relations -Train volunteers Prepare materials and response kits	-Consulting with health and mental health agencies and emergency management officials	-Immediate, on-site care and community outreach -Referrals for ongoing care	-On-site interventions and transition to long-term care
Episcopal Relief and Development			-Relief grants for basics (food, water, medical, financial)	-Rehabilitation grants for rebuilding, replanting -Counseling
Friends Disaster Service	-Strengthening our own agency to better respond, by recruiting and training new volunteers	-To assist victims with cleanup and rebuild	-FDS mission is not geared nor trained to respond to immediate emergencies	-Trained volunteers respond with cleanup and rebuild assistance, both short and long term

Resource	Preparedness	Impact	Emergency	Recovery
<p>Humane Society of the United States</p>	<ul style="list-style-type: none"> -Work with federal, state, and local govt., and private organizations to promote complete disaster planning that includes animals (all phases – see “impact”) and to deliver to the public a clear and correct message about safe and effective actions for animals in disaster - Providing animal disaster response training to govt. and other organizations as well as to our own Disaster Animal Response Team volunteers and staff nationwide - Technical support and advice to agencies and the public for all animal issues in disaster 	<ul style="list-style-type: none"> - Evacuation support for people with pets, horses, livestock, and other animals - Search and rescue for animals - First aid, triage, and health assessment of affected animals - Emergency sheltering of animals and people with animals during disaster - Donation Management - Volunteer management - Damage and needs assessment for animals - Procurement and distribution of animal food, hay, supplies, and equipment. 	<p>Same as “impact”</p>	<ul style="list-style-type: none"> - Advise agencies, communities, and the public on animal needs after the event: health, animal food and other supplies, contact with appropriate agencies for other needs, etc.
<p>International Aid</p>	<ul style="list-style-type: none"> -Volunteer Training -Collect, receive, warehouse, and distribute donated products 	<ul style="list-style-type: none"> -Food, personal hygiene, and medical supplies -Disaster Assessments 	<ul style="list-style-type: none"> -Transportation -Logistics 	<ul style="list-style-type: none"> -Clean up -Home repair -Trauma Counseling
<p>International Critical Incident Stress Foundation</p>	<ul style="list-style-type: none"> -Training -Education -Consultation -Collaboration -Continuing Education -Stress Management / Resiliency Training 	<ul style="list-style-type: none"> -Prevention and mitigation of disabling stress through the provision of: training and support services for all Emergency Services and the helping professions 	<ul style="list-style-type: none"> -Consultation in the establishment of Crisis and Disaster Response Plans/Programs -Coordination of Collaborative Response -Mental Health Referral Resources 	<ul style="list-style-type: none"> -Mental Health Referral Resources Training -Education -Consultation -Collaboration

Resource	Preparedness	Impact	Emergency	Recovery
International Relief Friendship Foundation	-Training volunteers from faith-based organizations, community groups and churches to respond and be prepared	-Needs assessment	-In kind supplies -Emotional & Spiritual care -Volunteer management and support for cleanup	-Emotional and Spiritual care -Case management -Create support network among volunteer organizations
Lutheran Disaster Response	- Preparedness planning for congregations, judicatories, and agencies - Coordination of volunteers	- Shelter, feeding, assessments - Organizational skills	- Volunteer Management - Clean-up volunteers - Emotional and Spiritual Care	- Repair and rebuilding by skilled and semi- skilled volunteers - Emotional and spiritual care - Programs for traumatized children - Case Management - Special emphasis on vulnerable populations
Mennonite Disaster Service			- Clean-up and debris removal	- Repair and rebuilding by skilled volunteers - Special emphasis on elderly, handicapped
Mercy Medical Airlift	-Pre-planned Homeland Security Emergency Air Transportation System (HSEATS)	-Long-distance transportation for small priority cargo and key personnel.	-Flying in key personnel and special small equipment and high priority supplies.	-Logistical support when ground or commercial transportation is not available.
National Emergency Response Teams	- Mobile teaching units for educational programs for children - Educational Emergency Preparedness Programs	- Food, clothing, shelter	- Emergency Mobile Trailer Units (self contained living units for 8-10 people)	-Carpentry crews-repairs/building -Certified forklift operators

Resource	Preparedness	Impact	Emergency	Recovery
National Organization for Victim Assistance	-Training for individuals and organizations on understanding trauma and developing community crisis response teams	-Early psychological intervention and spiritual care; referrals to disaster mental health as needed	-Early psychological intervention and spiritual care; referrals to disaster mental health as needed	- Long-term planning for mental health needs; developing database of local providers
Nazarene Disaster Response			- Clean-up and debris removal support	- Rebuilding assistance - National Crisis Counseling Coordination in emotional and spiritual care
Northwest Medical Teams International			- Enlists volunteers to support VOLAG activities	-Trauma counseling in disaster - Economic support for clean-up and reconstruction
Phoenix Society For Burn Survivors	Burn Injury Specific -Training -Education -Consultation -Collaboration -Continuing Education	-Promoting the long-term emotional healing from burn trauma through the delivery of: training and support services for those helping professions and directly to the survivors and families when appropriate.	-Consultation in the establishment of – Burn Specific -Plans/Programs -Coordination of Collaborative Response to burn trauma -Mental Health Care Provider Resources	-Training -Education -Consultation -Collaboration -Mental Health Care Resources
The Points of Light Foundation and Volunteer Center National Network	- Supports and trains volunteers in mitigation and preparedness activities through a network of 400 Volunteer Centers located in communities throughout the country.	- Varies by each community but includes: donations, volunteer management	-Many Volunteer Centers have the capacity to coordinate unaffiliated volunteers in response activities. -Local Volunteer Center can be found by dialing 1-800-VOLUNTEER	-The management of unaffiliated volunteers in Recovery efforts -Innovative donations management strategies Coordination of the network to help communities recover faster

Resource	Preparedness	Impact	Emergency	Recovery
Presbyterian Church (USA)	<ul style="list-style-type: none"> - Training Judicatories in disaster preparedness and response - Support for Church World Service Training Program 	<ul style="list-style-type: none"> - Food and shelter in cooperation with American Red Cross 	<ul style="list-style-type: none"> - Supports Cooperative Disaster Childcare with volunteer workers - Volunteers for clean-up and debris removal - Members of Presbyterian Disaster Assistance Team help organize the faith community 	<ul style="list-style-type: none"> - Financial Resources - Volunteer Labor - Material Assistance - Spiritual and Pastoral Care
REACT International	<ul style="list-style-type: none"> -Provides emergency communications training 	<ul style="list-style-type: none"> -Provides volunteer radio services to Federal, State, County, and Local Govt. and Voluntary Agencies at a local level 	<ul style="list-style-type: none"> - Emergency communications for VOLAG's 	
Society of St Vincent DePaul	<ul style="list-style-type: none"> - Provides social services 			<ul style="list-style-type: none"> - Grants for food, housing & repairs - Collects and distributes donated goods
Southern Baptist Convention	<ul style="list-style-type: none"> - Training volunteers in conjunction with other VOLAG's 	<ul style="list-style-type: none"> - Chain saw crews for debris removal 	<ul style="list-style-type: none"> - Provides mobile feeding units for preparation & distribution of thousands of meals per day - Provides disaster childcare - Clean-up activities - Mud outs - Chainsaw Crews - Chaplains 	<ul style="list-style-type: none"> - Reconstruction assistance - Counseling - Bilingual services

Resource	Preparedness	Impact	Emergency	Recovery
<p>The Salvation Army</p>	<ul style="list-style-type: none"> -Comprehensive national training program for volunteers and SA personnel -maintain personnel & equipment readiness/ response capabilities at local centers of operations -distribution of disaster preparedness literature to family households & community organizations -maintains local, divisional, territorial, and national Emergency Preparedness Manuals 	<p>Mass Care Services</p> <ul style="list-style-type: none"> - Shelter - Mass feeding fixed sites -Mobile feeding -Emotional & Spiritual Support 	<p>Mass Care Services</p> <ul style="list-style-type: none"> - Mass feeding - Temporary shelters -Receiving & distribution centers – food & personal essentials -Home Recovery Teams -Emergency Social Services (financial grants, food, clothing, medications, etc. - Spiritual care, chaplains 	<ul style="list-style-type: none"> -Receiving & distribution centers- food, personal essentials, household items, donated building supplies, etc. - Counseling -Case management services -Spiritual care, chaplains
<p>United Church of Christ, Wider Church Ministries</p>	<p>Training for congregations and judicatories in disaster preparedness and response for natural and technology-caused disasters.</p> <p>Maintain and coordinate a volunteer disaster response network for natural and technology-caused disasters.</p>	<p>Provide assistance in feeding and sheltering through local churches in area affected.</p> <p>For technology-caused disaster, local churches provide spiritual care within area affected.</p>	<p>Natural disaster: Volunteers for clean-up and debris removal.</p>	<p>Volunteer work groups repair and rebuild.</p> <p>Participate on Long Term Recovery Structures</p>

Resource	Preparedness	Impact	Emergency	Recovery
United Jewish Communities	<ul style="list-style-type: none"> - Created Emergency Preparedness Manual - Provides Emergency Preparedness Expertise 	<ul style="list-style-type: none"> - Coordinates a system of central fundraising and planning for 169 federations that operate a system of social service, recreational and educational institutions that respond in the event of an emergency - Manages a National Alert System 	<ul style="list-style-type: none"> - Professional/ Volunteer Management - Spiritual and Emotional Care - Kosher Food - Shelter - Counseling – Mental Health - Deploy Volunteers (if necessary) 	<ul style="list-style-type: none"> - Spiritual and Emotional Care - Limited Financial Assistance - Collect and Distribute Donated Goods
Center for International Disaster Information (formerly Volunteers in Technical Assistance)			<ul style="list-style-type: none"> -Provides telecommunications and information management systems support to emergency management community 	
United Way of America	Trains and supports local United Ways, located in 1,326 communities across the nation, in mitigation and preparedness activities.	Varies from community to community but may include spontaneous volunteer management; donations management; convening and facilitating the health and human service community; organizational skills; United Way 2-1-1 Information and Referral	2-1-1 Information and Referral	2-1-1 Information and Referral; Spontaneous Volunteer Management; Donations Management; Unmet Needs Committee Coordination
Volunteers of America				<ul style="list-style-type: none"> - Collects and distributes donated goods -Provides mental health care
World Vision				<ul style="list-style-type: none"> - Collects, manages and distributes donated goods

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Appendix B:
Collaborating Agencies'
Disaster Relief Effort
(CADRE) Brochure

Join the CADRE Network

There is no cost or obligation to be a part of CADRE. Your organization will benefit by having access to:

- Preparedness Workshops and Trainings
- Disaster Planning Tools
- Topic Focused Annual Conference
- Preparedness Planning Technical Assistance
- Building Community Partnerships

Be a part of this informed disaster communications network of service providers that has demonstrated success in coordinating seamless service delivery during emergency activations.

Contact Us

Contact us to learn more about how to become a CADRE partner.

Phone: 408-247-1126

E-mail: cadre@vcsv.us



A service of the Volunteer Center of Silicon Valley in partnership with the Santa Clara County Emergency Managers Association

www.vcsv.us/cadre

CADRE

COLLABORATING AGENCIES'
DISASTER RELIEF EFFORT

CONNECT

SERVE

SUPPORT



CADRE connects

CADRE is a leading network of organizations that provide **community** services that are essential in times of disaster.

The CADRE Network is unique because it not only coordinates organizational preparedness planning in non-disaster times, but it also activates to respond and provide essential services during and after a disaster.

CADRE works closely with Santa Clara County's emergency management community to build disaster resilience among service organizations through communication, coordination and preparedness trainings.

The connections that CADRE provides help minimize the impact of a disaster on the entire community.

CADRE serves

Disasters impact everyone in the community, but some populations are left particularly vulnerable. People who are physically or mentally challenged, medically dependent, aged, very young, homeless, or those who have recently immigrated from another country may have unmet needs during a crisis.

The CADRE Network is a united force that matches community needs to resources.

CADRE provides a forum for collaborative outreach efforts that connect organizations and people to:

- Counseling
- Donations
- Food
- Housing
- Information and Referral
- Language Translation and Interpretation
- Legal Assistance
- Shelter
- Storage
- Transportation
- Volunteers
- And more!

CADRE supports

CADRE equips its network of providers with the ability to continue service delivery during and after a disaster.

Many service organizations lack time and the training for disaster planning. CADRE conducts a variety of preparedness trainings and works with professional emergency managers to help establish coordinated response plans and communication systems in non-disaster times.

When activated, the CADRE Network provides a centralized resource for the coordination of community services. CADRE uses its communication network to access and connect resources with people and organizations in need.

CADRE draws on the strength of its members to best support the community. **Together we do better.**



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Appendix C: Vial of Life Form

From the Vial of Life Project



A NON-PROFIT ORGANIZATION
Home - Contact Us

Get everything you need in three easy steps:

Step 1: Fill out *Vial of Life* Form on this page

Step 2: **Verify Contents & Print Form**

Step 3: Get *Vial of Life* Decals

Please Print this form from our [printer friendly](#) version.

Vial of Life Form

Please Verify the Information on the Vial of Life Form.

If the form is correct, [click here to print](#), then [proceed to getting your decals](#).

If the form needs changes, [click here to make changes](#).

Date Completed - 11/20/2008

EMERGENCY MEDICAL INFORMATION - FOR RESCUE SQUAD
Sponsored by American Senior Safety Agency - Phone Toll Free (888) 473-2800
VIAL OF LIFE

First Name		Middle Initial		Last Name		Social Security	
Street		City		State		Zip Code	
Telephone		Date Of Birth		Gender	Height	Weight	Religion
Hair Color		Eye Color		Blood Type		Religion	
Pacemaker - Model #		Defibrator - Model #		Hearing Aid ----	Deaf ----	Email	
Vision	Glasses	Contact Lenses		Blind ----	Artificial Eye ----	Native Language if not English	
Identifying Marks							
Check Conditions You Have Been Treated For In The Past							
Currently Being Treated For							
Current Medications							
Doctors							
Allergies To Medications							
Last Hospitalization							
Hospital		Location		Year		Patient #	
Living Will Refer To:				Organ Donor Refer To:			
Medical Coverage							
Blue Cross #		Blue Shield #		Medicare #			
Medicaid #		Other		Policy #			
In Case Of Emergency - Notify				Relationship			
Address		Apt		City	State	Zip	Phone
PLACE IN REFRIGERATOR, WALLET, AND GLOVE COMPARTMENT OF CAR							

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Appendix D: Accessibility Checklist for Disaster Shelters



ACCESSIBILITY CHECKLIST FOR DISASTER SHELTERS ESSENTIAL ITEMS

Facility Name: _____

Facility Address: _____

Facility Contact Person: _____

Facility Telephone: _____

Date of Site Survey: _____

Site Survey Completed By:

Name

Signature

Name

Signature

Name

Signature

This checklist **does not** cover all accessibility requirements included in the ADA Standards for Accessible Design or the California Building Code.

Failure to meet one or more of the following accessibility standards would not necessarily make a facility ineligible for use as a shelter as there may be temporary solutions to overcome any identified accessibility barriers.

People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone.

For questions marked “No”, fill out the “Accessibility Survey Report” at the back of this booklet and provide the information requested.

	Yes	No												
<u>Parking and Drop-Off Areas</u>														
1. Is there a drop-off area at least 20’ long x 5’ wide with a slope less than 2% (1:50) in all directions and curb ramps if there is a curb?														
2. Are curb ramps at least 36” wide with a running slope less than 8.33% (1:12)? Note: Slope is given as a percentage or ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For an 8.33% or 1:12 maximum slope, at least one foot of ramp length is needed for each inch of height.														
3. Are an adequate number of accessible parking spaces available that are at least 96” wide with a 60” wide access aisle and both 18’ long? The table below gives the requirements for new construction and alterations: <table border="0" style="width: 100%;"> <tr> <td style="width: 20%;">Total spaces</td> <td style="width: 20%;">Accessible</td> <td></td> </tr> <tr> <td>1 to 25</td> <td>1 space</td> <td rowspan="5" style="vertical-align: middle;">(One van accessible space is required for every eight regular accessible spaces)</td> </tr> <tr> <td>26 to 50</td> <td>2 spaces</td> </tr> <tr> <td>51 to 75</td> <td>3 spaces</td> </tr> <tr> <td>76 to 100</td> <td>4 spaces</td> </tr> </table>	Total spaces	Accessible		1 to 25	1 space	(One van accessible space is required for every eight regular accessible spaces)	26 to 50	2 spaces	51 to 75	3 spaces	76 to 100	4 spaces		
Total spaces	Accessible													
1 to 25	1 space	(One van accessible space is required for every eight regular accessible spaces)												
26 to 50	2 spaces													
51 to 75	3 spaces													
76 to 100	4 spaces													
4. Is there at least one van accessible space? If there are more than 8 accessible spaces provided one van accessible space for every 8 accessible spaces must be provided.														
5. Are the van accessible spaces at least 96” wide and 18’ long with an access aisle at least 96” wide and 18’ long?														
6. Do the access aisles connect directly to the accessible path to the accessible entrance?														
7. Are the accessible spaces closest to the accessible entrance?														
8. Are accessible spaces marked with the International Symbol of Accessibility?														
9. Are there signs reading "Van Accessible" at van spaces?														
10. Is the slope for accessible spaces and access aisles in any direction less than 2% (1:50)?														
<u>Path of Travel to Entrance</u>														
11. Is there a route that does not require the use of stairs or steps?														
12. Where running slopes are greater than 5% (1:20), does the path meet the requirements for a ramp?														
13. Are the running slopes of any ramps less than 8.33% (1:12)?														
14. Are the cross slopes of any ramps less than 2% (1:50)?														
15. Do all ramps longer than 6 feet have railings on both sides?														
16. Are railings sturdy, and between 34 and 38 inches high?														

	Yes	No
17. Is the width between railings or curbs at least 36 inches?		
18. Is there a 60" long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?		
19. Does the ramp rise no more than 30" between landings?		
20. Are there curbs or wheel guides on the sides of the ramp if the ramp has a "drop off"?		
21. Is the route stable, firm and slip-resistant?		
22. Is the route at least 36" wide?		
23. Can all objects protruding into the path be detected by a person with a visual disability using a cane? Note: In order to be detected using a cane, an object must be within 27" of the ground. Objects hanging or mounted overhead must be higher than 80" to provide clear head room. It is not necessary to remove objects that protrude less than 4" from the wall.		
<u>Entrance</u>		
24. If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance? Note: Do not use a service entrance as the accessible entrance unless there is no other option.		
25. Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?		
26. Does the entrance door have at least a 32" clear opening (for a double door, at least one 32" leaf)?		
27. Is there at least 18" of clear wall space on the pull side of the door, next to the handle? Note: A person using a wheelchair or crutches needs this space to get close enough to open the door.		
28. Is the door hardware between 30" and 44" above the floor and useable with a closed fist? Note: The "closed fist" test for handles and controls: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.		
29. How much force is required to open doors? All doors other than fire doors should require no more than 5 lbs of pressure to open. Fire rated doors may have a maximum door pressure up to 15lbf. as determined by the appropriate administrative authority. A high door setting may require an automatic door opener or other compensating device. (CA Title 24 1133B.2.5)		
30. Is the door threshold less than 1/2" high and have a beveled edge?		

	Yes	No
<u>Path of Travel to Interior Locations</u>		
Ideally, the layout of the building should allow people with disabilities to obtain materials or services without assistance.		
31. Is there a path of travel at least 36" wide?		
32. Do interior doors open at least 32" wide		
33. Are protruding objects below 27" or above 80 " from the floor to enable cane detection?		
34. If an elevator or lift provides the only accessible route, is there a source of back-up power to operate the device for an extended period?		
35. Where slopes are greater than 1:20, does the path meet the requirements for a ramp (see questions concerning ramps in the previous section entitled "Path of Travel to Entrance")?		
36. Can doors be opened with no more than 5 pounds of force or no more than 15 pounds of force if the door is a fire door?		
37. Is the door hardware between 30" and 44" above the floor and usable with one hand closed in a fist?		
38. Is there a 60" circle or "T-shaped" turnaround space for a wheelchair?		
<u>Restrooms</u>		
39. Is appropriate signage mounted on the wall adjacent to the door latch?		
40. Do restroom doors have appropriate signage mounted 60 "high on the door? (Women's - 12" diameter circle; Men's – 12" equilateral triangle; Unisex – 12" equilateral triangle superimposed on a 12" diameter circle)		
41. Is the door to the restroom at least 32" wide with accessible hardware?		
42. Is there a 60" circle or "T-shaped" turnaround space inside the restroom?		
43. Is at least one wide toilet stall (60" wide by 56" deep) provided with an out swinging door that has 48" of clear space in front of the toilet?		
44. Does this stall have side and rear grab bars that are 33" -36" high?		
45. Is the door to the toilet stall at least 32" wide?		
46. Is the toilet seat 17" to 19" high?		
47. Is there at least one sink with at least 29" of clearance under the front apron with the top rim no more than 34" above the floor?		
48. Are the hot water and drain pipes insulated?		

	Yes	No
<p><u>Showers</u></p> <p>“For many emergency shelters, evacuees are not expected to use shower or bathing facilities due to the short period they may stay at the shelter. If planning for shelter operations includes offering shower or bathing facilities, then those facilities should be on an accessible route and checked for accessibility. For information on the requirements for accessible showers or bathtubs see the ADA Standards for Accessible Design which is available online at www.ada.gov.” (DOJ ADA Emergency Shelter Checklist) or the California Building Code, 1115B.4.4 Accessible Showers and 1115B.4.5 Accessible Bathtubs. Some of the more important shower requirements include the following:</p>		
49. Is there at least one accessible roll-in shower at least 60” wide and 30” deep with a full opening along the long side OR at least 60” wide and 36” deep with an entrance opening of at least 36”?		
50. Is there a single-lever faucet control (40” high)?		
51. Is there a hand-held sprayer (mounting bracket no higher than 48”)?		
52. Is there a folding seat adjacent to the faucet control and sprayer (18” high)?		
53. Are the grab bars 33” to 36” high and adjacent to and across from the folding seat?		

Accessibility Survey Findings

Issue Item #	
Location	
Finding	
Comments	
Photo (yes/no, photo# if applicable)	

Issue Item #	
Location	
Finding	
Comments	
Photo (yes/no, photo# if applicable)	

Issue Item #	
Location	
Finding	
Comments	
Photo (yes/no, photo# if applicable)	

Issue Item #	
Location	
Finding	
Comments	
Photo (yes/no, photo# if applicable)	

Issue Item #	
Location	
Finding	
Comments	
Photo (yes/no, photo# if applicable)	

Issue Item #	
Location	
Finding	
Comments	
Photo (yes/no, photo# if applicable)	

City of San José Shelter Annex for Vulnerable Populations
May 2009

Appendix E: Shelter Survey Training Participant List

San Jose Shelter Survey Training - Sept. 25, 2008

Last Name	First Name	Organization	Email	Phone	Address
Ambar	Cindie	SCCO SSA	cynthia.ambar@ssa.co.santa-clara.ca.us	408-491-6797	333 W Julian Street, San Jose 95110
Buckel	John	ARC Santa Clara	jjbuckel@aol.com	408-577-1000	2731 Norht First Street, San Jose 95134
Carbaugh	Mike	San Andreas Reg Ctr	samikec@sarc.org	408-341-3444	300 Orchard City Drive, Suite 170 Campbell 95008
Charles	Stephanie	PAARC	scharles@juno.com	650-969-3740	217 Ada Avenue, #4 Mountain View, CA 94043
Espinoza	Susan	SJ Disability Commission	susangespinoza@comcast.net	408-723-5188	1278 Pine Ave, San Jose, CA 95125
Fifield	Robin	ARC Santa Clara	fifieldr@usa.redcross.org	408-577-2020	2731 North First Street, San Jose 95134
Gallo	John	SCCO SSA	john.gallo@ssa.co.santa-clara.ca.us	408-491-6347	333 W Julian Street, San Jose 95110
Garcia	Rebecca	SJ Housing	Rebecca.Garcia@sanjoseca.gov	408-975-4452	200 East Santa Clara St. 12th Floor San Jose 95113
Garcia	Adriana	VCSV/CalSafe	calsafe1@vcsv.us	408-247-1126	1922 The Alameda Suite 100, San Jose 95126
Hall	Patricia	SJ PRNS	patricia.hall@sanjoseca.gov	408-793-5518	200 East Santa Clara St. San Jose 95113
Hemphill	Kelly	SJ Housing	Kelly.Hemphill@sanjoseca.gov		200 East Santa Clara St. 12th Floor San Jose 95113
Lavetter	Judy	ARC Santa Clara	jlavetter@yahoo.com	408- 867-7673	2731 North First Street, San Jose 95134
Micetich	Doug	SVILC	dougm@svilc.org	408.894.9041	2306 Zanker Road, San Jose, CA 95131
Riley	Eliza	SCCO DAC	eliza.riley@gmail.com	408-834-5003	
Saffarzadeh	Saman	SJ OES	saman.saffarzadeh@sanjoseca.gov	408-398-9315	856 North San Pedro, #404 San Jose 95110
Salazar	Otila	SJ Disability Commission	otilasalazar@yahoo.com	408-247-1126	1922 The Alameda Suite 100, San Jose 95126
Sampson	Cherel	EMA/Sunnyvale OES	csampson@ci.sunnyvale.ca.us	408-730-7712	700 All American Way, Sunnyvale 94088
Sawyer	Gene	EMA/City of Santa Clara	gsawyer@ci.santa-clara.ca.us	408-615-4954	777 Benton Street, Santa Clara 95050
Simonsen	Sean	EMA/Milpitas OES	ssimonson@ci.milpitas.ca.us	408-586-2810	777 S. Main Street, Milpitas 95035
Stewart	Cindy	SCCO OES	cindy.stewart@oes.sccgov.org	408-808-7808	55 W Younger, Suite 435, San Jose 95110
Wing	Steve	SJ ADA Coordinator	Steve.Wing@sanjoseca.gov	408-535-8326	200 East Santa Clara St. 5th Floor San Jose 95113
Fall	Bill	SJ GSA	Bill.Fall@sanjoseca.gov	408-975-7246	1661 Senter Road, 2nd floor, San Jose CA 95112
Ramirez	Richard	SJ GSA	rich.ramirez@sanjoseca.gov	408-975-7248	1661 Senter Road, 2nd floor, San Jose CA 95112

Last Name	First Name	Organization	Email	Phone	Address
Staff Support					
Shunk	Kim	SJ OES	kimberly.shunk@sanjoseca.gov	408-277-4595	856 North San Pedro, #404 San Jose 95110
Quigley	Tim	VCSV	tquigley@vcsv.us	408-247-1126	1922 The Alameda Suite 100, San Jose 95126
Rommel	Kelle	VCSV Consultant	kelle@rommel.ca	408-356-0184	
Swardenski	Anna	VCSV Consultant	arswardenski@gmail.com	510-505-9556	4344 Norris Road, Fremont CA 94536
Biondi	Giovanna	CalSafe AmeriCorp	calsafe2@vcsv.us	408-247-1126	1922 The Alameda Suite 100, San Jose 95126
DOR Staff Trainers					
Kasai	Cheryl	lead trainer	CKasai@dor.ca.gov	916-558-5769	721 Capitol Mall, Sacramento, CA 95814
Garcia-Buckman	Gail		GGarciab@dor.ca.gov	916-558-5768	721 Capitol Mall, Sacramento, CA 95814
Clayton	Roy		RClayton@dor.ca.gov	916-558-5764	721 Capitol Mall, Sacramento, CA 95814
		confirmed = 18	proctors = 6		
		TOTAL Count = 28			
Others Interested					
Tankiamco	Vienalyn	State DOR DAS	VTankiam@dor.ca.gov	916-558-5755	721 Capitol Mall, Sacramento, CA 95814
Devyllder	Richard	State OES	richard.devyllder@oes.ca.gov	916-845-8288	
Favuzzi	Teresa	CA Foundation of ILCs	teresa@cfilc.org	916-325-1690	1029 J Street, Suite 120, Sacramento, CA 95819
Scordino	JoAnn	VCSV/CADRE Coordinator	cadre@vcsv.us	408-247-1126	1922 The Alameda Suite 100, San Jose 95126
Scheiner	Jessica	SJ Housing	jessica.scheiner@sanjoseca.gov	408-975-4417	200 East Santa Clara St. 12th Floor San Jose 95113
Palmer	John	SCCO Sr Commission	john.palmer@hhs.co.scl.ca.us		
Hovey	Marsha	EMA/Cupertino OES	Marshah@cupertino.org	408-777-3335	10300 Torre Ave Cupertino 95014
Dietz	Liz	ARC Santa Clara	DietzL@usa.redcross.org		2731 North First Street, San Jose 95134

City of San José Shelter Annex for Vulnerable Populations
May 2009

Appendix F:

Shelter Site Accessibility Survey Findings



ACCESSIBILITY CHECKLIST FOR DISASTER SHELTERS – ESSENTIAL ITEMS

Facility Name:	Almaden Community Center
Facility Address:	6455 Camden Ave., San Jose, CA
Facility Contact Person:	
Facility Telephone:	408-268-1133
Date of Site Survey:	October 22, 2008
Site Survey Complete By:	Eliza Riley Cherel Sampson Richard Ramirez

This checklist **does not** cover all accessibility requirements included in the ADA Standards for Accessible Design or the California Building Code.

Failure to meet one or more of the following accessibility standards would not necessarily make a facility ineligible for use as a shelter as there may be temporary solutions to overcome any identified accessibility barriers.

People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone.

ACCESSIBILITY SURVEY - SUMMARY OF NOTED ISSUES

Issue	Location	Finding	Comments	Photo
	Bathroom in back with showers	Shower space did not leave room to transfer from shower to bench. There were also moveable benches that would need to be removed because they take up too much transfer space.	The shower space is an issue when you are bringing in large manual or electric stairs. The benches are moveable and should be taken out right away in the event of an emergency.	no
	Back Emergency Exit	There are guiding ropes blocking the exit.	We moved them, but one should watch out for this.	no
	Front Entrance	The table cannot be detected by a cane and the sign can easily be tripped over.		
	Tiny Tots	Door was 30" wide	Required tools to take the middle from down	no
	Classroom and Double Doors	Classroom was 32" and double doors were 29 1/2"	There was barely enough room for my small wheelchair to make it through.	no
	Site	There are three evacu chairs.	With the population, senior citizens, there needs to be more at the stair wells.	no
24	Entrance	If stairs - alternative entrance		no
30	Entrance	Threshold is over a 1/2"		no
34	Path of Travel to Interior Loc.	Backup power for elevator or lift		no

PHOTOS OF NOTED ISSUES

No photos



ACCESSIBILITY CHECKLIST FOR DISASTER SHELTERS – ESSENTIAL ITEMS

ACCESSIBILITY SURVEY - FULL DATA

For questions marked “No”, fill out the “Accessibility Survey Report” at the back of this booklet and provide the information requested.

	Yes	No
<u>Parking and Drop-Off Areas</u>		
1. Is there a drop-off area at least 20' long x 5' wide with a slope less than 2% (1:50) in all directions and curb ramps if there is a curb?	X	
2. Are curb ramps at least 36" wide with a running slope less than 8.33% (1:12)?	X	
Note: Slope is given as a percentage or ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For an 8.33% or 1:12 maximum slope, at least one foot of ramp length is needed for each inch of height.		
3. Are an adequate number of accessible parking spaces available that are at least 96" wide with a 60" wide access aisle and both 18' long? The table below gives the requirements for new construction and alterations: Total spaces Accessible 1 to 25 1 space (One van accessible space is required for 26 to 50 2 spaces every eight regular accessible spaces) 51 to 75 3 spaces 76 to 100 4 spaces	X	
4. Is there at least one van accessible space? If there are more than 8 accessible spaces provided one van accessible space for every 8 accessible spaces must be provided.	X	
5. Are the van accessible spaces at least 96" wide and 18' long with an access aisle at least 96" wide and 18' long?	X	
6. Do the access aisles connect directly to the accessible path to the accessible entrance?	X	
7. Are the accessible spaces closest to the accessible entrance?	X	
8. Are accessible spaces marked with the International Symbol of Accessibility?	X	
9. Are there signs reading "Van Accessible" at van spaces?	X	
10. Is the slope for accessible spaces and access aisles in any direction less than 2% (1:50)?	X	
<u>Path of Travel to Entrance</u>		
11. Is there a route that does not require the use of stairs or steps?	X	
12. Where running slopes are greater than 5% (1:20), does the path meet the requirements for a ramp? It is on flat ground		
13. Are the running slopes of any ramps less than 8.33% (1:12)?		
14. Are the cross slopes of any ramps less than 2% (1:50)?		
15. Do all ramps longer than 6 feet have railings on both sides?		
16. Are railings sturdy, and between 34 and 38 inches high?		
17. Is the width between railings or curbs at least 36 inches?		
18. Is there a 60" long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?		
19. Does the ramp rise no more than 30" between landings?		
20. Are there curbs or wheel guides on the sides of the ramp if the ramp has a "drop off"?		



ACCESSIBILITY CHECKLIST FOR DISASTER SHELTERS – ESSENTIAL ITEMS

	Yes	No
21. Is the route stable, firm and slip-resistant?		
22. Is the route at least 36" wide?		
23. Can all objects protruding into the path be detected by a person with a visual disability using a cane? Note: In order to be detected using a cane, an object must be within 27" of the ground. Objects hanging or mounted overhead must be higher than 80" to provide clear head room. It is not necessary to remove objects that protrude less than 4" from the wall.		
Entrance		
24. If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance? Note: Do not use a service entrance as the accessible entrance unless there is no other option.		X
25. Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance? Everything is flat and even		
26. Does the entrance door have at least a 32" clear opening (for a double door, at least one 32" leaf)?	X	
27. Is there at least 18" of clear wall space on the pull side of the door, next to the handle? Note: A person using a wheelchair or crutches needs this space to get close enough to open the door.	Na	
28. Is the door hardware between 30" and 44" above the floor and useable with a closed fist? Note: The "closed fist" test for handles and controls: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.	na	
29. How much force is required to open doors? All doors other than fire doors should require no more than 5 lbs of pressure to open. Fire rated doors may have a maximum door pressure up to 15lbf. as determined by the appropriate administrative authority. A high door setting may require an automatic door opener or other compensating device. (CA Title 24 1133B.2.5)	Autom atic	
30. Is the door threshold less than ½" high and have a beveled edge? Threshold is a over ½"		x
Path of Travel to Interior Locations Ideally, the layout of the building should allow people with disabilities to obtain materials or services without assistance.		
31. Is there a path of travel at least 36" wide?	X	
32. Do interior doors open at least 32" wide	X	
33. Are protruding objects below 27" or above 80 " from the floor to enable cane detection?	X	
34. If an elevator or lift provides the only accessible route, is there a source of back-up power to operate the device for an extended period?		X
35. Where slopes are greater than 1:20, does the path meet the requirements for a ramp (see questions concerning ramps in the previous section entitled	X	



ACCESSIBILITY CHECKLIST FOR DISASTER SHELTERS – ESSENTIAL ITEMS

	Yes	No
"Path of Travel to Entrance")?		
36. Can doors be opened with no more than 5 pounds of force or no more than 15 pounds of force if the door is a fire door?	X	
37. Is the door hardware between 30" and 44" above the floor and usable with one hand closed in a fist?	X	
38. Is there a 60" circle or "T-shaped" turnaround space for a wheelchair?	X	
Restrooms		
39. Is appropriate signage mounted on the wall adjacent to the door latch?	X	
40. Do restroom doors have appropriate signage mounted 60 "high on the door? (Women's - 12" diameter circle; Men's - 12" equilateral triangle; Unisex - 12" equilateral triangle superimposed on a 12" diameter circle)	X	
41. Is the door to the restroom at least 32" wide with accessible hardware?	X	
42. Is there a 60" circle or "T-shaped" turnaround space inside the restroom?	X	
43. Is at least one wide toilet stall (60" wide by 56" deep) provided with an out swinging door that has 48" of clear space in front of the toilet?	X	
44. Does this stall have side and rear grab bars that are 33" -36" high?	X	
45. Is the door to the toilet stall at least 32" wide?	X	
46. Is the toilet seat 17" to 19" high?	X	
47. Is there at least one sink with at least 29" of clearance under the front apron with the top rim no more than 34" above the floor?	X	
48. Are the hot water and drain pipes insulated?	X	
Showers		
<p>"For many emergency shelters, evacuees are not expected to use shower or bathing facilities due to the short period they may stay at the shelter. If planning for shelter operations includes offering shower or bathing facilities, then those facilities should be on an accessible route and checked for accessibility. For information on the requirements for accessible showers or bathtubs see the ADA Standards for Accessible Design which is available online at www.ada.gov." (DOJ ADA Emergency Shelter Checklist) or the California Building Code, 1115B.4.4 Accessible Showers and 1115B.4.5 Accessible Bathtubs. Some of the more important shower requirements include the following:</p>		
49. Is there at least one accessible roll-in shower at least 60" wide and 30" deep with a full opening along the long side OR at least 60" wide and 36" deep with an entrance opening of at least 36"?	X	
50. Is there a single-lever faucet control (40" high)?	X	
51. Is there a hand-held sprayer (mounting bracket no higher than 48")?	X	
52. Is there a folding seat adjacent to the faucet control and sprayer (18" high)?	X	
53. Are the grab bars 33" to 36" high and adjacent to and across from the folding seat?	X	



ACCESSIBILITY CHECKLIST FOR DISASTER SHELTERS – ESSENTIAL ITEMS

Facility Name:	Berryessa Community Center
Facility Address:	3050 Berryessa Rd., San Jose, Ca
Facility Contact Person:	Kendra
Facility Telephone:	408-251-6392
Date of Site Survey:	10/22/08
Site Survey Completed By:	Saman Saffarzadeh Robin C. Fifield Cindy Stewart

This checklist **does not** cover all accessibility requirements included in the ADA Standards for Accessible Design or the California Building Code.

Failure to meet one or more of the following accessibility standards would not necessarily make a facility ineligible for use as a shelter as there may be temporary solutions to overcome any identified accessibility barriers.

People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone.







ACCESSIBILITY CHECKLIST FOR DISASTER SHELTERS – ESSENTIAL ITEMS

ACCESSIBILITY SURVEY - SUMMARY OF NOTED ISSUES

Issue	Location	Finding	Comments	Photo
10	South Front Entrance	The van accessible parking spots slope of ramp is 7.2%-8.1%.		no
13	Southside Ramp	Right ramp if facing bldg - slope is 9.3% at top half of ramp	Northside ramp meets regulation	1
16	Southside Ramp	Right ramp if facing bldg - railings are 33" above ground	Northside ramp meets regulation	1
18	Southside Ramp	Right ramp if facing bldg - level landing at 30 foot mark of ramp is only 40" long	Northside ramp meets regulation	2
25	Front of bldg & Parking/Drop-Off Area	No clearly marked signage for wheel chair accessible ramp location	Extremely obvious where ramps are if you are at front of bldg	3
36	Multipurpose Room Door	Requires 7lbs of force to open door		no
43	Restrooms - Mens & Women's	Handicap accessible restroom in both men's and women's restroom does not have out swinging door	Depth of stall in excess of 95" - extremely accessible for someone in a wheel chair	4

PHOTOS OF NOTED ISSUES

Photo #	Photo	
1, 2		
3, 4		



ACCESSIBILITY CHECKLIST FOR DISASTER SHELTERS – ESSENTIAL ITEMS

ACCESSIBILITY SURVEY - FULL DATA

For questions marked “No”, fill out the “Accessibility Survey Report” at the back of this booklet and provide the information requested.

	Yes	No
Parking and Drop-Off Areas- <u>Left (North) & Right (South) Ramps facing building</u>		
1. Is there a drop-off area at least 20' long x 5' wide with a slope less than 2% (1:50) in all directions and curb ramps if there is a curb?	X	
2. Are curb ramps at least 36" wide with a running slope less than 8.33% (1:12)? Note: Slope is given as a percentage or ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For an 8.33% or 1:12 maximum slope, at least one foot of ramp length is needed for each inch of height.	X	
3. Are an adequate number of accessible parking spaces available that are at least 96" wide with a 60" wide access aisle and both 18' long? The table below gives the requirements for new construction and alterations: Total spaces Accessible 1 to 25 1 space (One van accessible space is required for 26 to 50 2 spaces every eight regular accessible spaces) 51 to 75 3 spaces 76 to 100 4 spaces	X	
4. Is there at least one van accessible space? If there are more than 8 accessible spaces provided one van accessible space for every 8 accessible spaces must be provided.	X	
5. Are the van accessible spaces at least 96" wide and 18' long with an access aisle at least 96" wide and 18' long?	X	
6. Do the access aisles connect directly to the accessible path to the accessible entrance?	X	
7. Are the accessible spaces closest to the accessible entrance?	X	
8. Are accessible spaces marked with the International Symbol of Accessibility?	X	
9. Are there signs reading "Van Accessible" at van spaces?	X	
10. Is the slope for accessible spaces and access aisles in any direction less than 2% (1:50)?	X Left	X Right
Path of Travel to Entrance- <u>Left (North) & Right (South) Ramps facing building</u>		
11. Is there a route that does not require the use of stairs or steps?	X	
12. Where running slopes are greater than 5% (1:20), does the path meet the requirements for a ramp?	X	
13. Are the running slopes of any ramps less than 8.33% (1:12)?	X Left	X Right
14. Are the cross slopes of any ramps less than 2% (1:50)?	X	
15. Do all ramps longer than 6 feet have railings on both sides?	X	
16. Are railings sturdy, and between 34 and 38 inches high?	X Left	X Right
17. Is the width between railings or curbs at least 36 inches?	X	
18. Is there a 60" long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?	X Left	X Right
19. Does the ramp rise no more than 30" between landings?	X	



ACCESSIBILITY CHECKLIST FOR DISASTER SHELTERS – ESSENTIAL ITEMS

	Yes	No
20. Are there curbs or wheel guides on the sides of the ramp if the ramp has a "drop off"?	X	
21. Is the route stable, firm and slip-resistant?	X	
22. Is the route at least 36" wide?	X	
23. Can all objects protruding into the path be detected by a person with a visual disability using a cane? Note: In order to be detected using a cane, an object must be within 27" of the ground. Objects hanging or mounted overhead must be higher than 80" to provide clear head room. It is not necessary to remove objects that protrude less than 4" from the wall.	X	
<u>Entrance</u>		
24. If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance? Note: Do not use a service entrance as the accessible entrance unless there is no other option.	X	
25. Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?		X
26. Does the entrance door have at least a 32" clear opening (for a double door, at least one 32" leaf)?	X	
27. Is there at least 18" of clear wall space on the pull side of the door, next to the handle? Note: A person using a wheelchair or crutches needs this space to get close enough to open the door.	X	
28. Is the door hardware between 30" and 44" above the floor and useable with a closed fist? Note: The "closed fist" test for handles and controls: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.	X	
29. How much force is required to open doors? All doors other than fire doors should require no more than 5 lbs of pressure to open. Fire rated doors may have a maximum door pressure up to 15lbf. as determined by the appropriate administrative authority. A high door setting may require an automatic door opener or other compensating device. (CA Title 24 1133B.2.5)	X	
30. Is the door threshold less than ½" high and have a beveled edge?	X	
<u>Path of Travel to Interior Locations</u> Ideally, the layout of the building should allow people with disabilities to obtain materials or services without assistance.		
31. Is there a path of travel at least 36" wide?	X	
32. Do interior doors open at least 32" wide	X	
33. Are protruding objects below 27" or above 80" from the floor to enable cane detection?	X	
34. If an elevator or lift provides the only accessible route, is there a source of back-up power to operate the device for an extended period?	NA	
35. Where slopes are greater than 1:20, does the path meet the requirements for a ramp (see questions concerning ramps in the previous section entitled "Path of Travel to Entrance")?	NA	
36. Can doors be opened with no more than 5 pounds of force or no more than		X



ACCESSIBILITY CHECKLIST FOR DISASTER SHELTERS – ESSENTIAL ITEMS

	Yes	No
15 pounds of force if the door is a fire door?		
37. Is the door hardware between 30" and 44" above the floor and usable with one hand closed in a fist?	X	
38. Is there a 60" circle or "T-shaped" turnaround space for a wheelchair?	X	
Restrooms	Men's & Women's	
39. Is appropriate signage mounted on the wall adjacent to the door latch?	X	
40. Do restroom doors have appropriate signage mounted 60 "high on the door? (Women's - 12" diameter circle; Men's - 12" equilateral triangle; Unisex - 12" equilateral triangle superimposed on a 12" diameter circle)	X	
41. Is the door to the restroom at least 32" wide with accessible hardware?	X	
42. Is there a 60" circle or "T-shaped" turnaround space inside the restroom?	X	
43. Is at least one wide toilet stall (60" wide by 56" deep) provided with an out swinging door that has 48" of clear space in front of the toilet?		X
44. Does this stall have side and rear grab bars that are 33" -36" high?	X	
45. Is the door to the toilet stall at least 32" wide?	X	
46. Is the toilet seat 17" to 19" high?	X	
47. Is there at least one sink with at least 29" of clearance under the front apron with the top rim no more than 34" above the floor?	X	
48. Are the hot water and drain pipes insulated?	X	
<p>Showers</p> <p>" For many emergency shelters, evacuees are not expected to use shower or bathing facilities due to the short period they may stay at the shelter. If planning for shelter operations includes offering shower or bathing facilities, then those facilities should be on an accessible route and checked for accessibility. For information on the requirements for accessible showers or bathtubs see the ADA Standards for Accessible Design which is available online at www.ada.gov." (DOJ ADA Emergency Shelter Checklist) or the California Building Code, 1115B.4.4 Accessible Showers and 1115B.4.5 Accessible Bathtubs. Some of the more important shower requirements include the following:</p>		
49. Is there at least one accessible roll-in shower at least 60" wide and 30" deep with a full opening along the long side OR at least 60" wide and 36" deep with an entrance opening of at least 36"?		
50. Is there a single-lever faucet control (40" high)?		
51. Is there a hand-held sprayer (mounting bracket no higher than 48")?		
52. Is there a folding seat adjacent to the faucet control and sprayer (18" high)?		
53. Are the grab bars 33" to 36" high and adjacent to and across from the folding seat?		



ACCESSIBILITY CHECKLIST FOR DISASTER SHELTERS – ESSENTIAL ITEMS

Facility Name:	Camden Community Center
Facility Address:	3369 Union Ave., San Jose, Ca 95124
Facility Contact Person:	Kiersten McCormick
Facility Telephone:	408-559-8553
Date of Site Survey:	10/8/08
Site Survey Completed By:	Cindie Ambar Patricia Hall John Buckel

This checklist **does not** cover all accessibility requirements included in the ADA Standards for Accessible Design or the California Building Code.

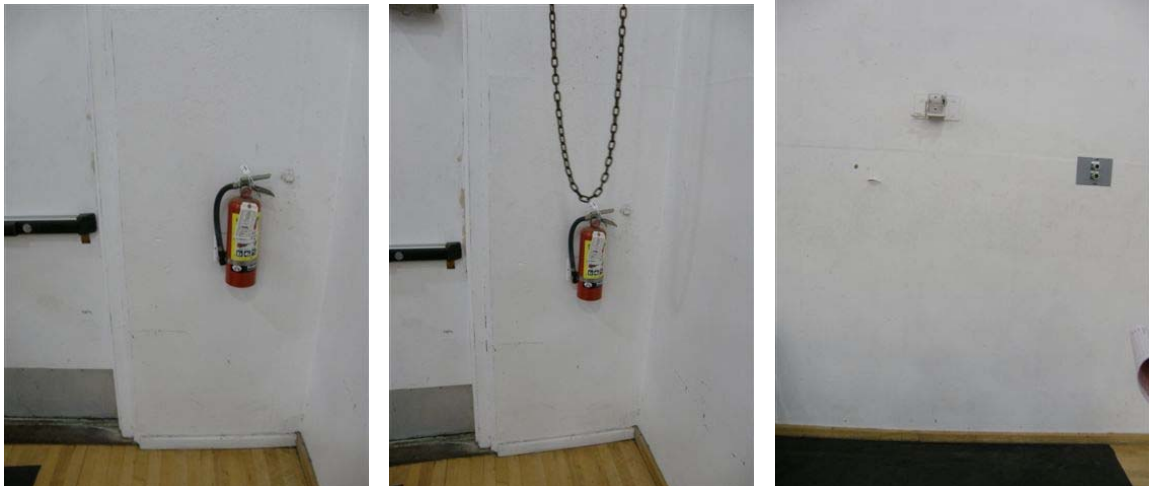
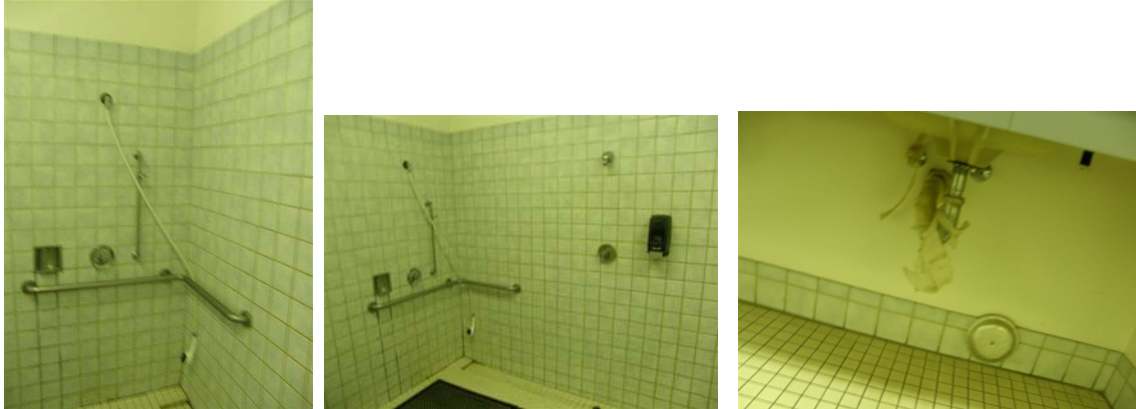
Failure to meet one or more of the following accessibility standards would not necessarily make a facility ineligible for use as a shelter as there may be temporary solutions to overcome any identified accessibility barriers.

People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone.

ACCESSIBILITY SURVEY - SUMMARY OF NOTED ISSUES

Issue	Location	Finding	Comments	Photo
36	Lobby Exit & Gym Entry Doors	22 lbs pressure required		no
33	Gym - all four corners	Chain hanging at neck level	could cause blind person to get caught	2
33	Gym - back wall near exit	Protruding object 73" above ground, 8" out		3
39	Gym - Restrooms	Brail signage not available		no
36	Gym - Restrooms	12 lbs pressure required		no
47	Gym - Restroom - Women's	sink clearance only 27"		no
36	Gym Entrance Doors	12 lbs pressure required		no
36	Gym-Door to locker rooms	10 lbs pressure required	other interior door is at 5 lbs	no
51	Gym Showers	Hand held sprayer does not have mount available		4,5
52	Gym Showers	No seat available		no
33	Gym Showers	Soap dispenser 51" high		5
33	Gym-right of emergency exit	Fire extinguisher 33" above ground & 5" protruding		1
48	Locker Room	sink piping hot water not covered adequately	some areas of pipe exposed	6
36	Locker Room Doors	10 lbs pressure required - interior entrance door		no
48	Locker Room Doors	Brail signage not available	signage on door meets criteria	no
12	Multipurpose Entrance	entrance 5.2% for 13 ft of distance		8
43	Multipurpose Restroom	Handicap stall door swings in		no
33	Multipurpose Room	AED Machine	above 27"=43" from ground	7
33	Multipurpose Room	17 lbs pressure required		no
33	Multipurpose Room	20 lbs pressure required for main & interior entrance		no
33	Multipurpose Room	20 lbs pressure required for restroom doors		no

PHOTOS OF NOTED ISSUES

Photo #	Photo
1, 2, 3	 <p>This row contains three photographs. The first photo shows a red fire extinguisher mounted on a white wall next to a door handle. The second photo shows the same fire extinguisher hanging from a chain on the wall. The third photo shows a close-up of a wall with a small square hole and an electrical outlet.</p>
4, 5, 6	 <p>This row contains three photographs of a shower stall with white tiled walls. The first photo shows a showerhead and a grab bar. The second photo shows a showerhead, a grab bar, and a wall-mounted device. The third photo shows a showerhead and a grab bar from a different angle.</p>
7, 8	 <p>This row contains two photographs. The first photo shows a fire alarm pull station mounted on a wall next to a door. The second photo shows a blue level on a floor, with a bubble level indicating a reading of 5.1.</p>



ACCESSIBILITY CHECKLIST FOR DISASTER SHELTERS – ESSENTIAL ITEMS

ACCESSIBILITY SURVEY - FULL DATA

For questions marked “No”, fill out the “Accessibility Survey Report” at the back of this booklet and provide the information requested.

	Yes	No															
<u>Parking and Drop-Off Areas – Multipurpose Area & Gym/Lobby Area</u>																	
1. Is there a drop-off area at least 20' long x 5' wide with a slope less than 2% (1:50) in all directions and curb ramps if there is a curb?	X																
2. Are curb ramps at least 36" wide with a running slope less than 8.33% (1:12)? Note: Slope is given as a percentage or ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For an 8.33% or 1:12 maximum slope, at least one foot of ramp length is needed for each inch of height.	X																
3. Are an adequate number of accessible parking spaces available that are at least 96" wide with a 60" wide access aisle and both 18' long? The table below gives the requirements for new construction and alterations: <table border="0" style="width: 100%;"> <tr> <td style="width: 20%;">Total spaces</td> <td style="width: 20%;">Accessible</td> <td></td> </tr> <tr> <td>1 to 25</td> <td>1 space</td> <td>(One van accessible space is required for every eight regular accessible spaces)</td> </tr> <tr> <td>26 to 50</td> <td>2 spaces</td> <td></td> </tr> <tr> <td>51 to 75</td> <td>3 spaces</td> <td></td> </tr> <tr> <td>76 to 100</td> <td>4 spaces</td> <td></td> </tr> </table>	Total spaces	Accessible		1 to 25	1 space	(One van accessible space is required for every eight regular accessible spaces)	26 to 50	2 spaces		51 to 75	3 spaces		76 to 100	4 spaces		X	
Total spaces	Accessible																
1 to 25	1 space	(One van accessible space is required for every eight regular accessible spaces)															
26 to 50	2 spaces																
51 to 75	3 spaces																
76 to 100	4 spaces																
4. Is there at least one van accessible space? If there are more than 8 accessible spaces provided one van accessible space for every 8 accessible spaces must be provided.	X																
5. Are the van accessible spaces at least 96" wide and 18' long with an access aisle at least 96" wide and 18' long?	X																
6. Do the access aisles connect directly to the accessible path to the accessible entrance?	X																
7. Are the accessible spaces closest to the accessible entrance?	X																
8. Are accessible spaces marked with the International Symbol of Accessibility?	X																
9. Are there signs reading "Van Accessible" at van spaces?	X																
10. Is the slope for accessible spaces and access aisles in any direction less than 2% (1:50)?	X																
<u>Path of Travel to Entrance – Multipurpose Area & Gym/Lobby Area</u>																	
11. Is there a route that does not require the use of stairs or steps?	X																
12. Where running slopes are greater than 5% (1:20), does the path meet the requirements for a ramp?		X															
13. Are the running slopes of any ramps less than 8.33% (1:12)?	NA																
14. Are the cross slopes of any ramps less than 2% (1:50)?	NA																
15. Do all ramps longer than 6 feet have railings on both sides?	NA																
16. Are railings sturdy, and between 34 and 38 inches high?	NA																
17. Is the width between railings or curbs at least 36 inches?	NA																
18. Is there a 60" long level landing at every 30-foot horizontal length of ramp, at	NA																

City of San José Shelter Annex for Vulnerable Populations
May 2009

Appendix G: Shelter Assessment Intake Tool – *American Red Cross and U.S. Dept. of Health & Human Services (6-20-08)*

INITIAL INTAKE AND ASSESSMENT TOOL - AMERICAN RED CROSS - U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Date/Time: _____ Shelter Name/City/State: _____ DRO Name/#: _____

Family Last Name: _____

Primary language spoken in home: _____ Does the family need language assistance/interpreter?: _____

Names/ages/genders of all family members present: _____

If alone and under 18, location of next of kin/parent/guardian: _____ If unknown, notify shelter manager & interviewer initial here: _____

Home Address: _____

Client Contact Number: _____ Interviewer Name (print name): _____

INITIAL INTAKE	Circle	Actions to be taken	Include ONLY name of affected family member
1. Do you need assistance hearing me?	YES / NO	If Yes, consult with Disaster Health Services (HS).	
2. Will you need assistance with understanding or answering these questions?	YES / NO	If Yes, notify shelter manager and refer to HS.	
3. Do you have a medical or health concern or need right now ?	YES / NO	If Yes, stop interview and refer to HS immediately. If life threatening, call 911.	
4. Observation for the Interviewer: Does the client appear to be overwhelmed, disoriented, agitated, or a threat to self or others?	YES/ NO	If life threatening, call 911. If yes, or unsure, refer immediately to HS or Disaster Mental Health (DMH).	
5. Do you need medicine, equipment or electricity to operate medical equipment or other items for daily living?	YES / NO	If Yes, refer to HS.	
6. Do you normally need a caregiver, personal assistant, or service animal?	YES / NO	If Yes, ask next question. If No, skip next question.	
7. Is your caregiver, personal assistant, or service animal inaccessible?	YES / NO	If Yes, circle which one and refer to HS.	
8. Do you have any severe environmental, food, or medication allergies?	YES / NO	If Yes, refer to HS.	
9. Question to Interviewer: Would this person benefit from a more detailed health or mental health assessment?	YES / NO	If Yes, refer to HS or DMH.	*If client is uncertain or unsure of answer to any question, refer to HS or DMH for more in-depth evaluation.



STOP HERE!



REFER to: HS Yes No DMH Yes No Interviewer Initial _____

DISASTER HEALTH SERVICES/DISASTER MENTAL HEALTH ASSESSMENT FOLLOW-UP

ASSISTANCE AND SUPPORT INFORMATION	Circle	Actions to be taken	Comments
Have you been hospitalized or under the care of a physician in the past month?	YES / NO	If Yes, list reason.	
Do you have a condition that requires any special medical equipment/supplies? (Epi-pen, diabetes supplies, respirator, oxygen, dialysis, ostomy supplies, etc.)	YES / NO	If Yes, list potential sources if available.	
Are you presently receiving any benefits (Medicare/Medicaid) or do you have other health insurance coverage?	YES / NO	If Yes, list type and benefit number(s) if available.	
MEDICATIONS	Circle	Actions to be taken	Comments
Do you take any medication(s) regularly?	YES / NO	If No, skip to the questions regarding hearing.	
When did you last take your medication?		Date/Time.	
When are you due for your next dose?		Date/Time.	
Do you have the medications with you?	YES / NO	If No, identify medications and process for replacement.	

INITIAL INTAKE AND ASSESSMENT TOOL - AMERICAN RED CROSS - U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

HEARING			
	Circle	Actions to be taken	Comments
Do you use a hearing aid and do you have it with you?	YES / NO	If Yes to either, ask the next two questions. If No, skip next two questions.	
Is the hearing aid working?	YES / NO	If No, identify potential resources for replacement.	
Do you need a battery?	YES / NO	If Yes, identify potential resources for replacement.	
Do you need a sign language interpreter?	YES / NO	If Yes, identify potential resources in conjunction with shelter manager.	
How do you best communicate with others?		Sign language? Lip read? Use a TTY? Other (explain).	
VISION/SIGHT			
	Circle	Actions to be taken	Comments
Do you wear prescription glasses and do you have them with you?	YES / NO	If Yes to either, ask next question. If No, skip the next question.	
Do you have difficulty seeing, even with glasses?	YES / NO	If No, skip the remaining Vision/Sight questions and go to Activities of Daily Living section.	
Do you use a white cane?	YES / NO	If Yes, ask next question. If No, skip the next question.	
Do you have your white cane with you?	YES / NO	If No, identify potential resources for replacement.	
Do you need assistance getting around, even with your white cane?	YES / NO	If Yes, collaborate with HS and shelter manager.	
ACTIVITIES OF DAILY LIVING			
	Circle	Ask all questions in category.	Comments
Do you need help getting dressed, bathing, eating, toileting?	YES / NO	If Yes, specify and explain.	
Do you have a family member, friend or caregiver with you to help with these activities?	YES / NO	If No, consult shelter manager to determine if general population shelter is appropriate.	
Do you need help moving around or getting in and out of bed?	YES / NO	If Yes, explain.	
Do you rely on a mobility device such as a cane, walker, wheelchair or transfer board?	YES / NO	If No, skip the next question. If Yes, list.	
Do you have the mobility device/equipment with you?	YES / NO	If No, identify potential resources for replacement.	
NUTRITION			
	Circle	Actions to be taken	Comments
Do you wear dentures and do you have them with you?	YES / NO	If needed, identify potential resources for replacement.	
Are you on any special diet?	YES / NO	If Yes, list special diet and notify feeding staff.	
Do you have any allergies to food?	YES / NO	If Yes, list allergies and notify feeding staff.	
IMPORTANT! HS/DMH INTERVIEWER EVALUATION			
Question to Interviewer: Has the person been able to express his/her needs and make choices?	YES / NO	If No or uncertain, consult with HS, DMH and shelter manager.	
Question to Interviewer: Can this shelter provide the assistance and support needed?	YES / NO	If No, collaborate with HS and shelter manager on alternative sheltering options.	
NAME OF PERSON COLLECTING INFORMATION:	HS/ DMH Signature:		Date:

This following information is only relevant for interviews conducted at HHS medical facilities: Federal agencies conducting or sponsoring collections of information by use of these tools, so long as these tools are used in the provision of treatment or clinical examination, are exempt from the Paperwork Reduction Act under 5 C.F.R. 1320.3(h)(5).

The authority for collecting this information is 42 USC 300hh-11(b) (4). Your disclosure of this information is voluntary. The principal purpose of this collection is to appropriately treat, or provide assistance to, you. The primary routine uses of the information provided include disclosure to agency contractors who are performing a service related to this collection, to medical facilities, non-agency healthcare workers, and to other federal agencies to facilitate treatment and assistance, and to the Justice Department in the event of litigation. Providing the information requested will assist us in properly triaging you or providing assistance to you.

City of San José Shelter Annex for Vulnerable Populations
May 2009

Appendix H: Functional Assessment and Service Teams (FAST)

Functional Assessment and Service Team (FAST)

Introduction

The purpose of the FAST program is to provide staff to conduct a functional assessment of People with Disabilities and Elderly (PWD/E) as they arrive at shelters. This assessment will evaluate the essential functional needs that can be supported within the general shelter. FAST will be deployed as shelters are opened and remain in the shelters until it is determined that they are no longer needed. FAST will transfer to other shelters as needed or requested.

Those unable to be supported within the shelter will be relocated to a medical service section of the shelter or transported to a more appropriate medical facility.

FAST consists of corps of trained government employees and CBO/NGO personnel ready to respond and deploy to disaster areas to work in shelters. FAST members have in-depth knowledge of the populations they serve, their needs, services, and resources including housing, benefit programs, and disaster aid programs. FAST will work side by side with shelter personnel and other emergency response workers to assist in meeting essential functional needs so people can maintain their independence during disasters and emergencies. FAST free other emergency resources to focus on emergency incidents rather than on mitigating complications. (National Response Plan National Incident Management System Review and Revision Process, p.3)

Concept of Operation

Support for essential functional needs will be provided to individuals who have been assessed and determined to be safely accommodated within a shelter. Such accommodations include, but are not limited to providing the following:

- Ensure that essential prescribed medications are obtained.

- Essential durable medical equipment (DME) and essential consumable medical supplies (CMS) are obtained.
- Assistance to maintain independence (personal assistance with activities of daily living, managing non-acute medical and chronic conditions, etc.).
- Support to individuals with cognitive limitations.
- Interpreters and other communication support to assist individuals who require communication assistance (visual and hearing disabilities and limitations, language/cultural, etc.).
- Assistance to individuals who have conditions that affect mobility.
- Assistance to individuals with chronic but stable respiratory conditions (heart disease, asthma, emphysema, allergies, etc.).
- Assistance to individuals with temporary limitations (post surgery, accident injuries, pregnancy, etc.).
- Management and coordination of processes to address the requirements to maintain functional/medical support operations.

FAST Deployment Procedures

1. Request is received by Regional Emergency Operation Center (REOC) REOC/MCS (Mass Care and Shelter) branch and transmitted to CDSS State Operations Center (SOC) Representative or Department Operations Center (DOC).
2. Request passed from CDSS SOC Representative to CDSS DOC Deployment Branch.
3. CDSS/DOC Deployment Branch notifies and deploys available FAST to the shelter, including FAST Leader.
4. FAST Leader checks in with Shelter Manager.
5. FAST Leader establishes contact with CDSS Deployment Branch and requests additional FAST members when needed.
6. CDSS/DOC Deployment Branch deploys requested FAST staff members.
7. Labor Force Coordinator of the Deployment Branch at CDSS/DOC will develop the FAST deployment schedule.

8. Labor Force Coordinator will respond to positive notifications received from FAST members with the following deployment information:
 - A. Date
 - B. Time
 - C. Address (include appropriate routing directions)
 - D. Length of deployment
 - E. Reporting Information (i.e. Shelter Manager/FAST Leader)
9. FAST Leader will develop plans to add, transfer, or eliminate FAST staff positions as conditions change and notify Labor Force Coordinator of the changes.
10. Labor Force Coordinator will develop a second deployment schedule and deploy subsequent FAST staff as necessary.

FAST Duties

The following list is the description of the FAST. Not every FAST member will be expected to have all of these responsibilities or qualifications. (Source: Kailes, J (2007) see below reference)

Responsibilities

1. Conduct assessments and evaluations of individuals to determine who may have needs which exceed the capability of the PWD/E shelter.
2. Identify, and track essential needs so people can maintain their functional independence.
3. Assess need for Personal Assistants (PAs), durable medical equipment (DME), consumable medical supplies (CMS), and prescribed medications.
4. Develop and implement service plans for shelter residents to meet essential functional needs of those identified.
5. Advise individuals regarding services available, coordinate receipt of services, and maintain contacts and service notes.
6. Facilitate and provide technical assistance to shelter staff as needed related to resources and shelter resident needs.
7. Ongoing coordination and collaboration with shelter management.

Qualifications

Essential

1. Demonstrated two years experience working with and assessing the needs of people with disabilities, activity limitations and senior services, obtaining service and resource management.
2. Demonstrated in-depth knowledge of people with disability and activity limitations and seniors. This would include knowledge of their culture, resources, and support service systems such as housing, benefit programs, and disaster aid programs.
3. Demonstrated interpersonal skills needed to communicate effectively (oral/written), interact effectively and diplomatically with a variety of staff, volunteers, and members of the community.
4. Completion of FAST training.
5. Able to travel as required and work under difficult and stressful situations.
6. Available for quick deployment to provide immediate and intermediate early responder assistance.

Preferred

1. Demonstrate knowledge of the ADA and related disability rights law.
2. Demonstrate knowledge of assistive technology (AT) and alternative formats.
3. Possess knowledge of current best practice policies, programs, services, and support system for individuals. (i.e. Independent Living Movement philosophy).
4. Possess familiarity with local and federal funding streams and supporting services.
5. Bilingual and/or communicate using American Sign Language (ASL) (beneficial-not mandatory).

FAST Composition

FAST will consist of members with experience in the following areas:

- Aging (services/supports, including dietary needs*)

- Chronic Health Conditions Needs*
- Developmental & other Cognitive Disabilities (i.e. Traumatic Brain Injury (TBI)*.
- Hearing loss
- Mental Health Disabilities*
- Physical Disabilities*
- Substance abuse*
- Vision Loss

*Indicates Positions identified as necessary for Early Deployment to the shelter in need of FAST Services.

The table below may be used to assess FAST members who may have skills/knowledge in more than one area.

FAST Composition									
	Members Expertise								
	1	2	3	4	5	6	7	8	9
Aging*									
Chronic Health Condition Needs*									
Developmental & Other Cognitive Disabilities*									
Hearing loss									
Mental Health Disabilities*									
Physical Disabilities*									
Substance abuse*									
Vision Loss									

FAST Scalability

Shelter Occupants	FAST Deployment
>250	One (1) FAST Leader & One (1) FAST

Additional FAST may be deployed depending on the number and size of shelters that are open.

FAST Staff Position Sources

There are four (4) potential sources for FAST staff positions. They are:

1. California Medical Volunteers – include FAST members into the California Medical Volunteers System. (California Medical Volunteer System currently under development).
2. California State Departments who have personnel with FAST qualifications may be called upon to provide FAST members if disaster escalates to state level.
3. Non-governmental agencies/organizations such as Community Based Organizations (CBO), Non-governmental Organizations (NGO), Faith Based Organizations (FBO), etc.
4. Federal Resource(s) may be requested if disaster reaches a catastrophic stage and state resources have been depleted. Federal sources and processes for FAST deployment and use are still under development.

California Medical Volunteers

An explanation of how to register through California Medical Volunteers System and how to deploy using the California Medical Volunteers Medical System will be added when available.

California State Departments

*Sections of the above are used or adapted with permission from:
Kailes, J. 2007. Functional Needs Coordinator - Governor's Office of Emergency Service (OES) Proposed Deputy Director Position (Version 3, Disability Issues and the Health Professions at Western University of Health Sciences, Pomona, California, and California Foundation for Independent Living Centers, jik@pacbell.net or www.jik.com/disaster.html and click - on "NEW".*

City of San José Shelter Annex for Vulnerable Populations
May 2009

Appendix I: Safe Space Kit Contents

From Save the Children, Inc.

Safe Space Kit Contents

Safe Space Kits are designed to provide materials for approximately 20 children of different ages to play in a Safe Space for up to 5-7 days at a time. Note: Chairs, tables, first aid supplies, fire extinguishers, and cleaning supplies are traditionally provided in shelters, so they are not included in the kits.

Additional materials and/or kits may be available in situations where Safe Spaces are used for longer periods of time. If you are in need of additional materials, the lead volunteer should contact their organization's point of contact. If the lead volunteer does not have an organizational point of contact please contact Save the Children at 1-800-728-3843 or usemergency@savechildren.org.

Program Items

White and colored construction paper	Action figures (e.g., people, animals, dinosaurs)
Pencils, pencil sharpeners and pens	Play mat (with road, town, etc.)
Crayons/Markers	Toy cars
Children's safety scissors	Materials to make puppets
Glue sticks	Board games (Chutes and Ladders, Candyland)
Stickers	Card games (Old Maid, Go Fish, regular playing cards)
Books for various ages/skill levels, some in Spanish, fiction and nonfiction	Puzzles
Play dough	Toddler stacking/sorting games
Foam building blocks	Music/rhythm toys (e.g., maracas)
Duplos/large mega blocks	Small stuffed animals (assorted animals)
Blow up/beach balls; Soft Frisbees	Bandanas/scarves/cloth squares
Playground/soccer balls	
Jump ropes (single and double)	
Sidewalk chalk	

Administration Items

Plastic box for storage	Outlet covers
Plastic drop cloth/tarp for floor	Disposable plastic or tyvek ID bracelets
Barricade Tape to demarcate Spaces	Spray bottle (for sanitizing items with diluted bleach solution)
Masking tape	Disposable plastic or latex gloves
Permanent markers	Zip bags
Clipboards	Contents list
Spiral notebook	Save the Children manual and forms
Pocket folders	

City of San José Shelter Annex for Vulnerable Populations
May 2009

Appendix J: How To Help Children Cope – 10 Tips From Save the Children, Inc.

How to Help Children Cope - Ten Tips from Save the Children

By Charles MacCormack, President and CEO of Save the Children

The dramatic images of disasters impact children not only in the immediate area where the destruction has taken place but also children throughout the country who are watching the images on television.

Concerned about the emotional well-being of their children, many parents, teachers, grandparents and caregivers are looking for advice on how to respond to questions from children about unsettling and upsetting events that continue to be shown in the media about the disaster and the impact on homes, families and neighborhoods.

Children often ask the adults in their lives to explain what they are seeing and reassure them about what will happen next. "Will everything be OK? Why is this happening? What will happen to the children who have lost so much?" How do we respond to these questions? Following 9/11 – and again after Hurricane Katrina – Save the Children prepared the following 10 tips to help adults support children through times of crisis. These tips are based upon Save the Children's years of national and international experience and can be used as a guide for adults to support children through this current crisis. The relevancy of different tips may vary upon issues such as a child's previous experience, age and where he or she lives in the world.

1. Turn off the television. Watching television reports on disasters may overwhelm younger children. They may not understand that the tape of an event is being replayed, and instead think the disaster is happening over and over again. Overexposure to coverage of the events affects teenagers and adults as well. Television limits should be set for both you and your children.
2. Listen to your children carefully. Before responding, get a clear picture of what it is that they understand and what is leading to their questions. Emotional stress results in part when a child cannot give meaning to

dangerous experiences. Find out what he or she understands about what has happened. Their knowledge will be determined by their age and their previous exposure to such events. Begin a dialog to help them gain a basic understanding that is appropriate for their age and responds to their underlying concerns.

3. Give children reassurance and psychological first-aid. Assure them about all that is being done to protect children who have been directly affected by this crisis. Take this opportunity to let them know that if any emergency or crisis should occur, your primary concern will be their safety. Make sure they know they are being protected.
4. Be alert for significant changes. Parents should be alert to any significant changes in sleeping patterns, eating habits, concentration, wide emotional swings or frequent physical complaints without apparent illness. If present, these will likely subside within a short time. If prolonged, however, we encourage you to seek professional support and counseling. For children directly affected by this crisis – such as children who have lost a loved one – parents should consult their pediatrician or family doctor and consider counseling, not just for the child, but also for the entire family. It may be an important preventative measure. But other children also may be affected by the images they see and stories they hear.
5. Expect the unexpected. Not every child will experience these events in the same way. As children develop, their intellectual, physical and emotional capacities change. Younger children will depend largely on their parents to interpret events, while older children and teenagers will get information from a variety of sources that may not be as reliable. Understand that older teenagers, because of their greater capacity for understanding, may be more affected by these stories. While teenagers seem to have more adult capacities to recover, they still need extra love, understanding and support to process these events.
6. Give your children extra time and attention. They need your close, personal involvement to comprehend that they are safe and secure. Talk, play and, most important, listen to them. Find time to engage in special activities for

children of all ages. Read bedtime stories and sing songs to help younger children fall asleep.

7. Be a model for your child. Your child will learn how to deal with these events by seeing how you deal with them. Base the amount of self-disclosure on the age and developmental level of each of your children. Explain your feelings but remember to do so calmly.
8. Watch your own behavior. Make a point of showing sensitivity toward those impacted by the disaster. This is an opportunity to teach your children that we all need to help each other.
9. Help your children return to normal activities. Children almost always benefit from activity, goal orientation and sociability. Ensure that your child's school environment is also returning to normal patterns and not spending great amounts of time discussing the crisis.
10. Encourage your child to do volunteer work. Helping others can give your child a sense of control, security and empathy. Indeed, in the midst of crisis, adolescents and youth can emerge as active agents of positive change. Encourage your children to help support local charities that assist children in need.

City of San José Shelter Annex for Vulnerable Populations
May 2009

Appendix K: Framework for Transitional Disaster Housing

Written by Sitara Lones, M.S. for the City of San José Office of Emergency Services

TABLE OF CONTENTS

I.	Introduction.....	3
II.	Need for Transitional Housing	4
III.	Planning Assumptions.....	6
IV.	Government Assistance	8
	FEMA Guidelines.....	9
	State Role.....	9
	County Operational Area Role.....	10
	Currently Available City Disaster Housing Resources.....	12
V.	Considerations and Recommendations for Transitional Housing in San José.....	14
	Recommended Strategies for Post-Disaster Transitional Housing	14
	1. Transitional housing task force	14
	2. Key players and potential partners	14
	3. Recommended pre-disaster planning activities for transitional housing.....	16
	4. Key post-disaster housing-related activities	17
VI.	Example of Local Bay Area Disaster Transitional Housing Plan.....	19
VII.	Local History of Need for Post-Disaster Housing.....	21
	1989 Loma Prieta Earthquake – San Francisco Bay Area	21
	2002 Santana Row Fire – San José	22
	2003 Willow Glen Fire – San José.....	23
	2005 Hurricanes in the Gulf Region – Santa Clara County	24

I. INTRODUCTION

Post-disaster housing assistance programs provide for the short and long-term housing needs of individuals and families who have lost their place of residence in a major disaster or large-scale emergency by

- providing them with a mechanism for reporting damage;
- arranging for temporary housing while their homes are being repaired or rebuilt;
- helping them identify alternative housing arrangements;
- supporting their ability to make structural repairs that will enable them to return to their homes; or
- supporting their ability to rebuild.¹

This framework presents recommendations and information that will help establish a foundation for a transitional housing plan designed to meet the potential housing needs of displaced San José residents after a disaster. A response from the City may include a combination of direct support (e.g. making homes habitable for displaced people), financial assistance, coordination of community resources and liaising with county, state and federal disaster assistance programs.

In addition to a list of recommended activities and considerations, this framework presents a historical context for transitional disaster housing in the local area as well as an example of a local county transitional housing plan.

¹ National Association of Information and Referral Systems (AIRS). The Airs / 211 LA County Taxonomy of Human Services. 1 August 2008 <<http://www.211taxonomy.org/>>.

II. NEED FOR TRANSITIONAL HOUSING

The City of San José is vulnerable to disasters which may require recovery periods of a few weeks to a few years wherein evacuees will need transitional housing after emergency shelters close. While some will seek housing assistance from relatives and friends, it is anticipated that many people will rely on local government and community services to transition out of shelters to post-disaster housing.²

Depending on the nature and size of the disaster, this need could extend to a large number of households for an extended period of time. In 2003, the Association of Bay Area Governments (ABAG) presented an earthquake model that estimated the number of potential uninhabitable housing units in the Bay Area. An earthquake on the Hayward fault line, for example, could cause over 14,000 homes in Santa Clara County to become uninhabitable.³

² City of New Orleans. City of New Orleans Comprehensive Emergency Management Plan. 1 August 2008 <<http://www.cityofno.com/pg-46-26-hurricanes.aspx>>.

³ Association of Bay Area Governments. ABAG Earthquakes and Hazards Maps/Info. 6 March 2008. 1 August 2008 <<http://quake.abag.ca.gov/>>.

Earthquake Scenario	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	TOTAL
Santa Cruz Mts. San Andreas	1,968	159	297	0	11,781	223	1,277	2	3	15,710
Peninsula-Golden Gate San Andreas	3,820	188	1,485	3	65,316	22,525	15,094	11	42	108,484
Northern Golden Gate San Andreas	4,345	560	2,988	19	62,654	1,904	449	127	1,804	74,851
Entire Bay Area San Andreas	16,048	1,173	3,495	20	82,354	24,472	29,593	185	2,530	159,870
No. San Gregorio	3,104	238	1,176	4	38,306	9,040	589	12	45	52,514
So. Hayward	64,451	1,760	1,030	16	13,940	245	11,892	126	37	93,497
No. Hayward	43,132	7,686	1,653	19	11,464	210	303	128	74	64,669
N + S Hayward	88,265	10,102	2,125	36	37,670	1,616	14,273	1,046	559	155,692
Rodgers Creek	3,688	1,418	1,549	53	11,460	151	100	1,148	13,988	33,555
Rodgers Creek-No. Hayward	49,284	9,786	2,691	713	29,758	363	402	1,386	14,115	108,498
So. Macama	325	17	27	22	1,986	11	11	15	825	3,239
West Napa	1,382	286	27	4,284	2,011	15	29	1,668	126	9,828
Concord-Green Valley	3,511	11,363	29	1,307	3,191	76	325	2,868	37	22,707
No. Calaveras	7,836	3,509	27	18	3,191	78	4,882	181	6	19,728
Central Calaveras	3,037	75	27	3	3,191	182	10,145	13	4	16,677
Mt. Diablo	6,128	4,868	751	3	10,489	23	109	17	4	22,392
Greenville	2,701	2,637	27	19	2,005	16	101	190	6	7,701
Monte Vista	323	5	16	1	2,429	2,392	27,223	2	2	32,393

TABLE 1: ABAG (2003) - PREDICTED NUMBER OF UNINHABITABLE UNITS TO RESULT FROM LIKELY EARTHQUAKE SCENARIOS.

III. PLANNING ASSUMPTIONS

In addition to the preparedness, medical and community assumptions outlined in the Disaster Shelter Annex, assumptions that are directly related to transitional housing planning include:

- Earthquakes, wildfires, flooding and other major disasters will cause moderate or major damage to the homes of San José residents.
- Post-disaster housing needs could range from a few weeks to a few years.
- San José is among the nation's highest in real estate prices and most of the geographic area is already developed.
- It is likely that transportation systems and public utility services will be impacted and may affect efforts to address post-disaster housing needs.
- Many of the potential disasters that will affect San José are likely to affect the rest of the Bay Area. This can result in local jurisdictions competing for state and federal housing assistance resources.
- Local government and community organizations will be functioning at a lowered and less efficient capacity.
- The majority of San José residents have not safeguarded or retrofitted their homes. Lack of insurance will affect the timely repair or replacement of many homes. See the following table for figures.⁴

⁴ Association of Bay Area Governments. [ABAG Earthquakes and Hazards Maps/Info](http://quake.abag.ca.gov/). 6 March 2008. 1 August 2008 <<http://quake.abag.ca.gov/>>.

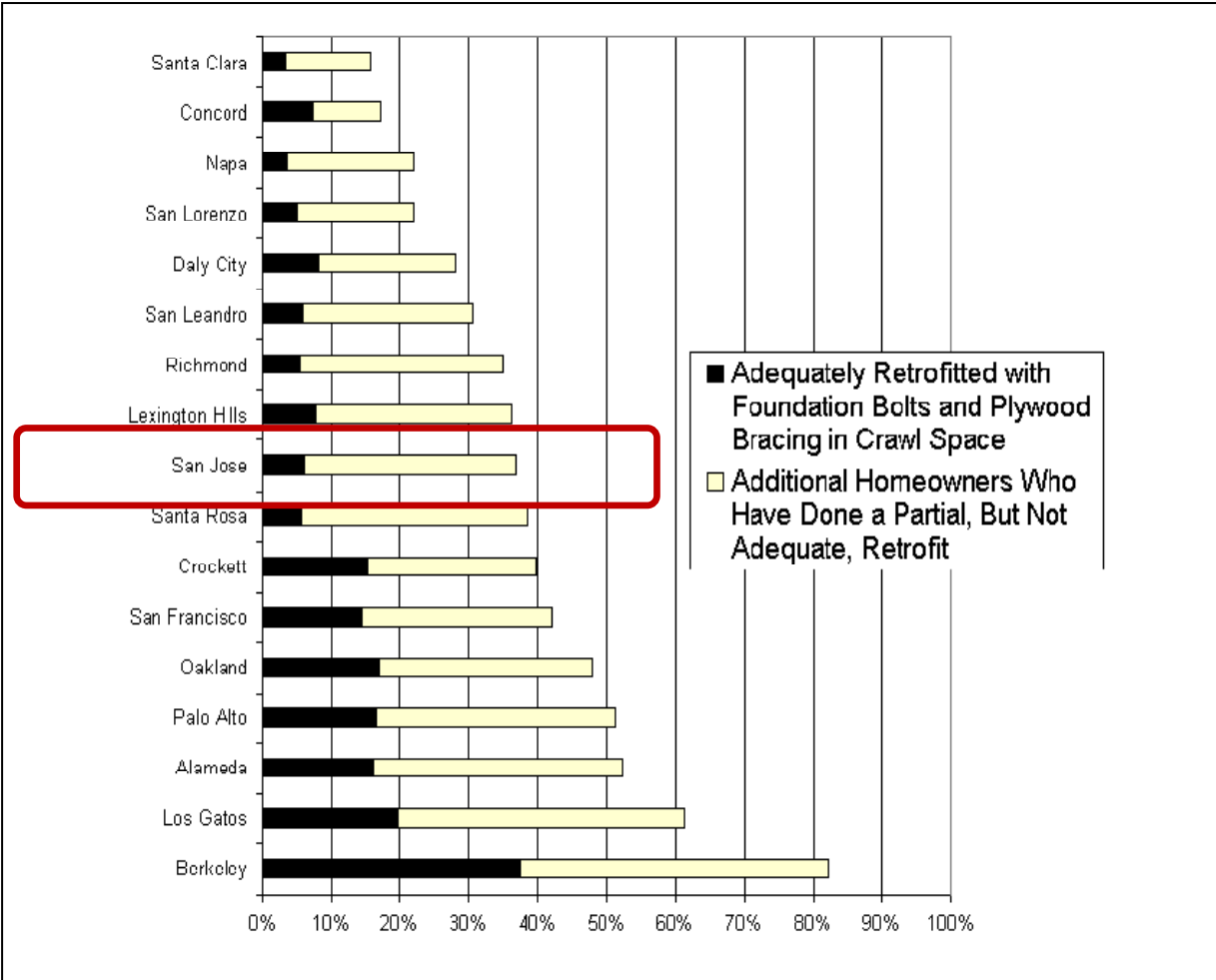


TABLE 2: ABAG (2003) - RETROFIT RATES FOR SINGLE-FAMILY HOMES IN SELECT BAY AREA COMMUNITIES.

IV. GOVERNMENT ASSISTANCE

As proclamations of local emergencies travel up to the county, state and federal levels, governmental support to local jurisdictions will vary. It is helpful if all levels of major government disaster response programs are represented in the decision-making processes that involve them in the City's response to disaster housing needs.

FEMA 2008 Disaster Housing Plan

1. Maximize Available Housing Resources
 - a. Implement immediate temporary repairs
 - FEMA will provide materials to limit further damage to homes to make them habitable
 - b. Provide repair and replacement assistance
 - FEMA will provide eligible homeowners up to \$28,800 for repairs to make a home habitable or replace a destroyed home.
 - c. Implement financial rental assistance
 - FEMA will provide financial assistance based on Fair Market Rate (FMR)
 - d. 2009 FMR (section 8)
 - e. Cataloguing vacant rental properties
 - FEMA will work with community groups to catalogue available lodging and communication to victims. Info should also be available for and usable by people with disabilities.
 - f. Use transitional shelters
 - FEMA may authorize hotels/motels as transitional shelters. Subsidy may not exceed 30 days.
 - g. Host-state housing protocol
 - Up to 18 months of rental assistance may be provided to evacuees who have been displaced to other states.
2. Use Traditional Forms of Interim Housing
 - a. Provide manufactured housing assistance
 - b. Conduct pre-placement interviews (PPIs)
 - c. Catalogue vacant commercial manufactured housing pads
 - d. Identify prospective group site locations
 - e. Identify disaster victims able to support on-property housing
 - f. Transport mobile home and park models from FEMA inventory
 - g. Accelerate production and delivery of new mobile home and park model contracts
3. Employ Innovative Forms of Interim Housing
 - a. Identify alternative forms of direct housing
 - b. Leverage lessons learned from the Joint Housing Solutions Group and the Alternative Housing Pilot Program (AHPP)
4. Authorize Permanent Construction
 - a. In coordination with HUD, conduct multi-family apt. rehabilitation projects or authorize permanent housing construction

FEMA GUIDELINES

National guidelines and resources are provided by the Federal Emergency Management Agency (FEMA). The 2008 Disaster Housing Plan outlines a four-step process that will go into effect if FEMA is deployed locally.⁵

STATE ROLE

The California Office of Emergency Services (CA OES) Recovery Branch is responsible for managing disaster recovery and providing assistance to local governments and individuals impacted by disasters. The following flowchart describes the basic sequence of disaster assistance delivery to individuals.⁶



⁵ Federal Emergency Management Agency. 2008 Disaster Housing Plan. 1 August 2008
<http://www.fema.gov/pdf/media/2008/dhp_08.pdf>.

⁶ State of California. Governor's Office of Emergency Services - Recovery Branch. 30 November 2008
<<http://www.oes.ca.gov/WebPage/oeswebsite.nsf/Content/F51600CEC1269C8388257350005375A5?OpenDocument>>.

COUNTY OPERATIONAL AREA ROLE

The County Operational Area is the umbrella entity that provides support to and coordination of emergency operations within its area. Local emergencies are proclaimed at the City/County level. County will participate in recovery damage and safety assessment. The following types of federal/state disaster assistance require a local emergency proclamation⁷:

- Assistance to local government
 - Reimbursement of extraordinary emergency costs (e.g. police overtime, debris removal, sandbagging)
 - Funds to repair damaged public facilities (e.g. buildings, roads, equipment, utilities)
 - Hazard mitigation
- Assistance to individuals and families:
 - Housing assistance such as home repairs and temporary lodging/rental assistance
 - Personal property, medical/dental expenses
 - Disaster unemployment benefits
 - Crisis counseling

The following table provides a brief summary of disaster assistance available with each level of emergency proclamation.⁸

⁷ California Office of Emergency Services. Emergency Proclamations: A Quick Reference Guide for Local Government. 1 August 2008

<[http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/Proclamation/\\$file/Proc.pdf](http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/Proclamation/$file/Proc.pdf)>.

⁸ Santa Clara County. Santa Clara County Operational Area Emergency Operations Plan. 25 March 2008. 1 August 2008

<[http://www.sccgov.org/SCC/docs%2FEmergency%20Services,%20Office%20of%20\(DEP\)%2Fattachements%2FEOP_Complete.pdf](http://www.sccgov.org/SCC/docs%2FEmergency%20Services,%20Office%20of%20(DEP)%2Fattachements%2FEOP_Complete.pdf)>.

Summary of Disaster Assistance Availability		
Local Proclamation	State Proclamation	Federal Proclamation
<ul style="list-style-type: none"> ▪ American Red Cross ▪ Menonite Disaster Service ▪ National Disaster Assistance Act (NDAA) (with OES Director Concurrence) ▪ Assistance with utilities ▪ Local government tax relief ▪ Salvation Army ▪ SBA disaster loans ▪ USDA ▪ Other community and volunteer organizations 	<ul style="list-style-type: none"> ▪ Board of Registration for Professional Engineers and the Contractor’s License Board ▪ Department of Aging ▪ National Disaster Assistance Act (NDAA) (with OES Director Concurrence) ▪ DMV ▪ Dept. of Social Services ▪ Franchise Tax Board ▪ SBA disaster loans ▪ State Board of Equalization ▪ Dept. of Insurance ▪ USDA ▪ Dept. of Veterans Affairs CALVET ▪ Prior assistance available with local declarations 	<ul style="list-style-type: none"> ▪ Cora C. Brown Fund (individual assistance) ▪ Crisis Counseling Program ▪ Disaster unemployment ▪ Temporary Housing Program ▪ Individual and Family Grant Program ▪ IRS tax relief ▪ Legal Aid ▪ Public assistance ▪ Hazard mitigation ▪ Veterans Affairs Assistance (housing/medical) ▪ Federal financial instructions ▪ Employment Development Institution ▪ Employment Development Assistance ▪ Prior assistance with local/state declaration

Items in red indicate assistance that may support disaster housing needs.

CURRENTLY AVAILABLE CITY DISASTER HOUSING RESOURCES

The City of San José housing department has the capacity to serve basic housing needs for a small number of disaster victims and for a relatively short period of time. The current standard protocol is as follows:

1. Shelter provided by Red Cross for 3 days. Food, clothing and/or cash vouchers also provided
2. Temporary housing at Haven House (fire house) for a small number of families
 - 30 days free lodging
 - 4 units (each unit has multiple beds, shared bathroom and kitchen)
3. Red Cross may be able to offer free hotel stays for one or two weeks.
4. Housing Department refers victims to Housing Service Partnership (HSP) which is contracted by Housing Department.
 - Sacred Heart Community Service
 - Fiscal agent for HSP
 - Maintains a low-income rental listing
 - Can receive and manage donations for rental assistance
 - Innvision The Way Home
 - Accesses rental listings to refer clients. Uses hard copy of Housing SCC dated December 2007 and 211 Santa Clara County
 - Conducts outreach to landlords and property managers
 - EHC LifeBuilders
 - Accesses rental listings to refer clients
5. Housing Department receives housing assistance offers and coordinates local business resources.
 - Tri-County Apartment Association (regional chapter of the California Apartment Association) provides rental listings to disaster victims.
 - Real Estate Agent Association
6. Housing Department coordinates with other government agencies to provide housing assistance. For example, Section 8 emergency housing vouchers.
7. Housing Department is working to increase accessibility to housing resources

- In the process of hiring two “housing locaters” to conduct outreach and build relationships with landlords, property managers, real estate agents and business associations.
 - Encourages a county-wide effort to update and/or develop housing databases.
8. Housing Department will coordinate with CADRE and other community resources to streamline disaster housing resources.

V. CONSIDERATIONS AND RECOMMENDATIONS FOR TRANSITIONAL HOUSING IN SAN JOSÉ

RECOMMENDED STRATEGIES FOR POST-DISASTER TRANSITIONAL HOUSING

The following recommendations are based on disaster housing models in other communities, published strategies and reports, and past local activities.

1. TRANSITIONAL HOUSING TASK FORCE

A designated task force with legal authority can help to develop, modify, implement and monitor City disaster housing protocols and act as the official disaster housing coordinating point for the community.

2. KEY PLAYERS AND POTENTIAL PARTNERS

Disaster housing partners will help plan and implement transitional housing strategies. Possible key partners and their potential functions to be considered for the task force include:

- a. City agencies and their potential function⁹
 - *Attorney's Office* – to act as a legal advisor and help expedite review of loans and contracts
 - *Finance, Auditor's and/or Budget Office* – to provide financial oversight; assist as needed with the coordination with county, state and federal programs.
 - *Building and/or Planning Department* – assist with information as it pertains to zoning, permits and contractors; coordinate inspection of damaged buildings; and technical support to building owners and for temporary structures; and housing site selection.

⁹

City of San Jose. City of San Jose Departments. November 2008. November 2008 <<http://www.sanjoseca.gov/depts.asp>>.

- City Manager's Office – provide general oversight; assist with estimating need; and make recommendations to governing boards, committees and/or commissions.
 - Development Services – assist with homeowner and rental business services
 - Economic Development – advise on housing site selection with respect to private property owned by businesses; help coordinate business services.
 - Emergency Services – provide general oversight and coordination with county, state and federal disaster programs; coordinate emergency proclamations and ordinances.
 - Fire Department – advise on housing site selection; coordinate delivery of fire suppression and emergency medical services.
 - Housing Department – assist with disaster housing coordination and referrals to community resources
 - Parks, Recreation and Neighborhood Services – assist with housing site selection
 - Police Department – advise on housing site selection
 - Public Works – advise on site selection; coordinate the delivery of services to temporary housing sites
 - Redevelopment Agency – assist with housing site selection and oversight of redevelopment.
 - Transportation – advise on site selection; assess transportation needs of temporary housing sites
- b. County agencies – it is recommended that the City and County OES coordinate and clarify the County's function(s) in the City's response to post-disaster housing needs.
- c. State/federal agencies
- FEMA – to help coordinate federal support
 - CA OES - to help coordinate state disaster support
 - CA Department of Insurance – to advise on guidance provided to victims with regards to insurance.
- d. Community organizations and businesses

- American Red Cross – to assist with sheltering and direct support to victims after a disaster
- Salvation Army – to assist with donations
- Housing Services Partnership – three community agencies contracted by the San José Housing Dept. to provide homeless housing services.
 - Sacred Heart Community Service (fiscal agent)
 - EHC Housebuilders (housing referral and case management)
 - Innvision The Way Home (housing referral and case management)
- CADRE – to assist as a coordinating point with community agencies serving victims
- 211 Santa Clara County – has numerous disaster service categories and could possibly be used for disaster housing lists
- Housing SCC – could possibly be used as the disaster housing database
- National Voluntary Organizations Active in Disasters (NVOAD) – can serve as a forum for information and resources to help meet disaster housing needs. See Appendix A of the San José Disaster Shelter Annex for a list of NVOAD member organizations.

3. RECOMMENDED PRE-DISASTER PLANNING ACTIVITIES FOR TRANSITIONAL HOUSING

Responsibilities could be delegated by the task force. The following are suggested planning activities:

- a. Assess factors that could affect the need for transitional housing.
 - Pre-disaster vulnerabilities – economic, social and structural vulnerabilities.
 - Existing housing status of population – pre-disaster homelessness, estimated number of families that may need housing assistance, percentage of population who are renters vs. property owners, and how will jobs (or lack thereof) cause people to migrate out of the area?
 - Climate – housing should provide shelter from the elements, especially the cold and hot seasons. If necessary, can families live comfortably in temporary housing structures such as tents or trailers?
 - Permanent reconstruction – will the timing of the temporary housing strategy delay permanent repairs and reconstruction?

- b. Coordinate and update local housing resources and databases
- c. Research and develop a tier system based on length of time post-disaster housing assistance is needed. This tier system should be set to align with City and County emergency plan of operations as it will help determine delegation of staff and resources. The following system is based on the Marin Operational Area Post-Disaster Housing Annex¹⁰ model. While this example is based on a 2-tier system, the number of tiers might increase depending on the range of need:
 - Tier I: up to 6 months (residents must wait up to 6 months to return home or find permanent housing)
 - Tier II: 6 months or longer (residents must wait more than 6 months to return home or find permanent housing)
- d. Establish criteria and method for identifying and prioritizing provision of transitional housing assistance. The City might want to consider ways to confirm residency, income, and special needs and assess any legal concerns. Can a single form serve this purpose? If so, can an existing City form be modified or will a new one need to be created?

4. KEY POST-DISASTER HOUSING-RELATED ACTIVITIES

Identify key post-disaster housing-related activities the City and local partners are likely to be able to engage in. The following responsibilities are recommended and can be delegated by the task force:

- a. Assist in repairing mildly damaged single family and multiple-unit homes as early as possible. This can greatly reduce the need for extended temporary housing.
- b. Provide resources and/or referrals for those in need of temporary housing. This includes funneling/coordinating financial assistance as well as housing offers from the public.
- c. For a large-scale need for transitional housing, consider temporary housing structures or communities. Also, consider the most appropriate sites in the area. Potential types of housing structures (examples are provided for some):

¹⁰ Marin County Sheriff, Office of Emergency Services. "Post-Disaster Housing Annex." Marin Operational Area Emergency Operations Plan. San Rafael, December 2003.

- Mobile homes/trailers – used by FEMA for post-Katrina disaster housing in Mississippi
 - Mini-houses – modern versions of mini “earthquake houses” used after 1906 earthquake
 - Tents – used by San Diego County as disaster housing after 2007 wildfires
 - Adaptation of structures or resources as temporary housing
 - Vacant public housing stock (HUD)
 - Trailers, campers, recreational vehicles (car rental companies)
 - Rail cars (Amtrak, private companies)
 - Campgrounds (national, state and local parks service)
 - Military bases (Department of Defense, state national guard)
 - Warehouses, storage facilities (private companies)
 - Pre-fabricated kits or modular systems – New York City held a disaster housing design contest called “What If New York City.....” to find innovative and efficient modular housing designs for Manhattan residents.
 - Permanent construction that can eventually be used for other purposes
- d. Provide information and coordinate resources needed to transition from a shelter to temporary housing and to help victims manage daily life and responsibilities (moving, utilities, communication, schools, jobs, rental assistance, food, medical needs, social services and mental health needs)
- e. Track data and monitor process
- f. Communicate and inform the public throughout process

VI. EXAMPLE OF LOCAL BAY AREA DISASTER TRANSITIONAL HOUSING PLAN

In 2001, the Marin County Disaster Council formed a Post-Disaster Housing Working Group to develop coordinated post-disaster housing strategies for the Marin Operational Area.¹¹ The group, which consisted of 15 representatives of community organizations and local, state and federal government agencies, developed the Marin Post-Disaster Housing Annex. The Annex was adopted by the County Board of Supervisors in 2003 and added to the Marin County Emergency Operations Plan.

The Annex plans for a two-tier shelter response. Tier One is short-term temporary housing (three weeks to six months) for victims whose homes can be repaired within six months. Tier Two is long-term temporary housing (three weeks to three years) for those whose homes must be replaced permanently. The Annex also defines and provides a concept of operations; post-disaster action items for the Task Force; evaluation measures for temporary housing site selection; and a description of available housing technology. The Working Group identified responsibilities for the following agencies (for more detailed responsibilities, please see the Marin Post-Disaster Housing Annex)¹²:

- County Community Development Agency (CDA)
Lead Post-Disaster Housing Task Force. Coordinate local, state and federal assistance programs. Assess need.
- CDA Building/Safety
Serve on Task Force. Coordinate the inspection of damaged buildings and coordinate temporary housing structures.
- County Housing Authority
Serve on Task Force. Coordinate government disaster housing programs and transition from shelters to temporary housing. If necessary, establish a Post-Disaster

¹¹ Marin County Sheriff, Office of Emergency Services. "Post-Disaster Housing Annex." Marin Operational Area Emergency Operations Plan. San Rafael, December 2003.

¹² Marin County Sheriff, Office of Emergency Services. "Post-Disaster Housing Annex." Marin Operational Area Emergency Operations Plan. San Rafael, December 2003.

Housing Authority to serve as the legal agent for developing and managing housing resources.

- County Health and Human Services
Serve on Task Force. Coordinate delivery of social and health services.
- County Public Works
Serve on Task Force. Advise on temporary housing site selection.
- County Office of Emergency Services
Serve on Task Force, as available. Facilitate coordination with state and federal agencies and CBOs.
- County Sheriff
Serve on Task Force. Advise on site selection.
- County Fire
Serve on Task Force. Advise on site selection.
- County Counsel
Advise on site selection and legal issues. Expedite review of loans and contracts.
- County Parks
Advise on site selection.
- County of Office Education
Advise on site selection.
- County Economic Commission
Advise on site selection and represent needs of employers.
- County Auditor
Serve on Task Force. Review financial budget and track expenditures.
- County Community Relations Manager
Serve on Task Force. Conduct outreach to media, victims and public.
- Incorporated Cities and Towns
Serve on Task Force. Internal departments have same responsibilities as corresponding County departments listed above.
- American Red Cross
Serve on Task Force. Assist in transition from shelters to temporary housing.
- Op Area Recovery Committee

Develop and coordinate overall recovery effort. Define mission and direct efforts of the Task Force as necessary.

VII. LOCAL HISTORY OF NEED FOR POST-DISASTER HOUSING

1989 LOMA PRIETA EARTHQUAKE – SAN FRANCISCO BAY AREA

In October of 1989, the Bay Area was hit by an earthquake with a magnitude of 7.1 on the Richter scale. Approximately 12,000 housing units were lost or severely damaged and approximately 30,000 units incurred minor damage. In Santa Clara County, 400 homes were significantly damaged or destroyed and 600 homes were in need of some repair. Resources included:¹³

- The Red Cross and FEMA provided up to 18 months of rental assistance for homeowners and 2 months rental assistance for renters.
- Homes with repairable damage had access to federal and state housing recovery programs.
- FEMA provided some \$5,000 minimum home repair (MHR) grants as well as mortgage assistance and additional living expenses (ALE).
- FEMA and state funds combined to provide individual family grants (IFGP) of up to \$21,500 for property replacement.
- The California Disaster Assistance Program (CALDAP), administered by the state office of Housing and Community Development (HCD), offered additional loans.
- Within four years of the earthquake, CALDAP-O (for owner occupiers) had provided \$43 million in loans to Bay Area homeowners and CALDAP-R provided \$44 million to renters.
- The American Red Cross had raised \$52 million in a fundraising drive and, as a result of political pressure, used a portion of that money for housing recovery projects.

¹³ Comerin, Mary C. Housing Repair and Reconstruction After Loma Prieta. 1 August 2008 <http://nisee.berkeley.edu/loma_prieta/comerio.html>.

- HUD federal programs were not made available for disaster recovery. HUD's only action was to speed up existing allocations of 500 rental assistance vouchers and 664 moderate rehabilitation vouchers to the Bay Area.
- Rental unit reconstruction funding was provided by the Small Business Administration loan program, but it was not adequate. Neither FEMA nor HUD provided funds to replace or repair damaged units.¹⁴

2002 SANTANA ROW FIRE – SAN JOSÉ

In August of 2002, San José experienced the largest structure fire in its history. The 11-alarm fire burned through the Santana Row construction site and at least 13 apartment buildings in the Moorpark residential neighborhood, causing more than \$100 million in damages. While there were no injuries or deaths, more than 70 residents were displaced from more than 30 homes.¹⁵

The day after the fire, the estimated number of displaced residents was 130. The San José Housing Department and the Red Cross coordinated services and offered emergency accommodations in hotels for seven days, as well as vouchers for new clothing and food.¹⁶ Within three days of the event, the following housing-related assistance was provided to fire victims¹⁷:

- direct assistance provided to 38 fire victims as outreach continued

¹⁴ National Research Council (U.S.), Geotechnical Board, Earthquake Engineering Research Institute, Board on Natural Disasters, Commission on Engineering and Technical Systems, Commission on Geosciences, Environment and Resources. "Practical Lessons from the Loma Prieta Earthquake: Report from a Symposium Sponsored by the Geotechnical Board and the Board on Natural Disasters of the National Research Council." 1994.

¹⁵ Vossbrink, David. "Anniversary of Santana Row Fire Marks Progress for San José Fire Safety." City of San José, Office of Mayor Ron Gonzales: News Release. San José, 14 August 2003.

¹⁶ Wolf, Lindsey. "Emergency Assistance for Santana Row Fire Victims." City of San José, Office of Mayor Ron Gonzales: News Release. San José, 20 August 2002.

¹⁷ Vossbrink, David. "Santana Row and Moorpark Residential Fire Update." City of San José, Office of Mayor Gonzales: News Release. San José, 22 August 2002.

- with the help of the Tri-County Division of the California Apartment Association, the San José Housing Department identified more than 40 vacant apartments
- Red Cross offered first month's rent
- San José Housing Dept. offered two month's rent
- Red Cross managed cash contributions from the public
- The Salvation Army managed in-kind donations from the public
- The Housing Industry Foundation provided \$10,000 to assist with moving costs.

2003 WILLOW GLEN FIRE – SAN JOSÉ

In March of 2003, a six-alarm fire at the Glen Willow apartment complex displaced 243 residents. This was the largest fire since Santana Row and affected many more people. The fire caused \$4 - \$5 million in damage and 21 units in the building were completely destroyed.¹⁸

- The Red Cross sheltered evacuees in three Valley Transportation Authority buses as they searched for an evacuation center.
- The Willow Glen-based San José Baha'i Center served as an interim evacuation center where victims signed in with the Red Cross.
- Food was donated by local businesses.
- Evacuees were sheltered overnight at the Willow Glen Middle School gymnasium. Of the approximately 100 victims that had checked in on the first day, 30 spent the night while the rest stayed with friends, families, hotels or their cars, where they claimed to feel safer.
- Victims were given shelter, clothing and food for three days.¹⁹
- Housing Industry Foundation donated \$10,000 to assist with moving expenses.
- Housing Services Partnership (Invision, EHC and Sacred Heart) provided \$400 for each household.

¹⁸ Housing Industry Foundation. Disaster Response - Willow Glen Fire. 1 August 2008 <<http://www.hifinfo.org/disasterresponse/willowglenfire.html>>.

¹⁹ Upano, Alicia. Cover Story. 30 March 2005. 1 August 2008 <<http://www.svcn.com/archives/wgresident/20050330/wg-cover.shtml>>.

- The Salvation Army provided household goods through a voucher system.
- The Tri-County Division of the California Apartment Association provided a list of vacant units in the area along with offers of special concessions.²⁰

2005 HURRICANES IN THE GULF REGION – SANTA CLARA COUNTY

In September 2005, Santa Clara County assisted in the nation's response to Hurricane Katrina by hosting 1,384 evacuees from Louisiana – the majority of which were housed by the City of San José. County-wide services to the evacuees were coordinated by CADRE. When CADRE was deactivated in January 2006, 122 of the 315 households remained on file with local American Red Cross chapters. Approximately 80 of these households were permanently settled, 22 were in temporary housing and the rest had either returned to the Gulf Region or moved to another area.²¹ The following housing-related services and resources were made available to evacuees²²:

- Temporary housing in San José was donated by San José State University, who allowed the Santa Clara Valley Red Cross to place evacuees in vacant student family apartments. Palo Alto Red Cross placed north county evacuees in hotels.
- Housing vouchers from County Social Services
- Rent deposit assistance from Housing Industry Foundation (totaling \$60,000)
- Cash assistance from Tzu Chi Foundation
- Volunteer Center of Silicon Valley received 892 housing offers from the public
- Collection and distribution of household furniture and appliances
- City of San José and Santa Clara County contracted with EHC Life-Builders to provide relocation services to evacuees as they permanently resettled in the area.

²⁰ Housing Industry Foundation. [Disaster Response - Willow Glen Fire](http://www.hifinfo.org/disasterresponse/willowglenfire.html). 1 August 2008
<<http://www.hifinfo.org/disasterresponse/willowglenfire.html>>.

²¹ Lones, Sitara. "Where the Winds Took Us: An After-Action Report of the Santa Clara County CADRE Hurricane Response (DRAFT)." 2006.

²² Lones, Sitara. "Where the Winds Took Us: An After-Action Report of the Santa Clara County CADRE Hurricane Response (DRAFT)." 2006.

City of San José Shelter Annex for Vulnerable Populations
May 2009

Appendix L:
Stakeholder Meeting
Attendees
March – November 2008

Organization	Last Name	First Name	Job Title
American Red Cross	Buckel	John	
American Red Cross	Ghandhari	Mo	
American Red Cross	Stone	David	Mass Care Administrator
Asian Americans For Community Involvement	Tenorio-Fejeran	Laura	Shelter Coordinator
Assembly Member Jim Beall	Foo	Rod	
Catholic Charities	Mason	Katherine	Dir., Behavioral Health Div.
CET	galindo	Yvette	HR Corporate Director
CET	Hernandez	Hector	Safety Specialist
City of Cupertino	Hovey	Marsha	OES
City of San Jose	Castellano	Jay	
City of San Jose	Espinoza	Susan	Chair, Disab. Advisory Comm.
City of San Jose	Garcia	Rebecca	Housing Services
City of San Jose	Gott	Tracey	Gerontology Supervisor
City of San Jose	Hall	Patricia	
City of San Jose	Shunk	Kimberly	Director, OES
City of San Jose	Yarwasky	Lauri	
City of San Jose / General Services	Tanase	Ken	
City of San Jose General Services	Turner	Randal	
City of San Jose Housing Dept.	Hemphill	Kelly	Development Officer
City of San Jose Housing Dept.	O'Byrne	Maurice	Development Specialist
City of SJ OES	Shunk	Kimberly	
City of SJ Parks and Recreational Dept	Cicirelli	Jon	
City of SJ Parks and Recreational Dept	Peyton	Dave	Recreation Superintendent
City of SJ Public Works Dept – Equality Assurance	Wing	Steve	ADA Coordinator
City of Santa Clara	Sawyer	Gene	OES
City Team Ministries	Alvarado	James	rescue mission Coordinator
City Team Ministries	Cherniss	Jeff	
Co. Advisory Commission for Persons with Dis.	Palmer	John Avery	Health Ed. Spec./Safety Off.
Community Health Partnership	Hilke	Jennifer	
Community Health Partnership	Railey	Brandi	
County of Santa Clara Social Svcs	Sanchez	Katherine	
Disability Advisory Commission	Espinoza	Susan	
EHC Life Builders	Provence	Teri	
Family Supportive Housing	Hawkins	Rita	Director of Programs
Gardner Family Health Foundation	McLaughlin	Maudra	Disaster Coordinator
Hope Services	Alarid	Kristi	
Hope Services	Kempel	Dennis	
Hope Services	Lewman	Christine	
Hope Services	Morales	Maria-Elena	
Hope Services	Tapay	Valerie	
Hope Services	Tomaro	Paul	Manager
InnVision	Burke	Amber	Program Coordinator
InnVision	Pollard	Lourdes	
InnVision One Stop Center	Hernandez	David	
International Rescue Committee	Flynn	Anna	
Next Door Solutions to Domestic Violence	Guitron	Concepcion	Case Manager

Organization	Last Name	First Name	Job Title
Next Door Solutions To Domestic Violence	Matthews	Jackie	Residential Specialist
Next Door Solutions to Domestic Violence	Nanez	Patricia	Housing Program Manager
PAARC	Charles	Stephanie	
Red Cross	Busk	Tom	
Salvation Army Emmanuel Health Shelter	Guhl	Daniel	
San Andreas Regional Center	Carbaugh	Michael	
San Jose City Council	Grammer	Frances	
San Jose Job Corps	Richg	Kathy	
San Jose Job Corps	Williams	Isiah (Ike)	
San Jose Prepared!	Yamaguchi	Dorene	Training Specialist
SCC Office of Human Relations	Jovanovic	Milina	
SCC Advisory Comm. for Persons with Dis.	Riley	Eliza	
SCC Social Services Agency	Ambar	Cynthia	Project Manager
Santa Clara Valley Chapter American Red Cross	Powell	Vicky	
SCC Public Health	Burkhart	Janie	Pandemic Flu Program Mgr
Second Harvest Food Bank	Chang	Shirley	
Silicon Valley Independent Living Center	Bell	Martha	Dir of Community Services
SJFD	schwinge	craig	Fire Captain PIO
Social service Agency	Gallo	John	
Sunnyvale OES	Sampson	Cherel	
The Health Trust - AIDS Services	Collard	Consuelo	Housing Services Manager
The Salvation Army	Lasson	Roger	
The Villages	Ritzheimer	Robert	
United Way silicon Valley	Painter	Rex	Dir 211 Santa Clara Co
Volunteer Center of Silicon Valley	Salazar-Torres	Otila	
	Azevedo	Corey	
	Srioudom	Masheila S	
	Taylor	Nadine	

City of San José Shelter Annex for Vulnerable Populations
May 2009

Appendix M: Outstanding Planning Issues for Sheltering Vulnerable Populations

Outstanding Planning Issues for Sheltering Vulnerable Populations

- 1. Develop focused plan for sheltering medically fragile populations** - Explore creating partnerships with key services providers to pre-identify facilities and staff for designated medical needs shelters within the city/county. Medical needs shelters would be geographically distributed to optimize access. Staff would be medically trained and have a contract or MOU in place with the City of San Jose for activation to serve medically fragile populations.
- 2. Evacuation: Develop planning for transportation of mobility impaired vulnerable populations** - Identify critical transport needs and who could provide evacuation for disabled and mobility challenged populations – work with service providers who serve these populations on a day-to-day basis, explore partnerships with VTA, Outreach Para-transit, private transport providers, etc. Develop protocols and supporting agreements (MOUs) for transport assistance.
- 3. Develop standardized system for MOUs and Reimbursement for CBOs** – Working with FEMA and State OES, develop a standardized system that enables CBO reimbursement without a cumbersome process of MOUs between each individual CBO and local jurisdiction. System could use Guide Star or other online tools to verify CBO authenticity, check audits, and provide information to substantiate claims to FEMA.
- 4. Develop Legal Risk Analysis** of local government’s role, responsibilities and liabilities for sheltering vulnerable populations. Analysis to also include research on federal and state legal statutes and regulations regarding local government’s legal duty and/or mandate to provide mass care services after a disaster.
- 5. Develop Internal Protocols/Policies Sex Offenders and Parolees in SJ Shelters** – Work with local law enforcement, city attorney and PRNS to develop city policy for sheltering sex offenders and parolees in general population shelters. Issues such as

identification at intake and checking-in with local law enforcement were identified by local stakeholders as potential risk issues affecting vulnerable populations. This topic raises confidentiality, legal and risk management issues that warrant further examination.

6. Explore the Creation of Local Functional Assessment Service Teams (FAST) and/or Functional Needs Support Units (FNSU)

Create steering committee comprised of countywide representatives of both government agencies and CBOs, FBOs and private sector services. Explore creation of local service assessment teams in conjunction with planning taking place and a state (FAST) and federal level (FSNU) to create teams of specialists that could assist at shelters to meet the needs of vulnerable populations.

7. Capacity Building for Public Works and General Services – develop capacity for implementing corrective actions or mitigation measures identified after site surveys for facility accommodations at shelter sites. This would include analysis and recommendations on survey findings; prioritization of correct actions and working city departments to determine costs.

8. Conduct Additional Surveys of Potential Shelter Sites in San Jose – Continue to assess shelter sites to increase number of accessible shelters in San Jose. Assessment would include use of survey tools and additional training with the Department of Rehabilitation.

9. Develop Taskforce to Implement Transitional Housing Recommendations - A designated task force with legal authority can help to develop, modify, implement and monitor City disaster housing protocols and act as the official disaster housing coordinating point for the community.

10. Build Capacity for Obtaining Durable Medical Equipment (DME) in Shelters - Develop list of local DME vendors, research and explore types/amounts of DME typically kept

“in stock” and readily available and explore possible MOU or contract with local vendors to supply DME to shelters in a disaster.

- 11. Maintain Skill Set of Volunteer Surveyors** – Develop a refresher course and opportunity for 2008 trained site surveyors to participate in additional survey work in the future. Create ways or opportunities to keep the skill sets of the participants at a comfortable level, so that the resources of the community team members can continue to be used in the future.