



**(City/County/
Operational Area)**

Reception Annex Template

August 5, 2011



Table of Contents

Scope of Reception Annex Template	1
Organization of the Reception Annex Template.....	3
Reception Annex Template	5
Purpose, Scope, Situation, and Assumptions	5
Concept of Operations.....	10
Organization and Assignment of Responsibilities	24
Direction, Control, and Coordination	34
Information Collection and Dissemination	35
Communications	36
Administration, Finance, and Logistics	37
Annex Development and Maintenance.....	38
Authorities and References	39

This page intentionally left blank.

Scope of Reception Annex Template

The development of a Reception Annex is a critical preparedness activity. To facilitate an efficient and effective operation, the annex should clearly state the duties and responsibilities of each agency/organization and describe the command and coordination structure.

This template is designed to help emergency planners develop one or more of the following, depending on their preparedness status and needs:

- Reception Annex or Appendix
- Standard Operating Procedures
- Checklists

It is difficult to accurately predict the location, frequency, and scale of an emergency or disaster. It is possible, however, to plan and establish procedures that reduce the adverse impact of a threatened or actual event. An effective Reception Annex integrates demographic, geographic, and socioeconomic information about a population, as well as the characteristics of the reception infrastructure; identifies potential hazards and jurisdictions' vulnerabilities; identifies the needed and available capabilities and resources for a response; and describes how these resources are mobilized.

Applicability of This Template

This reception template is advisory. It is meant to provide a framework that will assist in reception planning, but it is not meant to fulfill all legal requirements or duties. Nothing in this document alters or impedes the ability of Federal, State, local, territorial, and/or Tribal Nation chief executives, their government agencies, or their internal organizations to carry out their specific authorities or perform their responsibilities under all applicable laws, executive orders, and directives. This template is not intended to alter the existing authorities of individual municipal or county agencies and does not convey new authorities upon any local, State, or Federal official.

The template can be used by states/territories, operational areas, and their constituent local jurisdictions, as well as other organizations, to guide their reception planning efforts. Portions of this template may also be used by emergency planners in business and industry and by nongovernmental organizations (NGOs).

This template allows for variations in the planning process from one jurisdiction or organization to another, depending on the nature of the site's or organization's characteristics and the envisioned threats. Depending on the emergency planner's intent and the jurisdiction's or organization's circumstances, this template can be used in the following ways:

- Only essential sections may be used (i.e., non-essential sections may be omitted to fit the needs of emergency planners and jurisdictions).

- Items may be added, extended, or otherwise modified.
- The template may be altered to conform to existing emergency operations plans (e.g., the structure, formatting, and titles may be changed).

How to Use This Template

This template contains guidance language and sample language that can be discarded or used in part or in whole at the discretion of the jurisdiction. The Reception Processing Guidance for Emergency Planners should be consulted for expanded information on each topic.

- Bolded text in parentheses – **(sample)** – contains an explanation of the importance of that section and how it fits into the planning process as a whole. This section should be deleted before finalizing your plan.
- Italicized text – *sample* – contains sample language that could be used in the Reception Annex. Sample language should be modified to reflect your specific jurisdiction.
- Underlined, highlighted, italicized text in parentheses – (sample) – should be replaced with jurisdiction-specific input (e.g., name of jurisdiction).
- Bold red text in parentheses – **(sample)** – indicates a specific reference to the Reception Processing Guidance for Emergency Planners.

It is important that the Reception Annex considers and is in compliance with the framework and principles of the Incident Command System (ICS), the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and the Comprehensive Preparedness Guide (CPG) 101.

Appendices can be used to supplement the annex. Each jurisdiction can determine its needs based on its capabilities, gaps, and strengths.

Organization of the Reception Annex Template

Introductory Material

Adoption Page

The adoption page records the adoption of the annex into the jurisdiction's Emergency Operations Plan (EOP).

Record of Changes

Each update or change to the Reception Annex needs to be recorded. The record should contain, at a minimum, a change number, the date of change, and other relevant information. Table 1 is a sample Record of Changes page.

Table 1: Record of Changes Page

Change Number	Date of Change	Nature of Change	Page(s) Affected	Name and Date Entered

Table of Contents

The following is a sample Table of Contents:

RECEPTION ANNEX

- I. Purpose, Scope, Situation, and Assumptions*
- II. Concept of Operations*
- III. Organization and Assignment of Responsibilities*
- IV. Direction, Control, and Coordination*
- V. Information Collection and Dissemination*
- VI. Communications*
- VII. Administration, Finance, and Logistics*
- VIII. Annex Development and Maintenance*
- IX. Authorities and References*

This page intentionally left blank.

Reception Annex Template

Purpose, Scope, Situation, and Assumptions

A. Purpose

(The purpose is a general statement that describes why this annex is being developed and what the jurisdiction intends for it to accomplish. The purpose statement should be followed by a brief synopsis of the annex and any supplementary appendices.)

The purpose of the (City/Operational Area) Reception Annex is to establish strategies and procedures for providing reception services to persons affected by an emergency, disaster, or precautionary evacuation.

This annex is only one component of a broader set of evacuation and shelter-related plans. Areas addressed here include: reception operations management; evacuee processing and tracking; respite; public safety and security; transportation and traffic management; communications; support for people with disabilities and others with access and functional needs; and health and medical support. Information on support for people with disabilities and others with access and functional needs is integrated throughout this annex template.

This annex was developed from a template provided by the Los Angeles Alliance based on extensive multi-jurisdictional and multi-disciplinary input and review, combined with in-depth research and consideration of national and international lessons learned and best practices.

This annex is a part of the (City/Operational Area) (Emergency Operations Plan [EOP]/Emergency Response Plan [ERP]) and is consistent with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). The Reception Annex complements the (City/Operational Area EOP) as a functional annex and works in conjunction with other functional annexes. It is also consistent with State emergency plans.

(For further guidance and information, refer to the Reception Processing Guidance (RPG)'s II.B. Document Purpose section.)

B. Scope

(This section defines to whom the plan applies, as well as to what jurisdictional boundaries it applies.)

The Reception annex applies to all departments and agencies of (Name of City/Operational Area), as well as support from the private sector, non-governmental and non-profit organizations, and individuals involved in supporting reception. State, Federal, tribal, and territorial resources added to an evacuation process will also be integrated into the reception process.

This annex may be activated and reception sites may be set up as determined by the County Emergency Operations Center (CEOC), Incident Commander (IC), or Area Command (AC). Population evacuating from an impacted area will undergo reception processing at a designated reception site or during the shelter intake process. Reception services may include: evacuee registration and tracking; respite; public safety and security; medical and health support; animal services; communications; support for people with disabilities and others with access and functional needs; and determination of shelter location to which evacuees will be sent.

Reception operations conducted prior to, during, and after an emergency incident are primarily the responsibility of (City/Operational Area)'s (specify the agency, if desired). Requests for assistance from other jurisdictions, State government, and response organizations for coordinated response support may be made when a jurisdiction's response requirements exceed its capabilities. When a response is beyond the combined resources and capabilities of both the jurisdiction and the State, Emergency Management Assistance Compact (EMAC) and/or Federal assistance should be requested through the State in coordination with State officials.

This annex defines the actions and roles necessary to provide a coordinated response by departments and agencies of the jurisdiction.

(For further guidance and information, refer to the RPG's II.F. Scope section.)

C. Situation Overview

(The Situation Overview section characterizes the “planning environment,” making it clear why a Reception Annex is necessary.)

- 1. The Los Angeles Operational Area (LAOA), a densely populated and complex region, faces a wide range of natural and manmade threats and hazards. In a catastrophic incident, it is expected that large, heavily populated areas may need to be evacuated, generating a demand for significant reception, mass care, and mass sheltering services to address the direct and indirect effects of the emergency or disaster.¹*
- 2. California's State Emergency Plan and Standardized Emergency Management System (SEMS) put local government at the first level of response for meeting the disaster needs of people in its jurisdiction. Local emergency ordinances outline local powers, roles, and responsibilities and provide for the development and adoption of local emergency plans.*

¹ Los Angeles County Operational Area Emergency Response Plan, Part One, Section Seven: “Threat Summary and Assessments for the County of Los Angeles.” County of Los Angeles. February 17, 1998. <http://lacoa.org/PDF/OA%20ERP.pdf>.

3. Reception support may be needed in **(City/Operational Area)** for both the direct and indirect effects of an emergency or disaster.
4. The current planning posture is that a threat scenario that will result in the displacement of the entire or majority of the LAOA's residents is not likely; however, it is expected that large, heavily populated areas or segments of an area may need to be evacuated or relocated in the event of a disaster, creating a demand for reception services.²
5. **(City/Operational Area)**'s population exceeds **(X,XXX,XXX)** residents and covers **(X,XXX)** square miles.
6. Among the **(City/Operational Area)** population, **(XXX,XXX)**, or **(XX%)**, are living at or below the poverty line.
7. Among the **(City/Operational Area)** population, **(XXX,XXX)**, or **(XX%)**, have limited English language proficiency.
8. Among the **(City/Operational Area)** population, **(XXX,XXX)**, or **(XX%)**, are homeowners.
9. Among the **(City/Operational Area)** population, **(XXX,XXX)** individuals require in-home services.
10. **(XX%)** of the population has household pets; there are **(XX,XXX,XXX)** total household pets. There are also important agricultural and livestock concerns in the area.
11. **(XXX,XXX)** people, or **(XX%)** of the population, have disabilities or are others with access and functional needs. All reception plans must be compliant with the Americans with Disabilities Act (ADA). Persons with disabilities and others with access and functional needs must have access to reception programs, services, and facilities.
12. The **(City/Operational Area)** is vulnerable to the following hazards: fire (urban/wildland), tsunami, earthquake, dam failure, flood, mudslides, hazardous materials (HazMat) release, and attacks using or potentially using chemical, biological, radiological, or nuclear weapons or explosives.

(For further guidance and information, refer to the RPG's II.C. Situation section.)

D. Assumptions

(The Assumptions section defines conditions, circumstances, and/or events that are anticipated to take place. Planning assumptions should be included to show situations

² Ibid.

that are addressed by the annex or limitations of the annex, allowing users to anticipate that some situation-dependent improvisation or modification may be necessary.)

1. Operational considerations

- a) *The Los Angeles County Emergency Operations Center (CEOC) will be activated following its standard operating procedures (SOPs) for incidents, including events requiring reception. Consistent with the Los Angeles Operational Area Emergency Response Plan (LAOA ERP), the CEOC will coordinate and facilitate with local governments and the State Emergency Operations Center (EOC) if activated, to support operational area response.*
- b) *The duration and scope of local, State, and Federal involvement in a response operation will be scalable to the situation's severity and the assistance required by the affected population.*
- c) *Reception operations can take place in impact and host areas, and will be scalable to accommodate various levels and types of incidents.*
- d) *The type of event (e.g., notice events), the proximity to the impact area, and the service needs will impact the time needed and ability to acquire resources for reception sites.*
- e) *Resources within the impact area will be extremely limited immediately following a disaster in which there has been widespread damage and will take time to mobilize. (City/Operational Area) will develop its own assets and supplies and will identify vendors within their jurisdictions and the operational area to support reception efforts.*
- f) *In accordance with the Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS), resources and assistance from outside of the (City/Operational Area) will be available to city governments through the operational area and to the operational area through the region.*
- g) *Reception sites will be needed for as long as government-assisted evacuation occurs and for the mass return and re-entry of transportation-assisted evacuees to the affected area when possible.*
- h) *Evacuees will arrive at evacuation points with their household pets.*
- i) *Self-evacuees (e.g., persons with their own means of evacuation) are expected to arrive only at information points.*

2. Infrastructure limitations

- a) *The availability of external resources from unaffected jurisdictions, the State, and the Federal Government will depend on considerations such as the operability of the transportation infrastructure and access to the affected area.*
- b) *Many roads will be compromised, either structurally, with debris, or due to traffic congestion.*
- c) *Some percentage of (City/Operational Area)'s infrastructure (e.g., power sources, water, sewers, hospitals, and communications) will be inoperable, inaccessible, damaged, or destroyed, and will be unavailable to support response and reception operations.*
- d) *Some buildings used for response operations, such as reception sites, will be damaged and require inspection prior to use; others will be unusable.*

3. External factors

- a) *Weather will play a factor in reception operations and locations.*
- b) *In a HazMat incident and other contamination events, some people and their possessions will be contaminated. Decontamination will occur as necessary before affected people, possessions, equipment, or household pets will be admitted to reception sites. If necessary, quarantine or isolation will be implemented.*

4. Staffing issues

- a) *Staff availability will be dramatically reduced by a catastrophic event.*
- b) *Some staff will be sought for use by other functions in addition to reception (e.g., sheltering and medical facility support) and not be available for the reception operation.*
- c) *Spontaneous volunteers and unsolicited donations will be offered, arriving rapidly and in large quantities.*

5. Public education and information issues

- a) *Pre-event public education will be used to promote personal preparedness, manage expectations, create realistic goals, and build awareness of response, including support for people with disabilities and others with access and functional needs.*
- b) *Public information and outreach with clear and concise messaging will be necessary during the evacuation and reception process.*
- c) *Media interest will escalate during the response.*

6. Populations

- a) A percentage of **(City/Operational Area)**'s population will seek shelter in congregate care facilities.³
- b) Families will become separated and will need reunification.
- c) Special considerations will be needed for unaccompanied minors and dependent adults.
- d) Service animals will remain with their owners.
- e) Undocumented immigrants will be hesitant to participate in the reception process.
- f) A percentage of **(City/Operational Area)**'s population will be subject to judicial and/or legislative orders restricting their freedom of movement geographically or in proximity to specific individuals (e.g., sex offenders or people under court orders).

(For further guidance and information, refer to the RPG's II.D. Assumptions section.)

Concept of Operations

(The Concept of Operations section explains the jurisdiction's overall operational approach, and the structure of its reception operation.)

*The CONOPS section describes the basic flow of response to many emergency and disaster situations. A subset of these tasks may be appropriate for some situations. The steps and activities that follow constitute the general response framework. It is not required that **(City/Operational Area)** perform all of the activities and steps that follow. The steps and activities not performed should be coordinated with **(Name of Lead Agency)** officials.*

A. General

(In this section, the general layout of emergency reception operations should be given. This plan should support reception of the displaced population and determine the department or agency responsible for reception.)

1. **(Department/agency)** will be responsible for reception.
2. All departments and agencies with responsibilities within reception will be notified when the annex is activated.

³ Congregate care facilities as defined by the FEMA Mass Care Coordination Unit are general population shelters, respite centers, reception centers, heating or cooling centers, and medical support shelters, as well as unconventional sheltering facilities, such as berthing ships, base camps, and temporary construction.

- a) *Each department and agency with responsibilities in this annex will then communicate the activation of the annex to their personnel, as needed to ensure effective response.*
3. *The appropriate EOC, once activated, will activate the (Name of Function or Branch) to coordinate the reception response activities for its jurisdiction and with other jurisdictions.*
4. *Once reception sites are activated, onsite operations management will oversee site operations and coordinate with (Name of Function or Branch).*
5. *The National Incident Management System (NIMS), Incident Command System (ICS), and Standardized Emergency Management System (SEMS) will be used in all appropriate emergency and disaster situations.*

(For further guidance and information, refer to the RPG's VII. Concept of Operations section.)

B. Survey and identify facility considerations and setup requirements

1. *Pre-incident planning*

- a) *Identify, survey, and inspect locations to be used as reception sites as necessary using the same survey used for shelters.*
- b) *Pre-incident, develop a list of sites that have been assessed and deconflicted for use in evacuation and reception operations.*
- c) *Coordinate selections with other groups to deconflict and prioritize their various planned uses.*
- d) *Ensure that the reception site plan, staffing plan, and layout are scalable in design.*
- e) *Establish a process for activation and access (e.g., through the EOC, local emergency manager [EM], or building owner).*
- f) *Develop agreements (e.g., memorandums of understanding [MOUs], facility use agreements, and lease agreements).*

- g) Consider geographic location, and survey exterior and interior site features.*
- h) Develop reception site layout and design that can be adapted for specific sites at the time of an incident.*
 - Include areas for reception, waiting, registration, respite, canteen, first aid, and site operations management.*
 - Consider adding areas for law enforcement, medical, health, and mental health should they be required.*
- i) Pre-stock supplies or identify vendors to be contacted or implemented at the time of an incident.*

2. During and post-incident activities

- a) The EOC will verify that site use is deconflicted and viable for use and will arrange for updated safety inspections.*
- b) Make the following considerations in choosing Evacuation Point (EP) or Reception Processing Site (RPS) locations.*
- c) Determine which of these sites will be activated for use in evacuation and reception operations.*
- d) Ensure availability of staffing appropriate to support facility size and design.*
- e) Define current level of readiness and time required for facility to be operational.*
- f) Develop an overview of building and site type needs.*
- g) Implement agreements (e.g., memorandums of understanding [MOUs], facility use agreements, and lease agreements).*
- h) Activate reception sites.*
 - Pickup point (PUP)*
 - Evacuation point (EP)*
 - Transfer point*
 - Information point*

- *Reception processing site (RPS)*
 - *Reception area at shelter*
 - *Multi-use alternate site*
- i) Coordinate with the EOC to determine which critical coordination points are activated. Implement communication and coordination with appropriate activated sites.
- Decontamination points
 - Family assistance centers (FACs)
 - Local assistance centers
 - Medical triage sites
 - Volunteer reception centers (VRCs)
 - Nongovernmental Organizations (NGOs)

(For further guidance and information, refer to the RPG's III. Types of Reception Sites, IV. Critical Coordination Points, and VII.A. Reception Site Locations sections.)

(Note: The following sections, C–I, include examples of functions that may be part of the reception process. All or some of these functions may take place at different or multiple sites [e.g., EP and RPS]. Each action has associated steps to be accomplished.)

C. Implement reception operations management

The (Agency in Charge of Reception) will assign management staff to oversee all aspects of the reception operation.

1. *At the EOC, oversee and provide direction and control to reception operations, communicate with reception sites, and coordinate with other evacuation functions on evacuee movement.*
2. *Onsite, oversee site operations, provide direction and control to onsite functions, address issues that may arise involving the operations of the reception site, and coordinate and communicate with the reception function at the EOC.*
3. *Coordinate with reception functions to determine staffing needs and make requests as appropriate.*
4. *Oversee site safety in the following areas:*
 - a) *Safety officer and deputy (if available) coordinate the safety of site personnel, responders, and infrastructure.*
 - b) *The safety officer and deputy address onsite safety issues and hazards, conduct safety briefings to personnel, evaluate sites for safety concerns (e.g., smoke detectors and blocked exits), assess nearby hazards (e.g., nuclear plants and floodplains), and develop occupancy language for facilities and outdoor parks.*
 - c) *Report unsafe conditions and practices to reception safety personnel.*
 - d) *The safety officer coordinates with the onsite facility manager, EP or RPS manager, or site representatives (e.g., school principals) regarding issues, problems, or concerns.*
 - e) *Structural engineer or building inspector re-evaluates sites for safety post-incident in coordination with the safety officer.*
 - f) *Post signs displaying safety precautions throughout the facility to denote emergency exits, access-ways, and restrooms.*
 - g) *Develop information signage in alternate formats and multiple languages, as well as audio translation via a public address system, to accommodate people with disabilities and others with access and functional needs.*
 - h) *Implement contingency plans for adverse weather considerations, alternative power supplies (e.g., generators), emergency lighting, proper grounding of contingency resources, and internal hazards, such as tripping hazards (e.g., uneven floor), obstacles (e.g., protruding water fountain), narrow doors, and other considerations for people with disabilities and others with access and functional needs.*

(For further guidance and information, refer to the RPG's VII.E.1. Concept of Operations: Reception operations management section.)

D. Implement evacuee processing and tracking

The jurisdiction (*will/may choose to*) process and track people whom they are evacuating from an area that has been or is expected to be impacted by a disaster. Information (*will/may*) be collected on each evacuee moving through the reception process.

1. *Set up an evacuee registration queue and waiting area*
 - a) *Set up a stanchion post and rope line system to control entry into the registration process and queuing of evacuees.*
 - b) *Arrange for seating with reasonable accommodations made for people with disabilities and others with access and functional needs who may not be able to stand for extended periods of time.*
 - c) *Set up coverings (e.g., awnings and tents) for protection in the event of inclement weather if the queue is outside.*
 - d) *Provide water and possibly other canteen support to evacuees waiting to be processed, especially if the queue is outside and evacuees are subjected to extreme heat or cold.*
 - e) *Arrange for the voluntary surrender and secure collection of evacuee weapons with law enforcement.*
 - f) *Arrange for standby staffing of medical and health, mental health, and law enforcement as needed.*
 - g) *Develop and implement procedures for managing evacuees who become disruptive during tracking and processing.*
 - h) *Sex offenders are required to self-identify. Develop a plan to route them accordingly.*
 - i) *Direct evacuees to the appropriate area for registration.*
2. *Implement evacuee tracking*
 - a) *Set up and staff tracking function.*
 - b) *Process and gather information from evacuees through the system.*
 - c) *Coordinate with other functions to link tracking information (e.g. household pets or luggage with owners).*
 - d) *Notify law enforcement when any weapons are encountered for their tracking and safeguarding.*

- e) *Coordinate with medical, health, and mental health function as necessary.*
- f) *Direct processed evacuees to appropriate outgoing transportation.*
- g) *Provide forms to evacuees in multiple languages based on the demographics of the jurisdiction.*
- h) *Ensure that the tracking system is consistent and compatible across jurisdictions so tracked information is readable and accessible.*
- i) *Implement a contingency tracking system in the event the primary system is inoperable.*
 - *If a paper tracking system is used, assign additional staff and logistics to support the necessary additional labor hours and resources for data entry of the collected information.*
 - *Keep all tracked information secure and confidential.*
- j) *Continue the tracking process until people return home or to a self-sustaining location (i.e., housing). At that point, implement a checkout process.*
- k) *Provide regular situational awareness updates to reception operations management as required.*

3. *Information collection*

Balance the amount of information collected from evacuees against the amount of time available for safely moving evacuees through the process. Collect only certain primary information under tight time constraints, with additional information being obtained if time and circumstances permit.

- a) *Collect the following primary essential information*
 - *Personal information includes:*
 - *Name*
 - *Date of birth*
 - *Names of family members, guardians, dependent minors, and dependent adults*
 - *Pre-disaster address or point of origin*
 - *Immediate medical issues*
 - *Household pet information*

- *Tag, micro-chip, and match household pets with their owners. Recommend that pet owners make preparations for their pets prior to the occurrence of a disaster, to include micro-chipping.*
- *Registration and animal services functions will coordinate on associated tracking needs (e.g., household pets to their owners)*

b) Collect the following additional data if time permits:

- *Post-disaster contact phone numbers.*
- *Emergency contact numbers.*
- *Current housing status (e.g., homeowner or renter).*
- *Names of family members residing in the local host area.*
- *Check box or disclaimer allowing information to be shared with other disaster response organizations.*

(For further guidance and information, refer to the RPG's VII.E.2. Concept of Operations: Evacuee processing and tracking section.)

E. Implement public safety and security operations

Public safety and security personnel are responsible for ensuring the safety of the facility itself and the safety and security of individuals, evacuees, and staff in and around a reception site. In addition to the traditional law enforcement issues that arise with any large gathering and at large venues, public safety and security personnel will face additional issues.

- 1. Establish a specific security plan at each reception site using local law enforcement personnel and/or other venue security personnel as needed according to operational factors, such as the size of the reception operation, hours of operations, specific threats or hazards, and available resources.*
 - a) Develop a staffing plan that includes considerations for regular and overtime pay as related to reimbursement.*
 - b) Establish staffing levels in coordination with other disaster response facilities and regular community operations.*
 - c) Define personnel types, including required specialty training or experience (e.g., traffic control) and certifications.*
 - d) Develop an interior and exterior security plan.*

- e) *Develop a traffic management plan with defined roles and limitations.*
- f) *Coordinate with traffic management for vehicle movement.*
- g) *Consider the use of bag screening stations, metal detectors, magnetometers, and other security procedures or devices as necessary and available.*
- h) *Law enforcement personnel will track and safeguard weapons in accordance with local agency procedures and State and Federal authorities.*
- i) *Report criminal activity of any nature to sworn law enforcement officers.*
- j) *Contact 9-1-1 and site security, safety, or medical personnel for medical and law enforcement emergencies.*
- k) *Trained and credentialed caregivers must escort unaccompanied minors or adults requiring care or supervision to an access-controlled, highly visible location. They will be monitored for safeguarding until they are reunified with their parent or guardian or turned over to a designated social services representative.*
- l) *Develop and implement procedures for managing evacuees who become disruptive during tracking and processing.*
- m) *Implement plan to manage and oversee sex offenders within the reception process.*
- n) *Establish access control*
 - *Position security personnel at all ingress and egress points and conduct roving patrols throughout the interior and exterior of the facility. If availability is limited, position personnel at the main ingress and egress points to conduct roving patrols. Request additional law enforcement resources, if needed, through the EOC.*
- o) *Provide regular situational awareness updates to reception operations management as required.*

(For further guidance and information, refer to the RPG's VII.E.3. Concept of Operations: Public safety and security section.)

F. Implement respite activities

(Respite includes only essential basic human services that evacuees will require in the first four hours at the reception processing site (RPS), dependent on the circumstances. The duration of stay will determine the services required. If

evacuees remain in an evacuation point (EP) or RPS for longer periods, expanded services may be required. Some respite services may be available at pickup points (PUPs) or EPs. The following respite support may be offered.)

- 1. Determine necessary and available respite services.*
- 2. Coordinate with logistics and other functions to acquire resources and mobilize personnel.*
- 3. Provide any or all of the following primary support services:*
 - a) Hydration*
 - b) Snacks*
 - c) Toilets and hand wash stations.*
 - d) Seating and resting areas.*
 - e) Shade or cover.*
 - f) Cooling or warming station.*
 - g) Support for people with disabilities and others with access and functional needs.*
 - h) Relief and water for service animals.*
- 4. Provide additional support if resources are available and circumstances allow.*
 - a) Greeter or ambassador and/or orientation to explain available services and next steps.*
 - b) Expanded feeding services (e.g., meals ready-to-eat [MREs], and hot or cold meals).*
 - c) Access-controlled and visible childcare area with trained staff, authorized by the reception site management.*
 - d) Climate-controlled area.*
 - e) Situational awareness information.*
 - f) Cots for short-term use (including specialty cots for people with disabilities and others with access and functional needs) and plans for cleaning and sanitizing them.*
 - g) Provide regular situational awareness updates to reception operations management as required.*

(For further guidance and information, refer to the RPG's VII.E.4. Concept of Operations: Respite section.)

G. Implement medical, health, and mental health support services

The medical, health, and mental health function handles the segment of the evacuating population who arrive at an EP or RPS in need of a basic health assessment, basic first aid, or immediate emergency medical or mental health care only. Provide emergency care for immediate health issues, health degradation after entering the RPS, or previously unknown injuries or illnesses that become evident at the EP or RPS. Consider a range of options for assessing the current health status of evacuees at a reception site. This may include a basic health questionnaire, addressing the most immediate or urgent medical and health needs, or more extensive general health assessments. Consider the following health and medical strategies.

1. *Conduct medical and health assessments.*
 - a) *Immediately call 9-1-1 and contact onsite healthcare if a life-threatening condition arises.*
 - b) *Assess both mental and physical health.*
 - c) *Refer conditions beyond basic first-aid or psychological first aid that are not immediately life-threatening to additional medical evaluation.*
 - d) *Provide medical needs assessment information, if possible, to designated medical treatment sites and/or shelters. Ensure consistency with Health Insurance Probability and Accountability Act (HIPAA) guidelines.*
2. *Conduct triage for emergency care and other medical needs including medication, as resources are available.*
3. *Conduct basic mental health assessments.*
 - a) *Provide, as space allows, quiet areas away from the areas of major activity for use by mental health personnel.*
 - b) *Coordinate mental health services through the Los Angeles County Department of Mental Health.*
 - c) *Request mental health personnel resources, which may include jointly staffed mental health law enforcement resources, through agency protocols or the local EOC or CEOC to assist in situations in which individuals appear to pose a danger to themselves or others.*
 - d) *Provide spiritual support to address spiritual needs if staff resources allow.*

4. *Develop and implement procedures for managing evacuees who become disruptive during tracking and processing.*
5. *Determine decontamination needs.*
 - a) *Coordinate with local agencies or departments that conduct decontamination tasks.*
6. *Provide regular situational awareness updates to reception operations management as required.*

(For further guidance and information, refer to the RPG's VII.E.6. Concept of Operations: Medical, health, and mental health section.)

H. Implement transportation and traffic management operations

*Transportation is an essential link between impacted areas, reception sites, and shelters. Potential impact and host jurisdictions (**Names of Jurisdictions**) pre-identify the means for transporting evacuees to and from reception sites.*

1. *Establish a traffic management plan.*
 - a) *Establish control of an outer perimeter, including surrounding streets leading to the facility.*
 - b) *Designate arrival and drop-off points.*
 - c) *Develop ingress and egress procedures.*
 - d) *Establish redirection of spontaneous donation vehicles to donation sites.*
 - e) *Redirect spontaneous volunteers to volunteer reception centers (VRCs) or nongovernmental organizations (NGOs). Establish checkpoints for redirection to other locations of unauthorized people (e.g., self-evacuees and media personnel) to prevent traffic congestion around the facility.*
 - f) *Designate parking for transportation modes.*
 - g) *Coordinate with tow truck services for obstructing cars (pre-staged or on call).*
 - h) *Coordinate with emergency response and medical transportation.*
 - i) *Set up signage.*

2. *Manage unsolicited donations and unauthorized individuals.*
 - a) *Redirect people seeking to donate supplies and resources to a pre-designated donation site. If no site has been designated, contact the EOC for information and redirect the donor to the appropriate location.*
 - b) *Redirect people not authorized to be at the reception site (e.g., spontaneous or self-deployed volunteers, evacuee family seeking to pick up an evacuee, and media) to other designated locations as advised by the EOC.*
3. *Provide emergency response and medical transportation.*
 - a) *Coordinate with emergency response personnel, medical vehicles, and site operations management to enable the safe and efficient movement of emergency vehicles onsite.*
 - b) *Coordinate movement of vehicles transporting evacuees requiring immediate or extensive emergency care to facilities capable of providing these services.*
4. *Provide household pet transportation.*
5. *Provide regular situational awareness updates to reception operations management as required*

(For further guidance and information, refer to the RPG's VII.E.7. Concept of Operations: Transportation and traffic management section.)

I. Implement animal services

Household pets and other animals that enter the reception process with their owners will be cared for by the animal services function.

The Pet Evacuation and Transportation Standards (PETS) Act of 2006 requires evacuation plans to take into account the needs of individuals with household pets prior to, during, and following a major disaster or emergency.

The FEMA Disaster Assistance Policy 9523.19 defines a household pet as:

A domesticated animal, such as a dog, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes, can travel in commercial carriers, and be housed in temporary facilities. Household pets do not include reptiles (except turtles), amphibians,

*fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes.*⁴

1. *Process household pets at EPs.*
 - a) *Consider MOUs or private partnerships to access equipment for the evacuation of pets (e.g., cages).*
 - b) *Route evacuees who arrive at an EP with a household pet to a designated pet owner registration line.*
 - c) *Register household pets in association with their owner for more effective reunification.*
 - d) *Separate household pets from their owners and process them for evacuation.*
 - e) *Once the jurisdiction takes control of the animals, provide relief, water, and emergency veterinary care; vaccinate the animals; and microchip them.*
 - f) *Put household pets into temporary carriers or cages and transport them to animal shelters on designated pet evacuation vehicles.*
2. *Process household pets at RPSs (if necessary).*
 - a) *If household pets are not separated from their owners at the EP, the above process will be implemented at an RPS.*
3. *Link pets with their owners using the evacuee tracking system. Shelter them in facilities adjacent to the facilities where their owners are being sheltered so the owners are close at hand to provide care and comfort to their animals.*
4. *Register service animals and link them with their owners, but do not separate them from their owners, as they are not considered pets.*
5. *Provide regular situational awareness updates to reception operations management as required.*

(For further guidance and information, refer to the RPG's VII.E.8. Concept of Operations: Animal services section.)

J. Implement evacuee return and re-entry operations

⁴ FEMA Disaster Assistance Policy 9523.19. FEMA. Accessed May 26, 2011.
<http://www.fema.gov/pdf/government/grant/pa/policy.pdf>.

Once the impacted area has been determined to be safe for residents to return post-incident, conduct reception activities to out-process groups of evacuees from the system and return them to the impact community in groups.

1. *Conduct reverse tracking*
2. *Conduct reverse reception*
3. *Facilitate re-entry*

(For further guidance and information, refer to the RPG's VII.H. Concept of Operations: Evacuee return and re-entry considerations section.)

Organization and Assignment of Responsibilities

(This section describes the roles and responsibilities of agencies and organizations that support this annex. Other agencies not included in the guide may also be called upon or may offer assistance at the time of a disaster.

The following is a small sample list of organizations and their responsibilities. Refer to the RPG for more detailed information and examples.)

A. General

(This section contains general statements concerning the organization and assignment of responsibilities.)

Some departments and agencies of (City/Operational Area) have emergency reception assignments in addition to their normal, day-to-day duties. These assignments usually parallel or complement normal duties. The assignments of each department and agency are listed in the organization section of this plan. Each department and agency is responsible for developing and maintaining its own emergency management procedures, along with the necessary training and education, that contain details of how they may carry out the emergency reception assignments outlined in this plan.

B. Organization

(This section contains the details of the organizational structure of a reception site during an emergency or disaster. The following is an example of what an organizational structure could look like.)

1. *Emergency reception structure*
 - a) *Local emergency management agencies*
 - b) *Law enforcement agencies*
 - c) *Education/Schools (k-12 and universities)*
 - d) *Public information office*
 - e) *Public and mental health, EMS*
 - f) *Local animal control agencies*

- g) Public works, building and safety, and recreation and parks
 - h) Social services
 - i) Non-governmental, non-profit, and private-sector organizations
 - j) Fire service
2. The following general organization chart provides the basic organization of a reception site:

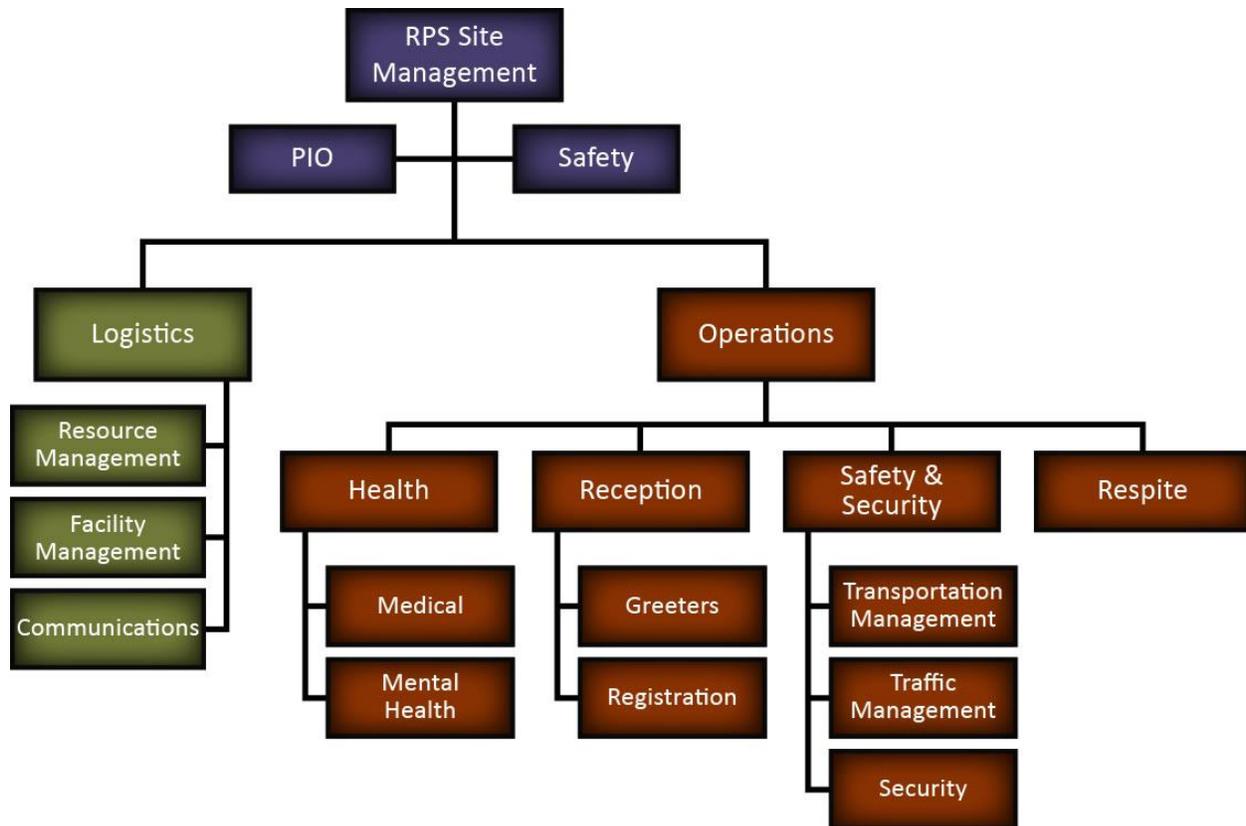


Figure 1: Sample RPS Function Organization

C. Assignment of responsibilities for Reception Site Operations

The following is the assignment of roles and responsibilities for specific functions within the reception site operations, based on the organizational chart above.

1. Reception site operations management

a) Responsible function, agency, or organization

- Onsite EP/RPS manager: (Insert Responsible Position/Agency/Department)
- Primary: (Insert Responsible Positions/Agencies/Departments)

- Support: (Insert Responsible Positions/Agencies/Departments)
- Coordinating: (Insert Responsible Positions/Agencies/Departments)

b) Responsibilities

- General oversight of all operational functions of reception process and/or site, opening or closing of operation or sites, and staffing issues and needs.
- Communicate with CEOC for ongoing cross-jurisdictional coordination.
- Request support from coordinating branches and/or functions for updates on operational activities, status, and needs.
- Manage resolution of issues and concerns.
- Oversee all accommodations possible to support people with disabilities and others with access and functional needs across all functions of reception.
- Determine necessary liaisons for coordination of reception operations with other departments and agencies.
- Oversee coordination with sites related to or supporting reception operations.
- Identify and assign safety officer who will conduct initial and ongoing site safety inspections, determine needs, and advise requirements (e.g., smoke detectors and trip hazards).
- Oversee and manage, or delegate administration and financial reception requirements.

2. Tracking and processing

a) Responsible function, agency, or organization

- Onsite Registration function within the reception site: (Insert Responsible Position/Agency/Department)
- Primary: (Insert Responsible Positions/Agencies/Departments)
- Support: (Insert Responsible Positions/Agencies/Departments)
- Coordinating: (Insert Responsible Positions/Agencies/Departments)

b) Responsibilities

- *Coordinate with communications or logistics functions for access to and activation of tracking system equipment.*
- *Train EP or RPS tracking or processing staff in using the system equipment (pre-event if possible).*
- *Coordinate with logistics for setting up the registration area and tracking system in the EP or RPS (e.g., rope or stanchion lines, tables, and tracking equipment).*
- *Coordinate with health and medical for health assessment, medical and health support, and mental health support.*
- *Coordinate with security or law enforcement for support, as needed.*
- *Coordinate with animal services for support and evacuation of household pets, if necessary.*
- *Process and gather registration information from arriving evacuees.*
- *Maintain secure storage of all evacuee information.*
- *Link the tracking of evacuee families, household pets, personal property, and durable medical equipment (DME) as needed.*
- *Collect information regarding missing and separated family members and forward to the appropriate function at the CEOC.*
- *Direct evacuees through the reception process and to support functions and areas as needed (e.g., support for people with disabilities and others with access and functional needs, canteen, departing transportation, health and medical, and security).*
- *Direct people subject to judicial and/or legislative orders restricting their freedom of movement geographically or in proximity to specific individuals (e.g., sex offenders or people under court orders) to security or EP or RPS management.*
- *At EP or RPS close, return all equipment to logistics and secure all evacuee paperwork.*

3. *Public safety and security*

a) *Responsible function, agency, or organization*

- *Onsite Public safety and security personnel: (Insert Responsible Position/Agency/Department)*

- Primary: (Insert Responsible Positions/Agencies/Departments)
- Support: (Insert Responsible Positions/Agencies/Departments)
- Coordinating: (Insert Responsible Positions/Agencies/Departments)

b) Responsibilities

- Coordinate with site management for public safety and security needs.
- Coordinate with external resources for security personnel, shift schedules (regular time and overtime), and specific skill sets (e.g., traffic control).
- Coordinate site traffic control plans.
- Manage and control security of the reception site environment and evacuee population.

4. Respite

a) Responsible function, agency, or organization

- Onsite Human services or mass care function: (Insert Responsible Position/Agency/Department)
- Primary: (Insert Responsible Positions/Agencies/Departments)
- Support: (Insert Responsible Positions/Agencies/Departments)
- Coordinating: (Insert Responsible Positions/Agencies/Departments)

b) Responsibilities

- Set up and maintain mass care functions (e.g., respite area, food, hydration, and DME storage).
- Acquire and manage trained personal care providers.
- Coordinate with logistics for resources, cots, DME, and supplies.
- Coordinate with the medical and health function for the support of medical issues, as needed.
- Coordinate with the medical and health function for the support of people with disabilities and others with access and functional needs.
- Manage EP or RPS mass care staff for general support.

- Support registration function as needed.

5. Communications

a) Responsible function, agency, or organization

- Onsite RPS management or communication coordinator: (Insert Responsible Position/Agency/Department)
- Primary: (Insert Responsible Positions/Agencies/Departments)
- Support: (Insert Responsible Positions/Agencies/Departments)
- Coordinating: (Insert Responsible Positions/Agencies/Departments)

b) Responsibilities

- Coordinate with logistics functions for access to and activation of communications equipment (e.g., radios and telephones).
- Train staff in the use and care of equipment as needed.
- Repair or replace equipment as needed.
- Set up and maintain Internet connectivity and equipment if available and used.
- Communicate with the CEOC communications function for ongoing interoperability and cross-jurisdictional coordination.
- Provide communications equipment to support people with disabilities and others with access and functional needs in coordination with the logistics branch, and in consultation with social and human services functions, as needed, and as available.

6. Medical, health, and mental health

a) Responsible function, agency, or organization

- Onsite healthcare (e.g., nurse, healthcare practitioner, Red Cross health services): (Insert Responsible Position/Agency/Department)
- Primary: (Insert Responsible Positions/Agencies/Departments)
- Support: (Insert Responsible Positions/Agencies/Departments)
- Coordinating: (Insert Responsible Positions/Agencies/Departments)

b) Responsibilities

- *Assess the immediate health of life-saving needs of evacuees and site staff.*
- *Provide basic first aid support to evacuees and staff as available.*
- *Conduct basic health assessments of evacuees referred by registration or more extensive triage or assessment of acute medical or psychological needs, and address as needed.*
- *Assist in support of people with disabilities and others with access and functional needs as necessary.*
- *Coordinate medical assistance and transport via Basic Life Support (BLS) or Advanced Life Support (ALS) ambulances, appropriate to the level of need.*
- *Provide psychological first aid and crisis management mental health support as needed.*
- *Oversee and address health concerns (e.g., clean and healthy environment, canteen, and hazards) at reception sites in coordination with the safety officer and reception management.*
- *Coordinate with CEOC regarding health-related issues or needs of evacuees and EP or RPS.*
- *Provide EP or RPS management with general basic health information (e.g., communicable disease control and health advisories).*
- *Coordinate with logistics for medical supplies and equipment as needed and return them at the end of the operation.*
- *Submit requests for additional staffing and material resources in consultation with onsite management and the medical and health branch at the CEOC.*
- *Coordinate with local first responder agencies, public health officers, and area health facilities likely to be impacted by referrals to their facilities.*
- *Coordinate with the transportation branch for appropriate vehicles to accommodate evacuees with medical needs.*
- *Pre-event, identify qualified volunteers and staff for reception sites. Pre-credential and deconflict their use in other areas by working with voluntary staffing agencies in the community.*

7. Transportation

a) Responsible function, agency, or organization

- Onsite Transportation coordinator: (Insert Responsible Position/Agency/Department)
- Primary: (Insert Responsible Positions/Agencies/Departments)
- Support: (Insert Responsible Positions/Agencies/Departments)
- Coordinating: (Insert Responsible Positions/Agencies/Departments)

b) Responsibilities

- *Coordinate with the evacuation branch for modes of transportation to move evacuees from EPs in affected areas to RPSs outside affected areas.*
- *Coordinate with the transportation department and/or transportation branch at the CEOC for transportation to support the movement of evacuees from RPSs to shelters.*
- *Coordinate with registration and medical and health functions to direct people with disabilities and others with access and functional needs to appropriate modes of transportation. Provide assistance with boarding and disembarkation as needed.*
- *Coordinate the receipt of information on inbound evacuees and modes of transportation through the CEOC transportation branch.*
- *Coordinate the transmission of information about outbound evacuees and transportation modes through the CEOC transportation branch to the human services branch (sheltering).*
- *Coordinate with EP or RPS traffic management, public safety and security, and the safety officer for the movement of vehicles around the EP or RPS.*
- *Coordinate with logistics for supply and re-supply (e.g., fuel).*

8. Animal services

a) Responsible function, agency, or organization

- Onsite Animal services coordinator: (Insert Responsible Position/Agency/Department)
- Primary: (Insert Responsible Positions/Agencies/Departments)

- Support: (Insert Responsible Positions/Agencies/Departments)
- Coordinating: (Insert Responsible Positions/Agencies/Departments)

b) Responsibilities

- *Coordinate with the evacuation branch and transportation function for evacuation of household pets.*
- *Coordinate with the registration function for linked registration of household pets with their owners.*
- *Manage micro-chipping and other means of identifying evacuated household pets.*
- *Manage health assessment of evacuating household pets.*
- *Support the needs of service animals remaining with evacuees.*

D. Assignment of responsibilities for local departments and agencies

(This section of the annex should assign each agency or department recognized in the reception site organizational structure from the previous section and its responsibilities for supporting a reception site.)

The following is the assignment of responsibilities to departments and agencies of the emergency preparedness structure. The designated emergency assignment applies to all parts of the annex when a specific part is not designated. The expected support from external organizations and agencies is also included.

1. *Local emergency management agencies:*
 - a) *Provide general oversight of EOC staff responsible for reception.*
 - b) *Manage resources for reception sites.*
 - c) *Coordinate reception annex activities.*
 - d) *Issue public alert, notification, and emergency information.*
 - e) *Pre-event, identify and catalog potential reception site locations.*
2. *Reception site operations management (Name of Agency):*
 - a) *Oversee the reception function at the EOC.*
 - b) *Oversee site operations of reception.*
 - c) *Coordinate between sites and EOC operations management on staffing, issues, and general management.*
3. *Law enforcement agencies:*
 - a) *Maintain law and order at reception sites.*

- b) Establish and secure perimeters and control traffic around reception sites.*
- 4. Education/schools (K–12 and Universities):*
 - a) Provide facilities to be used as reception sites.*
- 5. Public and mental health, EMS:*
 - a) Conduct health and medical assessments at reception sites.*
 - b) Provide first aid at reception sites.*
 - c) Provide medical triage at medical triage sites.*
 - d) Provide mental health support.*
 - e) Assess evacuees with serious medical conditions and make recommendations for transport to the appropriate facilities for treatment.*
 - f) Advise mass care and shelter sites on ongoing treatment operations.*
- 6. Public information office:*
 - a) Disseminate public information regarding the reception process and reception sites for public access (e.g., information points) as well as other information resources (e.g., social media and 2-1-1).*
 - b) Participate in the Joint Information Center (JIC), providing a communications link to and from reception sites to other elements of the response structure.*
- 7. Local animal control agencies:*
 - a) Enforce animal-related State statutes and all ordinances as they pertain to animal welfare and public health and safety at reception sites.*
 - b) Coordinate household pet reception and transportation operations.*
 - c) Coordinate with local, private humane agencies.*
- 8. Public works, building and safety, and recreation and parks:*
 - a) Provide sourcing and management of facilities for reception activities.*
 - b) Certify the safety of reception facilities.*
 - c) Coordinate with law enforcement to establish and secure perimeters.*
 - d) Maintain and clear ingress and egress routes to reception sites.*
- 9. Social services:*
 - a) Conduct evacuee registration and tracking at reception sites.*
 - b) Provide services to promote the well-being of evacuees traveling through reception sites.*
 - c) Provide appropriate support for respite operations.*

10. Non-governmental, non-profit, and private-sector organizations:

- a) Support reception operations as needed (e.g., respite and mass care) and able within the guidelines of specific organizations.

11. Support functions:

- a) If the situation warrants, the incident commander or the local emergency management agency may request that a local disaster be declared to support and supplement ongoing operations, including reception.
- b) If the situation warrants, (Name of Homeland Security and Emergency Management Agency) officials will request that a State disaster be declared to support and supplement reception operations if a jurisdiction's response exceeds its capabilities.
- c) The (Jurisdiction or State) Veterinary Medical Association may provide assistance in coordinating veterinary care resources.
- d) Jurisdictional, regional, or State transportation agencies (Specific agency names) will provide transportation resources, as needed.

(For further guidance and information, refer to the RPG's VI. Roles and Responsibilities section.)

Direction, Control, and Coordination

(This section identifies the agencies responsible for tactical and operational control of response assets, including personnel, facilities, and supplies. It discusses how NIMS and ICS tie into the existing multijurisdictional coordination systems and processes used during an emergency, which are ways for jurisdictions to retain their sovereignty but still coordinate actions. This section provides information on how the departmental and agency Reception Annex fits into the EOP [horizontal coordination] and how it integrates with other local, State, and Federal plans [vertical integration]).

A. Authority to Initiate Actions

(Describe who is responsible for ordering a reception operation and which authorities designate that person as responsible for ordering it. The decision will be made by the responsible public officials and the field-level/Incident Commander within the jurisdiction. Assign responsibility for implementation of the annex.)

The (City/Operational Area) operates under the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). The (Position/Agency) is responsible for implementing the (City/Operational Area)'s Emergency Operations Plan (EOP) and will initiate reception operations in cooperation with the (City/Operational Area)'s reception partners.

B. Command Responsibility for Specific Actions

1. Oversight of the Reception Mission

(Discuss how operations in a jurisdiction will be overseen and coordinated to meet the response need as a whole. Remember that this may not involve the EOC being activated at the time.)

In an incident requiring a reception response, the (City/Operational Area) (Responsible Agency) will provide oversight of reception. The (Agency/Department) is responsible for providing reception for evacuees and will coordinate with other reception partners.

2. Assistance

If the jurisdiction's own resources are insufficient or inappropriate to respond to the emergency situation, a request will be made for assistance from other jurisdictions. All response agencies are expected to fulfill mission assignments directed by the Incident Commander or the EOC.

(For further guidance and information, refer to the RPG's VII.E.1. Concept of Operations: Reception Operations Management section.)

Information Collection and Dissemination

(This section describes the required critical or essential information common to all operations identified during the planning process. In general terms, it identifies the type of information needed, where it is expected to come from, who uses the information, how the information is shared, the format for providing the information, and any specific times the information is needed.)

A. *Reception site personnel must share reception-related information across sites and jurisdictions. EPs, reception sites, transportation vehicles, and shelters do not communicate directly with one another. Rather, communications from each are funneled up to the EOC level, where the functional branches have a higher level view of the operation and are better equipped to make decisions regarding incident operations with input from the field operations. The functional branches will coordinate the information and disseminate it out to the specific area requiring the information.*

1. *The transportation function at or supporting an EP will coordinate with their functional branch in the EOC to advise that evacuees are loaded on to vehicles ready to depart.*
2. *The EOC transportation branch will coordinate with the (Name of Function or Branch) for the appropriate shelters or other facilities to which the designated vehicles will be sent based on capacity and availability.*
3. *The transportation branch will advise the transportation function at the EP where the vehicles should be directed.*

4. *The transportation function at or supporting the EP will advise the operators of each mode of transport as to their destination and will maintain contact with their transport until it reaches the reception site.*
- B. *The EOC planning section collects situation updates from reception sites and disseminates it within the EOC to be used to develop courses of action and manage reception operations.*
- C. *Detailed procedures that identify the type of information needed, where it is expected to come from, who uses the information, how the information is shared, the format for providing the information, and specific times the information is needed are maintained at the EOC.*

(For further guidance and information, refer to the RPG's VII.E.2. Evacuee Processing and Tracking and VII.E.5. Communications sections.)

Communications

(This section describes the communications protocols and coordination procedures in the reception operations between response organizations used during emergencies and disasters. It discusses the framework for delivering communications support and how the jurisdiction's communications integrate into the regional or national disaster communications network. It does not describe communications hardware or specific procedures found in departmental SOPs. Separate interoperable communications plans should be identified and summarized. This section may be expanded as an annex and is usually supplemented by communications SOPs and field guides.)

- A. *Information on evacuation routes, information points, PUPs, and danger zones may be distributed to evacuees through designated information points along the evacuation route, through traditional media outlets, and through social media outlets.*
- B. *During an emergency event, communications among multiple groups will need to occur to support reception operations. Responders will need to communicate with one another and with the public, and the evacuating public will need communications access within reception centers to reach their friends and relatives.*
- C. *The jurisdiction's (Name of tactical interoperable communications) Plan provides the necessary guidance to enable reception site personnel and others to communicate in real-time. Responders and emergency management personnel should refer to this document when the need arises. The (Name of tactical interoperable communications) Plan describes the communication protocols and coordination procedures to be used by response organizations during emergencies and disasters.*

(For further guidance and information, refer to the RPG's VII.E.5. Communications section.)

Administration, Finance, and Logistics

(This section covers the general reception support requirements and the availability of services and support for all types of emergencies, as well as general policies for managing resources. Mutual aid agreements [MAAs] should be referenced, and authorities for and policy on augmenting staff through the reassignment of employees should be addressed. The section should provide the general policies on keeping financial records, reporting, tracking resource needs, tracking the source and use of resources, and acquiring ownership of resources.)

A. Agreements and Understandings

Should jurisdictional resources prove to be inadequate during emergency reception operations, requests may be made for assistance from other local jurisdictions and agencies in accordance with existing or emergency-negotiated Mutual Aid Agreements (MAAs) and MOUs. Such assistance may take the form of equipment, supplies, personnel, or other available capabilities. Duly authorized officials enter into all agreements and understandings. Copies of existing agreements are on file at the EOC.

State assistance, including requests for EMAC assistance, to a jurisdiction will supplement the jurisdiction's efforts when the response exceeds the local capabilities. Federal disaster assistance will supplement local and State response efforts when jurisdiction and State officials certify that the response is beyond their combined resources and capabilities.

B. Finance

- 1. Reception Operations Management should coordinate with the EOC Finance and Administration section regarding any policies, procedures, and requirements for managing and submitting financial documentation.*
- 2. FEMA disaster assistance policies regarding reimbursement can be found at the following address:

<http://www.fema.gov/government/grant/pa/9500toc.shtm>*
- 3. FEMA's public assistance grant policies can be found at the following address:

<http://www.fema.gov/government/grant/pa/index.shtm>*
- 4. Reception management should also review State and local laws and statutes for reimbursement and financial issues affecting reception operations.*

C. Reception logistics

Logistical requirements depend on the needs and services of the site or facility type (e.g., PUP, EP, and RPS), and the existing infrastructure at the site.

- 1. Develop a site setup plan that includes the following:*

- a) *Equipment needs*
 - b) *Logistics plan with written procedures, roles, and responsibilities*
 - c) *Timeline for equipment arrival and setup*
 - d) *Supplying and resupplying resource procedures*
 - e) *Communications equipment*
2. *Review existing MOUs or memorandums of agreement (MOAs) with support agencies for resources needed for reception as a part of preparedness activities.*
 - a) *Confirm availability of current resource needs under agreement at the time of disaster.*
 - b) *Request and acquire as needed.*
 3. *Plan for optional bulk resources if available.*
 4. *Deconflict the use of facilities (e.g., schools during the school year when classes are in session or other operational uses).*
 5. *Supply or create site signage, both procedural and informational.*
 - a) *Messaging should be available in multiple languages and alternative formats. Consider the primary languages of the area being evacuated.*
 - b) *Coordinate pre-event with reception planning to determine signage content.*
 6. *Acquire and provide supplies to support people with disabilities and others with access and functional needs, as needed.*
 7. *Conduct ongoing coordination with other reception functions as requested.*

(For further guidance and information, refer to the RPG's VII.F. Administration and Finance and VII.G. Logistics sections.)

Annex Development and Maintenance

(The overall approach to planning, including the assignment of planning responsibilities, should be discussed in this section of the annex. Statements should focus on the planning process, participants in that process, and how development and revisions of different levels of the annex will be coordinated. Provisions should also be made for a regular cycle of testing, reviewing, and updating of the annex. Local or State statutes may compel periodic updates of the annex.)

- A. The (Name of Department) of the jurisdiction is responsible for coordinating emergency reception and reception processing planning.

- B. The *(Name of Department)* of the jurisdiction will coordinate the maintenance and updating of this annex with the assistance of representatives from departments and agencies listed in this annex.
- C. Responsible officials from departments and agencies listed in this annex may recommend changes at any time and provide information periodically pertaining to changes in personnel and available resources. The *(Name of Department)* of *(Name of Jurisdiction)* will coordinate an annual review and revise the annex, as necessary.
- D. This annex should be activated at least once a year in the form of an exercise of a simulated emergency, regardless of actual events, in order to provide practical controlled operations experience to those who have EOC responsibilities.
- E. An after-action review (AAR) will be conducted, as deemed necessary, following exercises and actual events.
- F. Refer to the *(City/Operational Area Emergency Operations Plan)* for additional annex development and maintenance requirements.
- G. Ensure consistency with current operational policies and guidance.

Authorities and References

(This part of the annex will indicate the legal basis for emergency operations and activities. Laws, statutes, ordinances, executive orders, regulations, and formal agreements relevant to the operations should be listed. Some examples are shown below.)

A. Legal authorities

1. Federal

- a) *The Robert T. Stafford Disaster Relief and Emergency Assistance, Public Law 93-288, as amended by the Pets Evacuation and Transportation Standards (PETS) Act of 2006*
- b) *The PETS Act of 2006, H.R. 3858*
- c) *The Americans with Disabilities Act (ADA) of 1990*
- d) *Architectural Barriers Act (ABA)*
- e) *Uniform Federal Accessibility Standards (UFAS)*
- f) *Homeland Security Presidential Directive (HSPD)-5*
- g) *FEMA Disaster Assistance Policies (DAP)*
- h) *Other executive orders and acts pertaining to disasters*

2. State

- a) *State laws and statutes pertaining to disasters enacted or to be enacted may apply.*

3. *Local*

- a) *County or city ordinances pertaining to disasters enacted or to be enacted may apply.*

4. *Nongovernmental Organizations (NGOs)*

- a) *Internal policies, principles, and authorities pertaining to disasters*

B. **References**

(Citing reference material, including related plans of other levels of government, can be valuable for indicating what has influenced the writing of the annex. References also help reduce the size of an annex by directing the user to the full text of procedures, data analyses, and other pertinent information.)

1. *Comprehensive Preparedness Guide (CPG) 101*

2. *National Incident Management System (NIMS), U.S. Department of Homeland Security (DHS), December 2008*

3. *National Response Framework, FEMA, January 2008*

(For further guidance and information, refer to the RPG's Appendix 1: Authorities and References section.)