

COUNTER-TERRORISM AND SPECIAL OPERATIONS BUREAU

**NOTICE**  
15.2

July 22, 2025

**TO:** All Commanding Officers

**FROM:** Commanding Officer, Counter-Terrorism and Special Operations Bureau

**SUBJECT:** EMERGENCY PREPAREDNESS BULLETIN, CONDUCTING COMMUNITY OUTREACH DURING AN EMERGENCY – THE ROLE OF A SENIOR LEAD OFFICER

The Emergency Preparedness Bulletin, Volume 10, Number 08, entitled, *Conducting Community Outreach During an Emergency – The Role of a Senior Lead Officer* has been revised and is now available on the Department's Local Area Network (LAN).

If you have any questions regarding this Notice, please contact the Emergency Preparedness Unit, Emergency Services Division, at (323) 208-0166.

APPROVED:



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Attachment

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## Los Angeles Police Department Counter-Terrorism and Special Operations Bureau

# EMERGENCY PREPAREDNESS *BULLETIN*

Volume 10, Number 08

Updated March 2025

Prepared by Emergency Services Division

## CONDUCTING COMMUNITY OUTREACH DURING AN EMERGENCY- THE ROLE OF A SENIOR LEAD OFFICER



### Emergency Responsibility

In emergencies, Senior Lead Officers (SLO) serve as a vital link between first responders, emergency service providers and the community members they serve, including people with disabilities and others with access and functional needs. Every SLO has an integral knowledge of community members in the area they serve and are best suited to provide information regarding community demographics. During an emergency, it is imperative that this knowledge be shared with those tasked with making critical decisions. If on-duty, the SLO of the affected area should take the following actions:

1. Report to the command post.
2. Utilize their knowledge of the community and advise the Operations Section Chief of any information regarding the affected areas, including known locations of people with disabilities and others with access and functional needs.
3. If evacuations are being conducted, the SLO should report to the Evacuation Branch Director or Operations Section Chief if the Evacuation Branch is not yet established.
4. With prior authorization and approval of the Public Information Officer (PIO), conduct accessible and inclusive public meetings, such as community meetings or town hall meetings, and interviews as appropriate regarding the emergency and recovery efforts. The SLO and PIO should coordinate all public meetings and town hall meetings with the Emergency Operations Center (EOC) PIO when activated. All meetings shall be consistent and compliant with the following:
  - Approval of the Department's Americans with Disabilities Act (ADA) Coordinator
  - ADA Guidance - Sign Language Interpreter Request Form
  - ADA Guidance - Communication Access Real Time Translation (CART) Service Request Form
  - ADA Guidance - Inclusionary, Accessible Messaging and Effective Communication
  - ADA Guidance - Los Angeles City Meetings and Public Events ADA Accessibility Checklist
  - City of Los Angeles Emergency Operations Plan- Emergency Public Information Functional Specific Annex



## **CONDUCTING COMMUNITY OUTREACH DURING AN EMERGENCY- THE ROLE OF A SENIOR LEAD OFFICER**

During emergencies, the SLO will coordinate all public messaging through the PIO. Emergency Messaging can be requested and coordinated through the Department Operations Center (DOC), Communications Division to disseminate critical information requiring action within the SLO's community. Emergency notifications will be disseminated via the systems below in accordance with the Emergency Notification and Mass Communication Plan.

**NOTE:** In the absence of the SLO, the on-duty Watch Commander must designate an officer from the affected basic car to fulfill these duties. The SLO shall not self-deploy from an off-duty status.

### **Emergency Messaging**

Everbridge and Notify LA are the primary Social Media outlets for emergency notification and mass communication, and will act as the parent hub for all emergency messaging. Contact the DOC to post or issue an emergency notification and mass communication. If it becomes necessary for emergency messaging to be sent out via Facebook, Instagram or X, it must follow the guidelines set forth in the City's ADA Guidance: Inclusionary, Accessible Messaging and Effective Communication, dated March 13, 2014.

All emergency notification and mass communications shall be approved and vetted by the Department's ADA Coordinator prior to it being published. The Department's ADA Coordinator is the Commanding Officer, Personnel Division. See the Emergency Notification and Mass Communication Plan, 2016. No person shall post any emergency notification and mass communication without having received training from the Department on Disability (DOD) on how to create accessible messaging and documents.

**NOTE:** During disaster or emergency situations, the ADA Coordinators, PIO, and Emergency Preparedness Coordinators should call DOC to request sign language interpreters. When setting up any public communication site, DOD's Sign Language Interpreter Request Form or CART Service Request Form should be used to request sign language interpreters.

There may also be an additional need to assist people with disabilities and others with access and functional needs who have lost or damaged their assistive technology. City staff should direct these requests through the EOC Mass Care Branch, Access and Functional Needs Unit Leader or the Planning Section, Access and Functional Needs Technical Specialist. If the EOC is not activated, contact the DOD Front Desk via the DOC.

Safeguarding lives and property of the people we serve is our primary objective. While often pressured by time constraints and limited resources during emergency situations, officers should be prepared to aid those community members that require assistance. Deviation from these basic concepts may occur due to life threatening or life safety emergency situations and the environment in which they occur. This document is a guide to aid officers in making the best possible decisions for all affected community members, including people with disabilities and others with access and functional needs. All referenced documents can be located in the Emergency Operations Guide, Volume 10, Emergency Preparedness Bulletin, No. 09.

Any questions regarding the content of this Bulletin should be directed to Emergency Preparedness Unit, Emergency Services Division, at (323) 208-0166.