

Los Angeles Police Department

Counter-Terrorism and Special Operations Bureau

EMERGENCY PREPAREDNESS *BULLETIN*

Volume 10, Number 08

Updated August 28, 2014

Prepared by Emergency Operations Division

CONDUCTING COMMUNITY OUTREACH DURING AN EMERGENCY – THE ROLE OF THE SENIOR LEAD OFFICER



Emergency Responsibility

In an emergency, the Senior Lead Officer will continue to 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 Senior Lead Officer has an integral knowledge of the community members in the area they serve. Senior Lead Officers 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. During an emergency, if on duty, the Senior Lead Officer of the affected area must take the following action.

- a) Report to the command post.
- b) Utilize your knowledge of the community and advise the Operations Section Chief of any information regarding the affected areas, including locations of people with disabilities and others with access and functional needs.
- c) If evacuations are being conducted, the Senior Lead Officer will report to the Evacuation Branch Director or Operations Section Chief if the Evacuation Branch is not yet established.
- d) Conduct accessible and inclusive public meetings, community meetings, town hall meetings, and/or interviews as appropriate regarding the emergency and recovery efforts, with the prior authorization and approval of the Public Information Officer, and 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 - CART Request Form
 - ADA Guidance - Inclusionary, Accessible Messaging and Effective Communication
 - ADA Guidance - LA City Meetings and Events ADA Accessibility Checklist

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

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

During emergencies Senior Lead Officers will coordinate all public messaging through the PIO. Emergency Messaging can be requested and coordinated through RACR to disseminate critical information requiring action of the SLO's community. Emergency Notifications will be disseminated via the systems below in accordance with the Emergency Notification and Mass Communication Plan.

Emergency Messaging

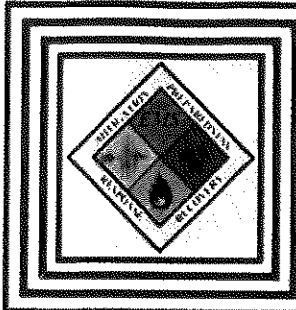
Nixle is the primary Social Media outlet for emergency notification and mass communications and will act as the parent hub for emergency messaging. Contact Real-Time Analysis and Critical Response Division or the Department Operations Center if activated, to post or issue an emergency notification and mass communication. If it becomes necessary for emergency messaging to be sent out via Facebook or Twitter 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, 2014. No person shall post any emergency notification and mass communication without having received training from the Department on Disability on how to create accessible messaging and documents.

NOTE: During disaster or emergency situations, ADA Coordinators, Public Information Officers and Emergency Preparedness Coordinators should utilize DOD's Sign Language Interpreter Request Form or CART Services Request Form when setting up any public communication site.

There may also be 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, Disabilities Access Function Needs Unit Leader or the Planning Branch, Disabilities Access Functional Needs Technical Specialist. If the EOC and LAPD DOC are not activated, contact the Department on Disability front desk via Real-Time Analysis and Critical Response Division.

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, and Emergency Preparedness Bulletin No. 9.

Any questions regarding the content of this bulletin should be directed to the Emergency Preparedness Unit, Emergency Operations Division, at (213) 486-5730.



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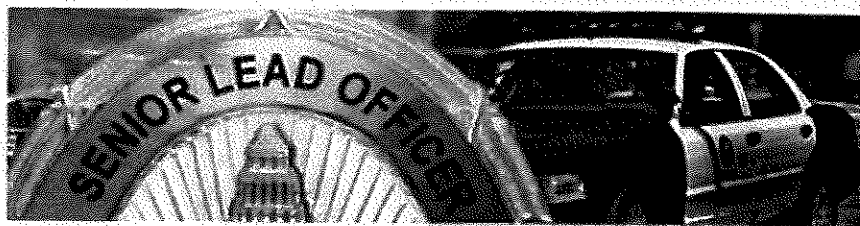
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