



## Red Cross Wildfire Pre-Planning and Evacuation Training FAQs

The Wildfire Evacuation Training, resources, and FAQs were developed in partnership with the American Red Cross, California Department of Social Services-Community Care Licensing, and the Association of Regional Center Agencies representing the 21-community based Regional Centers. Any questions or concerns, email [Questions@dds.ca.gov](mailto:Questions@dds.ca.gov).

**Q1. Can we receive a copy of the video and copy of this presentation?**

A1. Once all 4 training sessions have been completed, we will make a recorded version available.

**Q2. Is there a certificate of completion available for this training?**

A2. Certificate of Completion was completed and sent to all registered participants

**Q3. Are CEU's available for this training?**

A3. No CEU's are available for this training.

**Q4. How do I make sure the regional center and licensing have my email address?**

A4. Please contact your Licensing Program Analyst and your Regional Center liaison to ensure they have your correct email address so future invitations can be sent directly to you.

**Q5. How do you take roll of who is in attendance today?**

A5. We have a list of registered attendees.

**Q6. Who is representing the regional center?**

A6. We have 3 emergency coordinator regional center representatives during each training session.

## **Q7. Links for the emergency and disaster plans for ARF's and RCFE's**

A7. These are the links to obtain the emergency and disaster plans:

For RCFEs:

<https://cdss.ca.gov/Portals/9/FMUForms/I-L/LIC610E.pdf?ver=2019-03-26-090806-887>

For ARFs:

<https://cdss.ca.gov/Portals/9/Additional-Resources/Forms-and-Brochures/2020/I-L/LIC610D.pdf?ver=2021-12-30-170017-277>

## **Q8. CDSS Everbridge Notification Resources**

A8. PIN 22-02-CCLD addressed the Everbridge Notification, please review for more detailed explanation:

<https://www.cdss.ca.gov/Portals/9/CCLD/PINs/2022/CCLD/PIN%2022-02-CCLD.pdf>

## **Q9. How do you register for emergency notification system?**

A9. For CDSS licensees, if you have provided a phone number to your Regional Office that can receive text messages, it will be the first level of contact used by Everbridge to notify you. You can also receive additional emergency alerts and information via your mobile phone number or e-mail address by visiting Cal Alerts at

<http://calalerts.org/signup.html>.

PIN 22-02-CCLD in question 8 above addresses the Everbridge Notification, please review for more information.

## **Q10. Do you think it would be smart to purchase stat phone or walkie-talkie? Just in case phone or down**

A10. I think it's always good practice to have communication redundancies available. And to test them during the planning stage. There are other avenues to ensure you are connected. Consider working on knowing about alerts, warnings through free phone apps.

## **Q11. Are CCL licensed service providers automatically registered to receive Everbridge emergency notifications from Everbridge based on contact info provided in the licensing application?**

A11. You are automatically registered if you have provided a phone number to your Regional Office that can receive text messages, it will be the first level of contact used by Everbridge to notify you. Please review PIN 22-02-CCLD for more information.

## **Q12. CDSS Disaster Response Resources**

A12. Please also visit the CDSS Disaster Response Homepage for other disaster resources: <https://www.cdss.ca.gov/inforesources/cdss-programs/community-care-licensing/disaster-response>

## **Q13. In the event of evacuation are we required to do an incident report immediately?**

A13. Notify your LPA verbally asap after you've addressed the health and safety

issues on hand, then follow up with the LIC 624 form.

**Q14. We are just a small facility, are we required to have a generator?**

A14. You should have access to one when one is needed. A lot of facilities will try to go purchase one when the power outage occurs, and the items may be sold out by then.

**Q15. Is there a general form for Regional Center and Licensing of an incident report?**

A15. Regional Center Special Incident Report (SIR); for Licensing (LIC 624).

**Q16. Should safety plans include training and use of mitigating tools during evacuation of facilities such shut off of utilities?**

A16. The overall emergency plan should include a schedule for training and drills as well as after-action reports. Additionally, the safety plan should include instructions on how to shut off utilities with pictures if able such as turning off the main water or gas to the home.

Please go through the LIC 610D (for adult residential facilities) and LIC 610E (for senior care facilities) to understand what should be addressed on the plan. These forms are created to assist you to develop a plan.

<https://www.cdss.ca.gov/Portals/9/Additional-Resources/Forms-and-Brochures/2020/I-L/LIC610D.pdf?ver=2021-12-30-170017-277>

<https://www.cdss.ca.gov/Portals/9/FMUForms/I-L/LIC610E.pdf?ver=2019-03-26-090806-887>

**Q17. What happens if clients are at their day program when the situation/emergency happens?**

A17. The day programs should also have an emergency disaster plan to safely evacuate their participants. Strongly recommend residential licensees to engage with day programs prior to any disasters so there are clear expectations spelled out by both entities.

**Q18. How should an evacuation plan account for the family of clients and keeping them informed?**

A18. The evacuation plan should have a section labeled communication plan and assign someone to that role. This section should also include updated contacts lists that should be reviewed on a quarterly basis. And practice this plan.

**Q19. Can we bring pets to the shelters?**

A19. When displaced by disaster, community members with pets should feel welcome seeking shelter from the Red Cross. We will co-locate typical household pets at our shelters whenever feasible. Owners are responsible for the daily care of their pets in our shelters, and Red Cross will secure any necessary supplies. Pets are not allowed in the dormitory, food preparation/serving/eating areas, Disaster Health Service areas, or other areas of the shelter where their presence would present health hazards or

disrupt service delivery. When co-located sheltering is not possible because of space limitations, availability of animal welfare partner, or facility rules, the Disaster Response Operation will work with local emergency management to identify emergency animal shelters. Service animals are not pets, should never be separated from their owner, and are always welcome in our shelters.

**Q20. Are wheelchairs allowed in a shelter?**

A20. Absolutely! Wheelchairs, walkers, scooters, or any other mobility device are welcomed at a shelter. We encourage everyone to bring any required medications and medical equipment with them!

**Q21. Do shelters provide food while there?**

A21. Yes, and snacks too!

**Q22. What kind of information will shelter staff ask for upon registration? Is ID or any paperwork needed?**

A22. At a Red Cross shelters we ask basic questions such as the person's name, a primary phone number or email address- that we can use to get in contact with them if needed, - what their primary language is and if applicable, the names of those they live with. We accommodate individuals with access and functional needs, visual or hearing impairments, and service animals so we will also ask if there are any needs while staying at a shelter. This information is used to help us provide excellent client service, maintain shelter operations, and ensure the shelter has the supplies it needs. The Red Cross will not share this information.

**Q23. Are there shelters specific for residential facilities?**

A23. There are not. Everyone is welcome at a Red Cross shelter.

**Q24. Is the shelter accepting individuals with challenging behavior?**

A24. Challenging behavior is managed on a case-by-case basis. Everyone is welcome at a shelter, but disruptive behavior that impacts the safety of other clients will not be allowed. Our Disaster Mental Health Team and the Shelter Manager will work together to determine the best support available for the person displaying challenging behavior.

**Q25. Can business cards vouch for ID?**

A25. ID is not required to stay at a shelter. It is not considered a valid form of ID for most purposes, but there will be staff available at the shelter who can help clients replace their ID.

**Q26. Do shelters have security on site?**

A26. Shelters may or may not have on site security. There is always security available to call for support, but small shelters will not typically have on site security outside of the shelter staff unless required based on needs.

**Q27. Are there shelters near family?**

A27. You can find open Red Cross shelters at [Redcross.org/shelter](https://www.redcross.org/shelter) or by downloading the Red Cross Emergency App.

**Q28. What are the recommended contents of a go- kit?**

A28. There should be a travel kit and a shelter kit for everyone served and each staff member. Kits should be individualized to meet the needs of everyone. The Conversation Starter that is provided as part of this training is a guide to help you work with everyone served to make sure they have what they need for travel and in their shelter go-kit.

For more information on how you can you can prepare for emergencies and what we recommend to include in your go-bag please see our Preparedness Essentials Checklist: [https://www.redcross.org/content/dam/redcross/get-help/pdfs/preparedness-essentials/EN\\_Preparedness-Essentials-Checklist.pdf](https://www.redcross.org/content/dam/redcross/get-help/pdfs/preparedness-essentials/EN_Preparedness-Essentials-Checklist.pdf)

For more information feel free to check out this link at Ready.Gov  
<https://www.bing.com/ck/a?!&&p=83795791dc6ed597JmltdHM9MTY4Mzc2MzlwMCZpZ3VpZD0wYjAzYzlyYi02Y2M3LTY2NTUtmjI2ZS1kMDc0NmQzYzY3YjgmaW5zaWQ9NTI5Nw&ptn=3&hsh=3&fclid=0b03c22b-6cc7-6655-226e-d0746d3c67b8&psq=emergency+go+bag+checklist+printable&u=a1aHR0cHM6Ly93d3cucmVhZHkuZ292L2tpdA&ntb=1>

**Q29. Should you have a Go-Kit for every individual?**

A29. Yes, for every individual served and for yourself! it should include additional items that are specific to those individual needs.

Consider having at least a one-month supply worth of medication for each individual

Consider items that the individual uses on a day-to-day basis. We recommend packing for at least two days and more if possible. Some items we recommend are a change of clothes, medications or medical equipment, cellphone with charger, emergency contact list, flashlights and batteries, hygiene items, diet appropriate snacks, and shoes. Following the presentation, please review the resource called a Conversation Starter which will list all of the items.

**Q30. Do you recommend certain emergency pack?**

A30. Make sure that individuals served have travel kits/go-kits that they can carry. Kits for the shelter should be large enough to hold the supplies and be easily transportable by staff.

**Q31. Would ID bands be ideal for our non-verbal residents? Are there recommendations on what into include on ID wristbands?**

A31. It is best practice for anyone who will have difficulty communicating to have emergency contact information readily accessible. There are multiple circumstances where an individual may need help communicating and may need an emergency contact who can help. Wrist bands are a method of making sure that someone will have identification and emergency contact information if they aren't able to communicate and need help. Other methods could include a contact card or a name

badge with emergency information, and communication cards. The choice of a method for carrying the emergency information should consider the individuals' ability to manage providing information and the type of help they may need in communicating.

**Q32. Are there any community-based drills offered by local jurisdiction authorities?**

A32. Some cities and counties drill emergency plans. It would be best to check with your local city and county government to learn about emergency drills and community involvement. Best to make introductions before the disaster.

