Lassen County and City of Susanville, California

EMERGENCY OPERATIONS PLAN

Last Updated March of 2019

Prepared by:

ecology and environment, inc.
Global Environmental Specialists

Immediate Action Checklist

Use the following Immediate Action Checklist to initiate Lassen County and the City of Susanville's response to and support of an emergency incident.

Critical Task	County Actions	City Actions
1. Receive alert of incident. Alerts may be received through 9-1-1 dispatch, responding agencies, on-scene Incident Commander, or the public. ***(See EF – 2 Communications for more information)***		
Alert Emergency Manager.	Emergency Services Chief	Fire Chief
If Emergency Manager is unavailable, alert alternates based on line of succession *(see Section 1.8.1).*	CAL FIRE Lassen Modoc Unit Duty Chief, Sheriff	Police Chief
2. Determine need to implement the Emergency Management Organization.		
Determined by Emergency Manager, in coordination with the on-scene Incident Commander, what level of support is needed from the County for the incident. This may range from the County OES Chief being on stand-by to full activation of the Emergency Operations Center.		
Implement County and City Continuity of Operations procedures, as appropriate.		
Identify key personnel who will be needed to support emergency operations, including staffing of the Emergency Operations Center, if activated.		
3. Notify key personnel and response partners. *(See Emergency Contact List maintained by Emergency Manager.)*		
The Emergency Manager will notify key personnel to staff the Emergency Operations Center based on incident needs.		
Notify appropriate emergency response agencies. Initial notification requests will be made by the Incident Commander through the Sheriff's Office as the primary 9-1-1 entity, and requests for support will be forwarded to the Susanville Interagency Fire Center to determine the incident's jurisdiction.		
4. Activate the County Emergency Operations Center as appropriate. *(See Section 5.4 of this plan for information on Emergency Operations Center operations.)*		
Utilize Incident Command System in managing the Emergency Operations Center.		
Primary Emergency Operations Center Locations	[redacted]	
Alternate Emergency Operations Center Locations	[redacted]	

Critical Task	County Actions	City Actions
5. Establish communications with the on-scene Incident Commander. ***(See EF 2 – Communications of this plan for more information on communications systems.)***		
Identify primary and back-up means to stay in contact with the on-scene Incident Commander.		
The on-scene Incident Commander may assign a radio frequency that the Emergency Operations Center can use to communicate with those on the scene.		
6. Identify key incident needs, in coordination with the on-scene Incident Commander.		
Consider coordination of the following, as required by the incident: ▪ Protective action measures, including evacuation and shelter-in-place ▪ Shelter and housing needs for displaced citizens ▪ Emergency public information and coordination with the media ▪ Provisions for Access and Functional Needs Populations, including unaccompanied children ▪ Provisions for animals in disaster		
7. Inform the Operational Area, Region, and State of activation and request support as needed.		
▪ California Governor's Office of Emergency Services Inland Regional Emergency Operation Center (REOC) (Mutual Aid Region III): 916.657-9210 Not always staffed or monitored. ▪ California State Warning Center (generally contacted by State officials): (916) 845-8911		
8. **Declare a Local Proclamation of Disaster, as appropriate.** ***(See Section 1.7 of this plan for information on the disaster proclamation process. See Appendix A for a sample disaster proclamation form.)***		
▪ The City should push a request for a State of Emergency to the County, if necessary. ▪ If the incident has overwhelmed or threatens to overwhelm the County's resources to respond, the County should declare a State of Emergency. ▪ A proclamation may be made by the Emergency Manager or County Sheriff or County Public Health Officer and will be ratified by the Board of Supervisors within seven days. ▪ The proclamation should be submitted to California Governor's Office of Emergency Services Inland Region Duty Officer and Warning Center.		

Preface

This Integrated Emergency Operations Plan (EOP) is an all-hazard plan that describes how Lassen County (County) and the City of Susanville (City) will organize and respond to emergencies and disasters in the community. It is based on, and is compatible with, Federal, State of California, and other applicable laws, regulations, plans, and policies, including Presidential Policy Directive 8, the National Response Framework, and California Governor's Office of Emergency Services plans.

A primary responsibility of government is response to emergency or disaster conditions in order to maximize the safety of the public and minimize property damage. It is the goal of the State of California that responses to such conditions are conducted in the most organized, efficient, and effective manner possible. Therefore, California Government Code Section 8607(a) requires the use of the Standardized Emergency Management System (SEMS) for managing emergencies involving multiple jurisdictions and agencies as outlined in the California Code of Regulations Section 2400-2450. This EOP is based on the functions and principles of SEMS and identifies how the City and County fit into the overall SEMS structure. SEMS served as the model for the National Incident Management System (NIMS) and National Response Framework, and these systems are designed to be compatible through their use of the Incident Command System. SEMS has since been updated to fully integrate NIMS components into its structure. Therefore, this plan formally adopts the principles of NIMS.

Consisting of a Base Plan, Emergency Function Annexes, and Incident Annexes, this EOP provides a framework for coordinated response and recovery activities during a large-scale emergency. The plan describes how the City, County, and their departments will coordinate their resources and activities with other jurisdictions and agencies (federal, State, local, tribal) and the private sector (community organizations, faith-based organizations, and others).

THIS PAGE LEFT BLANK INTENTIONALLY

Letter of Promulgation

To All Recipients:

Promulgated herewith is the Integrated Emergency Operations Plan (EOP) for Lassen County (County) and the City of Susanville (City). This EOP supersedes any previous EOPs. It provides a framework within which the City and County can plan and perform their emergency functions during a disaster or national emergency.

This EOP is a component of the City's and County's comprehensive approach to emergency management that ensures that the City and County are prepared to prevent, protect against, mitigate the effects of, respond to, and recover from the hazards and threats that pose the greatest risk to the community.

Focused on response and short-term recovery activities, this EOP provides a framework for how the City and County will conduct emergency operations. It identifies key roles and responsibilities, defines the primary and support roles of the City and County, outlines the steps for coordination with response, and establishes a system for incident management. The outlined framework is consistent with the Standardized Emergency Management System and the National Incident Management System.

This EOP has been reviewed by the County Emergency Services Chief and City Fire Chief and approved by the City Council and County Board of Supervisors.

The EOP may be updated and amended when necessary. Agency heads are requested to advise the County Emergency Services Chief of any changes that might result in its improvement or increase its usefulness. Plan updates and amendments made by the County Emergency Services Chief will be transmitted to all addressees on the distribution list.

Lassen County Board of Supervisors

Resolution No. 19-026

Chris Gallagher, District 1

Absent
David Teeter, District 2 (Vice-Chairman)

Jeff Hemphill, District 3 (Chairman)

Aaron Albaugh, District 4

Tom Hammond, District 5

5/21/2019
DATE

RESOLUTION NO. 19-026

RESOLUTION OF THE BOARD OF SUPERVISORS OF THE COUNTY OF LASSEN APPROVING AND ADOPTING THE LASSEN COUNTY AND CITY OF SUSANVILLE EMERGENCY OPERATIONS PLAN

WHEREAS, The California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code), hereafter referred to as "the Act," provides the legal framework for conducting emergency operations; and

WHEREAS, Section 8568 of the Act states that "The State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take action as may be necessary to carry out the provision thereof;" and

WHEREAS, Local emergency operations plans are, therefore, considered to be extensions of the California Emergency Operations Plan; and

WHEREAS, Lassen County Code Section 11.14.080 titled: "Emergency Plan", states "The Lassen County Disaster Council shall be responsible for the development of the County of Lassen Emergency Plan."; and

WHEREAS, The Lassen County Disaster Council has completed the updated Lassen County and City of Susanville Emergency Operations Plan as of March 2019; and

WHEREAS, Chapter 1 of Division 2 of Title 19 of the California Code of Regulations establishes the Standardized Emergency Management System (SEMS) as the recognized emergency management system for government response to emergency situations; and

WHEREAS, the County of Lassen complies with SEMS; and

WHEREAS, the Lassen County and City of Susanville Emergency Operations Plan establishes the emergency organization, assigns tasks, specific policies and general procedures, and provides for coordination of planning efforts of the various emergency staff to respond to disasters.

NOW, THEREFORE BE IT RESOLVED BY THE BOARD OF SUPERVISORS, COUNTY OF LASSEN HEREBY:

1. Approves and Adopts the Lassen County and City of Susanville Emergency Operations Plan, a copy of which is on file with the County Clerk of the Board and incorporated herein by reference.

2. Authorizes all members of the Board of Supervisors to sign the EOP "Letter of Promulgation"

RESOLUTION NO. 19-026

3. Encourages all County Officials, employees and citizens, individually and collectively, to do their share in the total emergency efforts of the County of Lassen, in concert with the Emergency Operations Plan, in responding to emergency situations.

THE FOREGOING RESOLUTION WAS ADOPTED AT A REGULAR MEETING OF THE BOARD OF SUPERVISORS OF THE COUNTY OF LASSEN, STATE OF CALIFORNIA, HELD ON THE 21st DAY OF May, 2019 BY THE FOLLOWING VOTE:

AYES: Supervisors Hemphill, Gallagher, Albaugh and Hammond.

NOES: None.

ABSENT: Supervisor Teeter.

CHAIRMAN OF THE BOARD OF SUPERVISORS
COUNTY OF LASSEN, STATE OF CALIFORNIA

ATTEST:
JULIE BUSTAMANTE
Clerk of the Board

BY: _____
Michele Yderraga, Deputy Clerk of the Board

I, Michele Yderraga, Deputy Clerk of the Board of Supervisors, County of Lassen do hereby certify that the foregoing resolution was adopted by the said Board of Supervisors at a regular meeting thereof held on the 21st day of May 2019.

Deputy Clerk of the County of Lassen
Board of Supervisors

Letter of Promulgation

To All Recipients:

Promulgated herewith is the Integrated Emergency Operations Plan (EOP) for Lassen County (County) and the City of Susanville (City). This EOP supersedes any previous EOPs. It provides a framework within which the City and County can plan and perform their emergency functions during a disaster or national emergency.

This EOP is a component of the City's and County's comprehensive approach to emergency management that ensures that the City and County are prepared to prevent, protect against, mitigate the effects of, respond to, and recover from the hazards and threats that pose the greatest risk to the community.

Focused on response and short-term recovery activities, this EOP provides a framework for how the City and County will conduct emergency operations. It identifies key roles and responsibilities, defines the primary and support roles of the City and County, outlines the steps for coordination with response, and establishes a system for incident management. The outlined framework is consistent with the Standardized Emergency Management System and the National Incident Management System.

This EOP has been reviewed by the County Emergency Services Chief and City Fire Chief and approved by the City Council and County Board of Supervisors.

The EOP may be updated and amended when necessary. Agency heads are requested to advise the County Emergency Services Chief of any changes that might result in its improvement or increase its usefulness. Plan updates and amendments made by the County Emergency Services Chief will be transmitted to all addressees on the distribution list.

Susanville City Council

Resolution No. 19-5665

Kevin Stafford, Mayor

Joe Franco, Mayor Pro Tem

Brian Moore, Councilmember

Brian Wilson, Councilmember

Mendy Schuster, Councilmember

10-5-2019
DATE

RESOLUTION NUMBER 19-5665
A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SUSANVILLE APPROVING AND ADOPTING THE LASSEN COUNTY AND CITY OF SUSANVILLE EMERGENCY OPERATIONS PLAN

WHEREAS, The California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code), hereafter referred to as "the Act," provides the legal framework for conducting emergency operations; and

WHEREAS, Section 8568 of the Act states that "The State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take action as may be necessary to carry out the provision thereof;" and

WHEREAS, Local emergency operations plans are, therefore, considered to be extensions of the California Emergency Operations Plan; and

WHEREAS, Lassen County Code Section 11.14.080 titled: "Emergency Plan", states "The Lassen County Disaster Council shall be responsible for the development of the County of Lassen Emergency Plan."; and

WHEREAS, The Lassen County Disaster Council has completed the updated Lassen County and City of Susanville Emergency Operations Plan as of March 2019; and

WHEREAS, Chapter 1 of Division 2 of Title 19 of the California Code of Regulations establishes the Standardized Emergency Management System (SEMS) as the recognized emergency management system for government response to emergency situations; and

WHEREAS, the City of Susanville complies with SEMS; and

WHEREAS, the Lassen County and City of Susanville Emergency Operations Plan establishes the emergency organization, assigns tasks, specific policies and general procedures, and provides for coordination of planning efforts of the various emergency staff to respond to disasters.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Susanville to approve and adopt the Lassen County and City of Susanville Emergency Operations Plan, a copy of which is on file with the City Clerk and incorporated herein by reference, authorize all members of the Susanville City Council to sign the EOP "Letter of Promulgation, and encourage all city officials, employees, and citizens, individually and collectively, to do their share in the total emergency efforts of the City of Susanville, in concert with the Emergency Operations Plan, in responding to emergency situations.

APPROVED: Kevin Stafford
Kevin Stafford, Mayor

ATTEST: Gwenna MacDonald
Gwenna MacDonald, City Clerk

The foregoing Resolution was adopted at a regular meeting of the City Council of the City of Susanville, held on the 5th day of June, 2019, by the following vote:

AYES:	**Franco, Schuster, Moore, Wilson and Stafford**
NOES:	**None**
ABSENT:	**None**
ABSTAINING:	**None**

Gwenna MacDonald, City Clerk

APPROVED AS TO FORM:

Jessica Ryan, City Attorney

CERTIFICATION

I, Gwenna MacDonald, am the duly appointed, qualified City Clerk for the City of Susanville. I hereby certify that the within and foregoing is a full, true and correct copy of **Resolution No. 19-5665**, duly and regularly approved by the Susanville City Council at a regular meeting thereof held on the 5th day of June, 2019.

IN WITNESS WHEREOF, I have hereunto set my hand and the seal of the City of Susanville all on the 5th day of June, 2019.

Dated: June 5, 2019

Gwenna MacDonald, City Clerk

THIS PAGE LEFT BLANK INTENTIONALLY

EOP Administration

The County Emergency Services Chief will coordinate review, revision, and re-promulgation of this Integrated Emergency Operations Plan every two years or when changes occur, such as lessons learned from exercises or events. Changes to the annexes and appendices, and non-substantive changes to the Base Plan, may be made by the County Emergency Services Chief without formal County Board of Supervisors or City Council approval.

Record of EOP Changes

All updates and revisions to the plan will be tracked and recorded in the following table. This process will ensure that the most recent version of the plan is disseminated to and implemented by emergency response personnel.

Date	Change No.	Summary of Change
3/5/2019	001	Update information and bring overall information in line with EOPs throughout the State of California.

EOP Distribution List

Digital copies of this plan will be provided to the following jurisdictions, agencies, and non-governmental organizations electronically. Updates will be provided electronically, when available. Recipients will be responsible for updating their copies of the plan when they receive changes. The County Emergency Services Chief is ultimately responsible for dissemination of all plan changes. Copies of the plan will also be maintained by the County Emergency Services Chief at the Emergency Operations Center and posted online at:

http://www.lassencounty.org/dept/office-emergency-services/office-emergency-services

Jurisdiction/Agency/Organization	Title
Lassen County Sheriff's Department	Sheriff
Lassen County Chief Administrative Officer	Chief Administrative Officer
Lassen County Road Department	Director
Lassen County Health and Social Services	Director
Lassen County Council's Office	County Council
Lassen County Clerk's Office	County Clerk
City of Susanville Fire Department	Fire Chief
City of Susanville Police Department	Police Chief
City of Susanville Public Works	Department Head
City of Susanville Sewer District	Department Head
Lassen County I.T. Department	Department Head

EOP Review Assignments

Unless otherwise stated, the County Emergency Services Chief is responsible for coordinating with City and County personnel to update any and all components of the EOP. Changes will be forwarded to the County Emergency Services Chief for incorporation into the plan and dissemination of the changes to the jurisdictions, agencies, and organizations that are identified on the EOP Distribution List. This does not preclude other jurisdictions, agencies, and organizations with an interest in the EOP from providing input to the document; such input is encouraged. It is also encouraged that the plan be reviewed concurrently with the promulgation of other City and County emergency plans and procedures to enhance compatibility and accuracy.

Section/Annex	Responsible Party
Base Plan	Lassen County Emergency Services Chief City Fire Chief
EF 1 Transportation	Lassen County Road Department Director City Public Works Director
EF 2 Communication	Lassen County Emergency Services Chief and Lassen County Sheriff
EF 3 Construction and Engineering	Lassen County Road Department Director City Public Works Director
EF 4 Fire and Rescue	Lassen County Fire Rescue Operational Area Coordinator City Fire Chief
EF 5 Management	Lassen County Emergency Services Chief City Fire Chief
EF 6 Care and Shelter	Lassen County Health and Human Services Director
EF 7 Resources	Lassen County Emergency Services Chief
EF 8 Public Health and Medical	Lassen County Public Health Director
EF 9 Search and Rescue *(merged into EF 4 and 13)*	n/a
EF 10 Hazardous Materials	Lassen County Environmental Health City Fire Chief
EF 11 Food and Agriculture	Lassen County Agricultural Commissioner
EF 12 Utilities	Lassen County Road Department Director
EF 13 Law Enforcement	Lassen County Sheriff City Police Chief
EF 14 Recovery	Lassen County Emergency Services

Section/Annex	Responsible Party
EF 15 Public Information	Lassen County Emergency Services and Lassen County Sheriff
EF 16 Evacuation *(merged into EF 13)*	n/a
EF 17 Volunteers and Donation Management	Lassen County Health and Human Services Director
EF 18 Cyber Security *(Under development)*	n/a
IA 1 Incident Annex	Lassen County Emergency Services Chief

Base Plan Table of Contents

Immediate Action Checklist iii

Preface v

Letter of Promulgation vii

Adoption Resolutions x

EOP Administration xii

Base Plan Table of Contents xvi

1 Introduction 1-1
1.1 General 1-1
1.1.1 Whole Community Planning 1-1
1.2 Purpose and Scope 1-2
1.2.1 Purpose 1-2
1.2.2 Scope 1-2
1.3 Plan Implementation 1-3
1.4 Plan Organization 1-3
1.5 Relationship to Other Plans 1-4
1.5.1 Federal Plans 1-4
1.5.2 State Plans 1-4
1.5.3 City and County Plans 1-5
1.5.4 Support Agency Plans 1-6
1.5.5 Regional Emergency Plans 1-6
1.6 Authorities 1-6
1.6.1 Legal Authorities 1-6
1.6.2 Mutual Aid and Intergovernmental Agreements 1-7
1.7 Emergency Powers 1-9
1.7.1 General 1-9
1.7.2 Disaster Proclamation Process 1-9
1.7.3 EOC Support 1-11
1.7.4 State Assistance 1-11
1.7.5 Federal Assistance 1-12
1.8 Continuity of Government 1-12
1.8.1 Lines of Succession 1-13
1.8.2 Preservation of Vital Records 1-13
1.9 Administration and Logistics 1-14
1.9.1 Request, Allocation, and Distribution of Resources 1-14

1.9.2 Financial Management 1-15
1.9.3 Legal Support and Liability Issues 1-16
1.9.4 Reporting and Documentation 1-16
1.9.5 Disaster Services Worker Program 1-17
1.10 Safety of Employees and Family 1-17

2 Situation and Planning Assumptions 2-1
2.1 Situation 2-1
2.1.1 Community Profile 2-1
2.1.2 Threat/Hazard Identification 2-4
2.1.3 Hazard Analysis 2-4
2.1.4 Capability Assessment 2-4
2.1.5 Protection of Critical Infrastructure and Key Resources 2-5
2.2 Assumptions 2-6

3 Concept of Operations 3-1
3.1 General 3-1
3.2 Emergency Management Mission Areas 3-1
3.2.1 Response and Recovery Priorities 3-1
3.3 Standardized Emergency Management System 3-3
3.3.1 SEMS Organizational Levels 3-3
3.3.2 SEMS Minimum Activation Requirements 3-5
3.4 Incident Management 3-6
3.4.1 Activation of the EOP 3-6
3.4.2 Alert and Warning 3-7
3.4.3 Communications 3-8
3.4.4 Situational Awareness and Intelligence Gathering 3-8
3.4.5 Emergency Public Information 3-9
3.4.6 Resource Management 3-10
3.4.7 Access and Functional Needs Populations 3-11
3.4.8 Animals in Disaster 3-13
3.4.9 Demobilization 3-13
3.5 Transition to Recovery 3-14

4 Roles and Responsibilities 4-1
4.1 General 4-1
4.2 Emergency Management Organization 4-1
4.2.1 Disaster Council 4-2
4.2.2 Responsibilities of All Departments 4-4
4.2.3 Responsibilities by Function 4-4
4.3 Local and Regional Response Partners 4-19
4.3.1 Private Sector 4-19
4.3.2 Community and Faith-Based Organizations 4-20
4.3.3 Individuals and Households 4-20
4.4 State Response Partners 4-20
4.5 Federal Response Partners 4-20

5 Command and Control 5-1
5.1 General 5-1
5.2 On-Scene Incident Management 5-1
5.3 Incident Command System 5-1
5.3.1 Unified Command 5-2
5.3.2 Area Command 5-2
5.3.3 Multi-Agency Coordination 5-3
5.3.4 Joint Information 5-3
5.4 Emergency Operations Center 5-4
5.4.1 Emergency Operations Center Activation 5-4
5.4.2 Emergency Operations Center Location 5-5
5.4.3 Emergency Operations Center Action Plan 5-6
5.4.4 Access and Security 5-7
5.4.5 Incident Management Software 5-7
5.4.6 Deactivation 5-7
5.5 Emergency Operations Center Staffing 5-8
5.5.1 Emergency Operations Center Director 5-10
5.5.2 Emergency Operations Center Command Staff 5-10
5.5.3 Emergency Operations Center General Staff 5-11
5.6 Department Operations Centers 5-13

6 Plan Development, Maintenance, and Implementation 6-1
6.1 Plan Review and Maintenance 6-1
6.2 Training Program 6-1
6.3 Exercise Program 6-2
6.4 Event Critique and After Action Reporting 6-3
6.5 Community Outreach and Preparedness Education 6-3
6.6 Funding and Sustainment 6-3

A Sample Disaster Proclamation Forms A-5

B Incident Command System Forms B-19

C Emergency Operations Center Position Checklists C-21

D Mutual Aid Agreements D-23

E Maps E-25

F References F-40

G Acronyms and Glossary G-42

H Legal Authorities H-60

I Public Notification Systems Use Policy……I-63

J Special Districts……..……J-64

1 Introduction

Section 1 establishes the framework within which this Emergency Operations Plan exists and how it fits into existing plans. Additionally, the section outlines federal, State of California, Lassen County, and City of Susanville emergency management authorities pertaining to the community's roles and responsibilities.

1.1 General

The City of Susanville (City) and Lassen County (County) have determined that an integrated approach to emergency operations will enhance their ability to respond to and recover from disaster. Therefore, the City and County have developed and adopted by resolution this Integrated Emergency Operations Plan (EOP) to provide guidance and practical tools for conducting joint operations in response to any incident or event affecting their shared boundaries. The City and County emergency management mission is to ensure that the City and County are prepared for a disaster by ensuring coordination of protection, prevention, mitigation, response, and recovery activities that increase the City's and County's capabilities to minimize loss of life and reduce the impacts of disasters on the community.

While the principles described in the EOP can be applied to small, routine responses, the plan is primarily designed to offer guidance for larger or more complex incidents related to a broad spectrum of hazards that exceed the response capability and/or resources of first responders.

No plan can anticipate all the situations and conditions that may arise during emergencies, and on-scene Incident Commanders must have the discretion to act as they see fit based on the specific circumstances of the incident at hand. It is imperative, however, that all jurisdictions and response agencies have a plan that provides general guidance and a common framework for preparing for, responding to, and recovering from emergencies and disasters. This plan promulgates such a framework for the City and County that will bring a combination of technical capabilities and resources, plus the judgment and expertise of its emergency response personnel, department directors, and other key stakeholders, to bear on any incident. This EOP provides the foundation and guidance for use of National Incident Management System (NIMS) and California Standardized Emergency Management System (SEMS) principles necessary to effectively manage incidents within or affecting the City and/or County.

No guarantee of a perfect response system is expressed or implied by this plan, its implementing instructions, or procedures. While the City and County will respond to emergencies to the utmost of their ability, it is possible that some natural or technological disasters will overwhelm their resources. While recognizing this possibility, this plan is designed to help the City and County fulfill their response function to their maximum capacity.

1.1.1 Whole Community Planning

The "Whole Community" planning approach is based on the recognition that it takes all aspects of a community to effectively prepare for, protect against, respond to, recover from, and mitigate

the effects of disasters. This includes all emergency management partners, both traditional and nontraditional, such as volunteer-, faith-, and community-based organizations; the private sector; and the public, including survivors of an incident. Whole community planning also means engaging populations and partners who may not traditionally have been engaged and considering how actions guided by an emergency plan may impact disadvantaged communities.

Every person who lives or works in the community shares responsibility for minimizing the impact of disasters on the community. These individual responsibilities include hazard awareness, knowledge of appropriate protective actions, taking proactive steps to mitigate the impact of anticipated hazards, and preparations for personal and family safety, as well as the self-sufficiency of neighborhoods. To the greatest extent possible, the City and County will inform and assist their constituencies, residents, and visitors in carrying out this responsibility by offering preparedness information, public information during an emergency, and critical public services during a disaster.

1.2 Purpose and Scope

1.2.1 Purpose

The primary purpose of the EOP is to outline the City and County's all-hazard approach to emergency operations in order to protect the safety, health, and welfare of their citizens throughout all emergency management mission areas. Through this EOP, the City and County designate SEMS, which is consistent with NIMS, and the Incident Command System (ICS) as the frameworks to conduct all emergency management activities.

1.2.2 Scope

The EOP is implemented whenever the community must respond to an emergency incident or planned event whose size or complexity is beyond that normally handled by routine operations. Such occurrences may include natural, technological, or human-caused disasters and may impact unincorporated areas of Lassen County, the incorporated area of the City of Susanville, or a combination thereof. This plan is intended to guide the City's and County's emergency operations while complementing and informing the emergency response plans and procedures of other local, State of California (State), and federal entities, and private-sector resources such as community- or faith-based organizations.

The primary users of this plan are elected and appointed governmental officials, agency and department heads and their senior staff members, emergency management staff, lead response agencies, and other stakeholders that support emergency operations, such as Voluntary Organizations Active in Disasters, school districts, assisted living facilities, and other nonprofit and for-profit organizations. The public is also welcome to read the EOP for their own information about how the City and County plan to prepare for and manage emergencies.

The EOP provides the framework for emergency operations throughout the community. It does not replace the need for City and County departmental-level standard operating procedures (SOPs) and standard operating guides (SOGs) to perform their EOP responsibilities and assignments. While other governmental and nongovernmental resources are identified in this EOP as having specific roles and responsibilities, those resources are responsible for developing and implementing their own EOP/SOP/SOG.

1.3 Plan Implementation

As promulgated by the City of Susanville Council and Lassen County Board of Supervisors, this EOP is in effect and may be implemented in whole or in part to respond to incidents in or affecting the City and/or County.

An emergency proclamation is not required in order to implement the EOP or activate the Integrated City and County Emergency Operations Center (EOC). The County Emergency Services Chief or City of Susanville Fire Chief (Emergency Managers) may implement the EOP as deemed appropriate for the situation or at the request of an on-scene Incident Commander.

1.4 Plan Organization

EOP Base Plan

The purpose of the Base Plan is to provide a framework for emergency operations and information regarding the City and County's emergency management structure. It serves as the primary document outlining roles and responsibilities of City and County departments and partners during an incident.

Emergency Function Annexes

The EFs focus on critical tasks, capabilities, and resources provided by emergency response agencies for the City and County throughout all phases of an emergency. In the event of an incident for which the City and County's capabilities and/or resources are limited or exhausted, each annex clearly defines escalation pathways and procedures for requesting resources and seeking additional support from State of California (State) agencies. The EFs, which supplement the information in the Base Plan, are:

- EF 1 Transportation
- EF 2 Communication
- EF 3 Construction and Engineering
- EF 4 Fire and Rescue
- EF 5 Management
- EF 6 Care and Shelter
- EF 7 Resources
- EF 8 Public Health and Medical
- EF 9 Search and Rescue *(merged into EF 4 and EF 13)*
- EF 10 Hazardous Materials
- EF 11 Food and Agriculture
- EF 12 Utilities
- EF 13 Law Enforcement
- EF 14 Recovery
- EF 15 Public Information
- EF 16 Evacuation *(merged into EF 13)*
- EF 17 Volunteers and Donation Management
- EF 18 Cyber Security *(Under development by the State)*

Incident Annex

While this EOP has been developed as an all-hazards planning document, some hazards may require unique considerations. To that end, the Incident Annex supplements the Base Plan to identify critical tasks particular to specific natural, technological, and human-caused hazards identified in the most current Hazard Identification and Vulnerability Assessment.

Support Annexes

Support annexes provide detailed guidance related to specific response and recovery activities. These may include damage assessment guidelines, debris management operations, or shelter plans. The City and County do not currently maintain Support Annexes, but these may be added at a later date.

1.5 Relationship to Other Plans

1.5.1 Federal Plans

The following federal plans guide emergency preparedness, response, and recovery at the federal level and provide support and guidance for state and local operations:

- **Presidential Policy Directive 5 and 8.** Describes the Nation's approach to preparing for the threats and hazards that pose the greatest risk to the security of the United States.
- **National Preparedness Goal.** Describes the Nation's security and resilience posture through identifying key mission areas and core capabilities that are necessary to deal with great risks, using an integrated, layered, and all-of-Nation approach as its foundation.
- **National Preparedness System.** Provides guidance, programs, processes, and systems that support each component of the National Preparedness System to enable a collaborative, whole community approach to national preparedness that engages individuals, families, communities, private and nonprofit sectors, faith-based organizations, and all levels of government.
- **National Incident Management System.** Provides a consistent nationwide framework and comprehensive approach to enable government at all levels, the private sector, and nongovernmental organizations to work together to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents regardless of their cause, size, location, or complexity.
- **National Frameworks.** The following National Planning Frameworks, one for each preparedness mission area, describe how the whole community works together to achieve the National Preparedness Goal:
    - Prevention
    - Protection
    - Mitigation
    - Response
    - Disaster Recovery
- **Federal Interagency Operational Plans.** Describes how the federal government aligns resources and delivers core capabilities in line with each National Framework.
- **National Contingency Plan.** Describes how the federal government organizes to respond to hazardous materials releases.

1.5.2 State Plans

The following State plans guide emergency preparedness, response, and recovery at the State level and provide support and guidance for local operations:

- **California State Emergency Plan.** Describes the fundamental systems, strategies, and policies that California will utilize to guide and support emergency management efforts. The plan also includes 18 Functional Annexes developed by Emergency Function working groups for discipline-specific organizational frameworks.
- **California Fire Plan.** Describes the State's road map to reduce the risk of wildfire. The plan assesses community risk throughout the state and develops pre-fire management solutions to reduce potential wildfire losses.

- **State Emergency Alert System Plan and Operations Orders.** Mandated by the Federal Communications Commission, this plan outlines the organization and implementation of the State of California Emergency Alert System (EAS). It is the guideline for California State broadcasters, cable television operators, and state and local entities authorized to use EAS, to determine: distribution of the emergency message, mandated and optional monitoring assignments, and participation by the National Weather Service and local and state emergency agencies. In addition, portions of the County fall under the Nevada State Emergency Alert System, supported by the Nevada State Emergency Alert System Plan.

The California Governor's Office of Emergency Services (Cal OES) Plans, Publications, and Documents are available on the agency's Planning and Preparedness website. (http://www.calema.ca.gov/PlanningandPreparedness/Pages/Documents%20and%20Publications.aspx)

1.5.3 City and County Plans

The EOP is part of a suite of plans that address various elements of the County's emergency management program. While the EOP is focused on response and short-term recovery, other plans address the County's approach to mitigation, continuity, and other aspects of emergency management. These plans work in concert with the EOP, and are outlined below:

- **Lassen County General Plan.** Under California law, all counties must prepare a general plan that guides the community's land use and development activities. The General Plan includes a Safety section that establishes policies and programs to protect the community from risks associated with seismic, geologic, flood, and fire hazards.
- **Lassen County Multi-Jurisdictional Hazard Mitigation Plan (2017).** Creates a framework for risk-based decision making to reduce deaths and injuries, property damage, and the economic impact from future disasters. Mitigation plans form the foundation for a community's long-term strategy to reduce disaster losses and break the cycle of disaster damage, reconstruction, and repeated damage. Hazard mitigation is sustained action taken to reduce or eliminate long-term risk to people and their property from hazards.
- **The City nor County have formalized a comprehensive Continuity of Operations (COOP) plan to date.** However, the County does maintain a Continuity of Government Plan. A COOP plan details the processes for performing administrative and operational functions during emergencies that may disrupt normal business activities. This plan identifies essential functions of local government, private-sector businesses, and community services and delineates procedures to support their continuation. COOP plan elements may include, but are not limited to:
    - Identification and prioritization of essential functions
    - Establishment of orders of succession for key positions
    - Establishment of delegations of authority for making policy determination and other decisions
    - Identification of alternate facilities, alternate uses for existing facilities, and, as appropriate, virtual office options such as telework
    - Development of interoperable communications systems
    - Protection of vital records needed to support essential functions.

  - Management of human capital
  - Development of a Test, Training, and Exercise Program for continuity situations
  - Devolution of Control planning
  - Reconstitution and resumption of normal operations.
- **Lassen County Health and Social Services (HHS) Emergency Plans.** HHS maintains a suite of emergency plans that support the County during an emergency, including:
  - Child Welfare Services Disaster Response Plan (Children's Services)
  - Lassen County Public Health Emergency Response Plan (Public Health)
  - Care and Shelter Plan (Regional Services)
  - Disaster CalFresh Plan (CalFresh is the State of California version of the federal Supplemental Nutrition Assistance Program [SNAP])
  - Health and Human Services Agency Continuity of Operations Plan
- **Lassen County Hazardous Materials Response Plan.** The Lassen County Environmental Health Department maintains this plan, which describes the County's pre-incident planning and preparedness for hazardous materials releases. It clarifies the roles and responsibilities of federal, State, and local agencies during a hazardous materials incident. It describes the County's hazardous materials incident response program, training, communications, and post-incident recovery procedures.
- **Coroner's Mass Fatality Plan.** The Lassen County Sheriff's Office maintains this plan, which describes the County's approach to response to an incident that results in multiple fatalities, including body recovery, temporary morgue operations, and family assistance.

1.5.4 Support Agency Plans

The County and City are supported by a number of partner agencies. To the greatest extent possible, the County and City encourage support agencies to design their plans to complement this EOP.

1.5.5 Regional Emergency Plans

The City and County partner in a number of regional planning efforts, including:

- Lassen-Modoc Unit Strategic Fire Plan (2018)
- Cal OES Region III Multiple Casualty Incident Plans
  - California Mutual Aid Region III MCI Plan (Manual 1) Multi-Casualty Incident Field Operations (2013)
  - California Mutual Aid Region III MCI Plan (Manual 2) Multi-Casualty Incident Patient Distribution (2013)
- California Mutual Aid Region III Regional CHEMPACK Plan (2009)
- Upper Sacramento River Geographic Response Plan (2005)

1.6 Authorities

1.6.1 Legal Authorities

In the context of this EOP, a disaster or major emergency is characterized as an incident requiring the coordinated response of all government levels to save the lives and protect the

property of a large portion of the population. This plan is issued in accordance with, and under the provisions of, California Code of Regulations (CCR) Title 19, Division 2, Chapter 1, which establishes the SEMS Regulations and the authority for the County to establish an emergency management organization (EMO). This includes appointment of a County Emergency Services Chief, who will be responsible for the organization, administration, and operation of the EMO.

The EMO will, at a minimum:

- Coordinate planning activities necessary to prepare and maintain the EOP.
- Manage and maintain the EOC, from which officials can coordinate emergency and disaster response activities.
- Establish an Incident Command structure consistent with SEMS for management of incidents by all local emergency service agencies.
- Coordinate with operational area, local, regional, and State agencies, as well as other private, nonprofit, volunteer, and faith-based organizations, to integrate effective practices in emergency preparedness and response in a manner consistent with SEMS.

Through promulgation of this plan, Lassen County Office of Emergency Services (OES) has been identified as the lead agency in the County EMO and City of Susanville Fire Department in the City EMO.

The City and County EMOs are consistent with State SEMS and federal NIMS, and procedures supporting SEMS and NIMS implementation and training for the County will be developed and formalized by the Emergency Managers.

See Appendix H for federal, State, and local legal authorities upon which the organizational and operational concepts of this EOP are based.

1.6.2 Mutual Aid and Intergovernmental Agreements

1.6.2.1 CAL FIRE Intergovernmental Agreement

As of January 2011, CAL FIRE, via contract, has assumed responsibility for the Lassen County OES. The Lassen County OES provides emergency management and planning for the County and is led by the County Emergency Services Director and Chief.

1.6.2.2 Mutual Aid Agreements

The California Civil Defense Master Mutual Aid Agreement was established in 1950 to guarantee provision of resources during an emergency. The agreement requires that each signatory provide aid to the others during an emergency without expectation of reimbursement. California is divided into six mutual aid regions, which allows for more effective coordination of mutual aid. All signatories' emergency plans must include plans to mobilize resources for mutual aid.

The County is located within Mutual Aid Region III of the Inland Region. Mutual aid requests are made by the County Emergency Services Chief and processed by pre-identified mutual aid coordinators and follow discipline-specific chains from the field to the local government, from the local government to the Operational Area, from the Operational Area to the Region, and from the Region to the State, as specified in the State of California Emergency Plan.

See Appendix D for existing mutual aid agreements.

Copies of these documents can be accessed through the County Emergency Services Chief. During an emergency situation, a local proclamation may be necessary to activate these agreements and allocate appropriate resources.

1.6.2.3 Emergency Management Assistance Compact

Neighboring states may come to the aid of Californian jurisdictions through the Emergency Management Assistance Compact (EMAC). EMAC assistance requests will be made at the state level.

1.7 Emergency Powers

1.7.1 General

The California Emergency Services Act provides for three types of emergency proclamations in California: (1) Local Emergency, (2) State of Emergency, and (3) State of War Emergency. Additionally, the California Health and Safety Code provides for the proclamation of a (4) Local Health Emergency (Health and Safety Code 101080 et seq.). Emergency proclamations expand the emergency powers and authorities of the State and its political subdivisions. They also provide a mechanism for unaffected jurisdictions to provide resources and other assistance to the impacted jurisdictions. Although emergency proclamations facilitate the flow of resources and support to the affected jurisdictions and local government, they are not prerequisite for rendering mutual aid and assistance under existing agreements or requesting assistance from the Red Cross or State agencies.

The proclamation of a Local Emergency provides the governing body with the legal authority to:

- If necessary, request that the Governor proclaim a State of Emergency.
- Promulgate or suspend local orders and regulations necessary to provide for the protection of life and property, including issuing orders or regulations imposing a curfew within designated boundaries.
- Exercise full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans, or agreements.
- Request State agencies and other jurisdictions to provide mutual aid.
- Obtain vital supplies and equipment and, if required, immediately commandeer the same for public use.
- Conduct emergency operations with broadened immunities from legal liability for performance, or failure to perform.
- Request cost reimbursement from the State.

Note: All requests for a proclamation of Local Emergency by the City must be submitted to the County prior to submission to the State.

The City Attorney, County Counsel, or outside counsel may review and advise City and County Officials on possible liabilities arising from disaster operations, including the exercising of any or all of the above powers.

1.7.2 Disaster Proclamation Process

1.7.2.1 City of Susanville Proclamation Process

The City may declare an emergency for a number of reasons, such as authorizing additional budget authority, implementing emergency measures, or accessing County, State, or federal disaster assistance. A Local Emergency may be proclaimed by the County Emergency Services Chief, City Fire Chief, or Susanville City Council. A proclaimed Local Emergency must be ratified by the Susanville City Council within seven days, or it will expire.

When a proclamation is made, the City will submit the proclamation to the County Emergency Services Chief

The governing body must review the need to continue the proclamation at least every 60 days until the Local Emergency is terminated. The Local Emergency must be terminated by resolution as soon as conditions warrant. Proclamations are normally made when there is an actual incident or threat of disaster or extreme peril to the safety of persons and property within the City, resulting from natural, technological, or human causes.

1.7.2.2 Operational Area (Lassen County) Proclamation Process

Proclamations of a Local Emergency are normally made when there is an actual incident or threat of disaster or extreme peril to the safety of persons and property within the County, resulting from natural, technological, or human caused situations. The County may declare an emergency for any of several reasons, such as designating additional budget authority, implementing emergency measures, or accessing State or federal disaster assistance. A Local Emergency may be proclaimed by the Emergency Services Chief or County Sheriff. To proclaim a State of Emergency, the County Emergency Services Director or Chief will call either a regular or a special meeting of the Board of Supervisors to request a proclamation of emergency or immediately declare an emergency in writing. A Local Emergency Proclamation must be ratified by the Board of Supervisors within seven days, or it will expire.

The Board of Supervisors must review the need to continue the proclamation at least every 60 days until the Local Emergency is terminated. The Local Emergency must be terminated by resolution as soon as conditions warrant.

For "an imminent and proximate threat of the introduction of any contagious, infectious, or communicable disease, chemical agent, non-communicable biologic agent, toxin, or radioactive agent," the Lassen County Health Officer may declare a local health emergency in the jurisdiction or any area thereof affected by the threat to the public health.

1.7.2.3 Proclamation Content

A proclamation may:

- Describe the nature of the emergency.
- Designate the geographic boundaries of the area where the emergency exists, as well as the portion of the affected area lying within County boundaries.
- Estimate the number of individuals at risk, injured, or killed.
- Describe the actual or likely damage caused by the emergency.
- State the type of assistance or resources required to respond to the emergency.
- Estimate the length of time during which the designated area will remain in an emergency status.
- State the specific regulations or emergency measures imposed because of the proclamation of emergency.

The proclamation of emergency will be written based on the best information available at the time. It may be amended, based upon additional information or changes in the situation. The City Attorney or County Counsel may be consulted to review the proclamation for legality or

sufficiency of emergency measures and emergency powers invoked within the document. If State or federal assistance is needed, the proclamation must also state that all appropriate and available local resources have been expended, are nearing depletion, or are projected to be inadequate and that mutual aid agreements have been initiated, as well as contain a specific request for the type(s) of assistance required.

1.7.3 EOC Support

If the EOC is activated, EOC Command and General Staff have the following responsibilities in the proclamation process:

- **EOC Director**: Present the package to City Council and/or County Board of Supervisors.
- **Operations**: Identify necessary resources and outline any special powers needed to respond to the emergency. Assist in the Initial Damage Assessment (IDA).
- **Planning**: Provide situation and resource summaries; conduct a windshield survey, IDA, and Preliminary Damage Assessment (PDA).
- **Logistics**: Compile resource requests.
- **Finance**: Track incident costs, assist in the PDA, and coordinate damage survey activities.

If the EOC is not activated, the tasks identified above will be performed by the City Fire Chief and County Emergency Services Chief, respectively.

See Appendix A for sample Proclamation of Emergency forms.

1.7.4 State Assistance

1.7.4.1 State Emergency Proclamation

When emergency conditions exceed or have the potential to exceed local resources and capabilities, local government may request the Governor to proclaim a State of Emergency or the Cal OES Secretary to issue a concurrence under the California Disaster Assistance Act (Title 19 CCR Chapter 6). The formal request may be included in the original emergency proclamation or as a separate document. The request must be received within 10 days of the event. In addition to providing access to reimbursement for eligible disaster-related response and recovery expenditures, a Governor's proclamation can facilitate other actions, such as waiver of State regulations impacting response or recovery operations.

The request for a Cal OES Director's concurrence or a Governor's proclamation should include a copy of the proclamation document and an Initial Damage Estimate that estimates the severity and extent of the damage caused by the emergency. An Initial Damage Estimate may not be immediately required for sudden emergencies with widespread impacts, emergencies of significant magnitude, or during fast moving emergencies where immediate response assistance is necessary.

The request and the Initial Damage Estimate are reviewed by the Cal OES Region, and a recommendation is made to the Governor through the Secretary of Cal OES.

The Governor proclaims a State of Emergency based on the formal request from the local governing body and the recommendation of Cal OES. If conditions and time warrant, the Governor drafts and signs a formal State of Emergency Proclamation. The Governor has expanded emergency powers during a proclaimed State of Emergency. *Refer to the State Emergency Plan for more information related to the powers of the Governor.*

A request from the local governing body is not always necessary for the Governor to proclaim a State of Emergency. The Governor can proclaim a State of Emergency if the safety of persons and property in California is threatened by conditions of extreme peril or if the emergency conditions are beyond the emergency response capability and capabilities of the local authorities. This situation is unusual, however.

1.7.4.2 Request to State for Reimbursement of Disaster-Related Costs

Under the California Disaster Assistance Act (CDAA), local governments can request cost reimbursement from the State for disaster-related recovery costs following a declared emergency and a Cal OES Director's Concurrence or a Governor's Proclamation. The County must submit a Project Application (Cal OES 126 CDAA Form) to Cal OES within 60 days of the date of a County emergency proclamation.

1.7.5 Federal Assistance

The Federal Emergency Management Agency (FEMA) provides resources, coordination, planning, training, and funding to support State and local jurisdictions when requested by the Governor.

In the event that the capabilities of the State are not sufficient to meet the requirements as determined by the Governor, federal assistance may be requested. Cal OES coordinates all requests for federal assistance through the State Emergency Coordination Center. FEMA coordinates the Governor's Presidential request for assistance in accordance with the National Response Framework.

1.8 Continuity of Government

A major disaster, emergency, or attack could result in great loss of life and property, including the injury or death of key government officials, the partial or complete destruction of established seats of government, and the destruction of public and private records essential to the continued operation of government and industry. In the aftermath of an emergency, disaster, or attack, law and order must be preserved and government services must be maintained to the extent possible. This is an implicit responsibility of government. Therefore, it is essential that local units of government continue to function. Authority for policies and procedures associated with continuity of government is derived from the California Government Code and State Constitution.

The following locations are temporary seats of Lassen County government in the event emergency conditions prohibit the use of the primary location:

1. [redacted] - Primary location.
2. [redacted] - First alternate.
3. [redacted] - Second alternate.

1.8.1 Lines of Succession

Table 1-4 presents the policy and operational lines of succession during an emergency for the County. Order of succession guidelines for emergency coordination and emergency policy and governance are kept within the Lassen Emergency Services Office. Emergency coordination lines of succession are defined in County Ordinance Chapter 11.14.060. To date, the City has not established lines of succession.

- **Emergency Coordination:** Personnel responsible for providing coordination support to Emergency Management personnel throughout the incident.
- **Emergency Policy and Governance:** Personnel responsible for maintaining governmental function and guiding priorities throughout the incident.

Table 1-4 Lassen County Lines of Succession

Emergency Coordination	Emergency Policy and Governance
Lassen County	
1. [redacted] 2. [redacted] 3. [redacted] 4. [redacted]	1. [redacted] 2. [redacted] 3. [redacted]

1.8.2 Preservation of Vital Records

The City and County have developed a vital records packet for use during emergency events. This packet contains records essential to executing emergency functions and includes this EOP, emergency operating records essential to the continued function of the City and County EMO, a current call-down list, a vital records inventory, necessary keys or access codes, and lists of primary and alternate facilities.

Each City and County department must provide for the protection, accessibility, and recovery of the agency's vital records, systems, and equipment. These are rights and interests records, systems, and equipment that, if irretrievable, lost, or damaged, will materially impair the agency's ability to conduct business or carry out essential functions. Each agency should have a maintenance program for the preservation and quality assurance of data and systems. The program should take into account the cost of protecting or reconstructing records weighed against the necessity of the information for achieving the agency mission.

Only a small selection of City and County records are deemed vital. These may include:

- Records necessary to conduct emergency operations. Records in this category include:
  - Utility systems maps.
  - Locations of emergency supplies and equipment.
  - Emergency operations plans and procedures.
  - Lists of regular and auxiliary personnel.

- Records required to restore day-to-day county operations - Records in this category include:
    - Constitutions and charters.
    - Statutes.
    - Ordinances.
    - Resolutions.
    - Court records.
    - Official proceedings.
    - Financial records.
- Records necessary for the protection of rights and interests of individuals and government. Records in this category include:
    - Vital statistics recorded by the County Clerk-Recorder.
    - Land and tax records.
    - License registers.
    - Articles of incorporation.

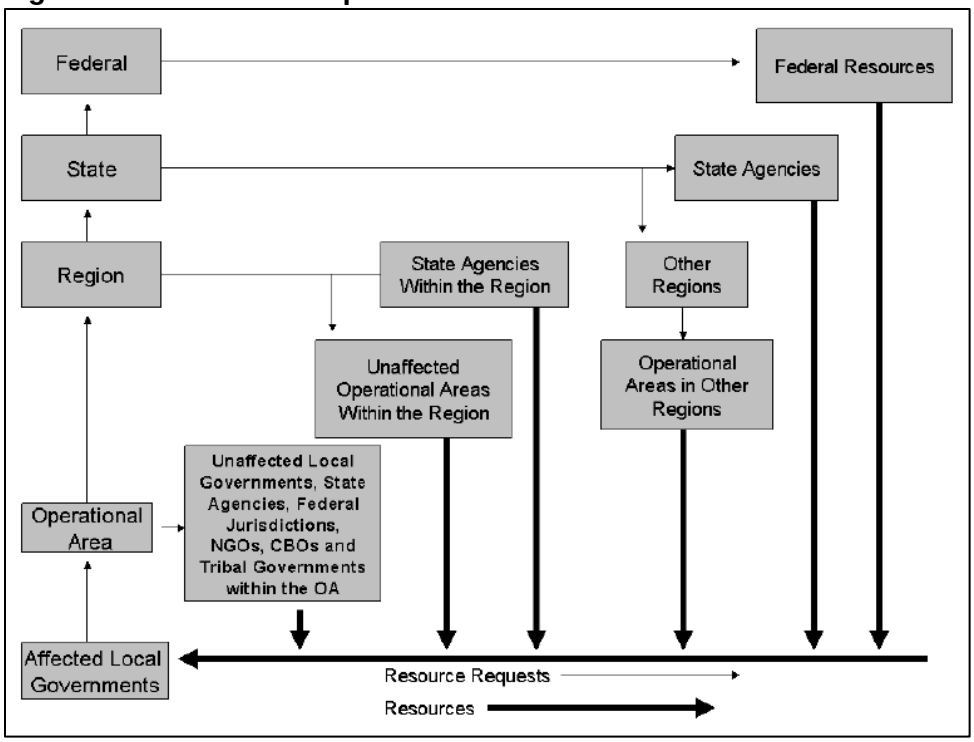
1.9 Administration and Logistics

1.9.1 Request, Allocation, and Distribution of Resources

Resource requests may be submitted by the EOC or County OES according to provisions outlined under SEMS. SEMS additionally allows for discipline-specific mutual aid systems whereby additional resource requests may be submitted by local government functional coordinators to Operational Area coordinators. For example, a City Fire Chief may submit a request for resources to the Operational Area Fire & Rescue Coordinator.

The County Emergency Services Chief is responsible for the direction and control of the County's resources during an emergency. All assistance requests are to be made through the County OES via the Operational Area EOC, if activated. The County OES processes subsequent assistance requests to the Cal OES Region, and the Region processes subsequent assistance requests to the State.

Figure 1-2 Flow of Requests and Resources



Key:
CBO Community-Based Organization
NGO Nongovernmental Organization
OA Operational Area

Source: State of California Emergency Plan, 2009

See EF 7 – Resources for detailed information regarding available resources and coordination procedures established for the County.

1.9.2 Financial Management

During an emergency, the City and County are likely to find it necessary to redirect their funds to effectively respond to the incident. The authority to adjust department budgets and funding priorities rests with the City Council and Board of Supervisors. If an incident in the County requires major redirection of City and County fiscal resources, the general procedures below will be followed:

- The City Council or Board of Supervisors will meet in emergency session to decide how to respond to the emergency funding needs.
- The County Emergency Services Chief will declare a State of Emergency, and the Board of Supervisors will ratify it within seven days.
- If a quorum of council members or supervisors cannot be reached, and if a prompt decision will protect lives, County resources and facilities, or private property, the County Administrative Officer (or designee) may act on emergency funding requests. The Board of Supervisors will be advised of such actions as soon as practical.
- To facilitate tracking of financial resources committed to the incident, and to provide the necessary documentation, a discrete charge code for all incident-related personnel time, losses, and purchases will be established by the Finance Section.

Expenditure reports should be submitted to the County Auditor's Office or City Finance Director and managed through the Auditor to identify budgetary shortfalls. The Auditor or City Finance Director, will also support procurement issues and financial issues related to personnel, both volunteer and paid. In addition, copies of expense records and all supporting documentation should be submitted for filing FEMA Public Assistance reimbursement requests. During activation of the EOC, financial management will be handled by the Finance Section, which will be staffed by the Finance Department.

1.9.3 Legal Support and Liability Issues

The City attorney provides legal support for the City specific emergency management organization, whereas, the County Counsel provides legal support for the County's emergency management organization.

Responsibilities related to legal services include:

- Advising City and County Officials regarding the emergency powers of local government and necessary procedures for invocation of measures to:
    - Implement wage, price, and rent controls
    - Establish rationing of critical resources
    - Establish curfews
    - Restrict or deny access
    - Specify routes of egress
    - Limit or restrict use of water or other utilities
    - Remove debris from publicly or privately owned property
- Reviewing and advising City and County officials in determining how the City and County can pursue critical objectives while minimizing potential exposure.
- Preparing and recommending local legislation to implement emergency powers when required.
- Advising City and County officials and department heads regarding record keeping requirements and other documentation necessary for exercising emergency powers.

Liability issues and potential concerns among government agencies, private entities, and other response partners and across jurisdictions are addressed in existing mutual aid agreements and other formal memoranda established for the County and its surrounding areas.

1.9.4 Reporting and Documentation

Proper documentation and reporting during an emergency is critical for the County to receive reimbursement for emergency expenditures and to maintain a historical record of the incident. Staff will maintain thorough and accurate documentation throughout the course of an incident or event. Incident documentation should include:

- Incident Action Plans (IAPs)
- Incident and damage assessment reports
- Incident Command logs
- Cost recovery forms
- Incident critiques and After Action Reports (AARs)

All documentation related to the emergency management program will be maintained in accordance with the California Public Records Act (California Government Code §§ 6250 through 6276.48).

1.9.5 Disaster Services Worker Program

The State of California Disaster Service Worker (DSW) Program includes all public employees impressed into service by a person having authority to command the aid of citizens in the execution of his or her duties during a state of war, state of emergency, local health emergency, or local emergency. As public employees, County and City employees are DSWs and have taken and subscribed to the Loyalty Oath upon employment.

1.10 Safety of Employees and Family

All department heads (or designees) are responsible for the safety of employees. Employees should attempt to contact their supervisors and managers within the first 24 hours following an incident. Emergency 9-1-1 should only be utilized if emergency assistance is needed. Agencies and departments with developed COOP plans will establish alternate facilities and staff locations, as applicable. Notification procedures for employee duty assignments will follow the required procedures established by each agency and department.

Safety precautions and personal protective equipment decisions will be specific to the type of incident and will require just-in-time training among the first responder community and other support staff to implement appropriate procedures.

It is the responsibility of all County and City employees to prepare themselves for disaster service duties by ensuring that they and their families are ready for an emergency. County and City employees should familiarize themselves with County, City and department policies regarding DSWs. While all County and City department employees can be expected to contribute to the emergency response and recovery efforts of the community, employees' first responsibility is to their own and their families' safety. If an employee is at home, they may be called in to work. Each employee is expected to develop family emergency plans to facilitate family safety and self-sufficiency, which in turn will enable employees to assume their responsibilities to the County/City and its citizens as rapidly as possible.

2 Situation and Planning Assumptions

Section 2 of this EOP provides the context for the City and County's emergency management program and lays the foundation for a risk-driven plan. It profiles the Community's risk environment, identifies specific planning considerations, and describes the predicate assumptions underlying this plan.

2.1 Situation

The City and County is exposed to many hazards that have the potential to disrupt the community, cause damage, and create casualties. Natural hazards to which the County may be exposed include droughts, floods, wildfires, and winter storms. The threat of a technological or human-caused chemical, biological, radiological, nuclear, or explosive incident is present as well. Other disaster situations could develop from hazardous material accidents, health-related incidents, conflagrations, major transportation accidents, or acts of terrorism.

2.1.1 Community Profile

The Lassen County community profile, including geography and climate, demographics and housing, education, transportation, and community events, is identified in the following sections. Information contained in this community profile was provided by the U.S. Census Bureau, American Fact Finder, and the County.

2.1.1.1 Geography and Climate

The County comprises a total area of 4,720 square miles between the Sierra Nevada and Cascade mountain ranges, and just west of the Great Basin. The climate is generally noted for its cold winters and hot, dry summers. The hilly terrain, combined with this climate, can lead to difficulty in receiving support from outside areas.

2.1.1.2 Demographics

Historically, 80% of the burden following a disaster has fallen on the public, with a disproportionate amount of that shouldered by vulnerable populations. For emergency planning purposes, children, elderly adults, the disabled, people whose primary language is not English, and low income residents are considered vulnerable populations. Demographic information for the County is provided below.

Based on the 2010 census, the population of the County was 34,895. Table 2-1 presents the County's population, distinguished between the incorporated cities and unincorporated areas of the County. Of the total population, approximately 15% is under the age of 18, and 8% under 9. Approximately 11% of the total population is 65 years or older.

According to the 2008–2012 American Community Survey 5-year estimates for the County, approximately 18.2% of the population within the County speak a language other than English at home, and 13.9% of the total civilian non-institutionalized population is considered to be disabled. Approximately 17.1% of the total population within the County had incomes below the poverty level.

Table 2-1 Population of Lassen County

Lassen County	Populations
City of Susanville	17,947
Westwood	1,647
Janesville	1,408
Johnstonville	1,024
Susanville Indian Rancheria	549
Unincorporated and Other	12,320
Total	**34,895**

The County is home to three prisons: High Desert State Prison (maximum security with capacity for 2,324 persons), California Correctional Center (minimum security with capacity for 3,883 persons), Federal Corrections Institution Herlong, and the Lassen County Jail.

2.1.1.3 Economy

The County's economy was once based in timber, but now most jobs are based within the public sector. The High Desert State Prison and California Correctional Center employ the greatest number of people in the area, followed by other federal, state, and local governmental agencies.

2.1.1.4 Education

Public education in the County is served by the following school districts

- Big Valley School District
- Susanville School District
- Fort Sage Unified
- Janesville Union Elementary
- Johnstonville Elementary
- Lassen County Office of Education
- Lassen Union High School
- Ravendale-Termo Elementary
- Richmond Elementary
- Shaffer Union Elementary
- Westwood Unified
- Long Valley Charter
- Mt Lassen Charter

Lassen Community College is also located in Susanville.

2.1.1.5 Transportation

U.S. Route 395 is the primary transportation corridor into the County from the east and north, while State Route 36 is the primary transportation route from the west.

The Transit Service Agency contracts with a service provider to run the Lassen Rural Bus, which provides service in and around Susanville and other more rural destinations, including Westwood and Doyle.

The following airports are located in Lassen County.

Susanville Municipal Airport (FAA Identifier - SVE) is a city-owned, 130-acre, general aviation public use airport located approximately six miles southeast of the central business district of Susanville. Elevation is 4,149 feet above mean sea level.[1] It has two runways measuring 4,051 by 75 feet (asphalt/grooved) and 2,180 by 60 feet (dirt); and two helipads: 120 by 120 feet (asphalt) and 65 by 65 feet (asphalt). This is a public, general aviation airport located in the City of Susanville.

The following are public, general aviation airports located outside of the City of Susanville:

Southard Field Airport (Bieber) (FAA Identifier – O55) having a runway measuring 2980 by 35 feet (asphalt), with an elevation of 4163feet above mean sea level.

Herlong Airport (FAA Identifier – H37) having a runway measuring 3260 by 40 feet (asphalt), with an elevation of 4062 feet above mean sea level.

Ravendale Airport (FAA identifier – O39) having a runway measuring 2920 by 30 feet (asphalt), with an elevation of 5306 feet above mean sea level.

Spaulding Airport (FAA identifier – 1Q2) having a runway measuring 4600 by 50 feet (asphalt), with an elevation of 5115.8 feet above mean sea level.

The following are private, permission required prior to landing, airports/heliports:

Banner-Lassen Community Hospital Heliport (FAA Identifier – 99CN) is a concrete 86 by 50 feet helipad that is owned by Banner Lassen Medical Center, Susanville, CA

Amedee Airport (FAA Identifier – AHC) runway measuring 10,000 by 150 feet (asphalt) is owned by the US Army and located at Sierra Army Depot.

2.1.1.6 Community Events

This plan is also a tool to use for planned events that might tax the community's ability to respond or recover. Large community events can result in large congregations of people or an influx in visitors that can create traffic problems, result in a surge of people trying to access

[1] Mean sea level (MSL): the average height of the ocean surface; i.e. halfway between high tide and low tide. MSL is used in aviation to measure altitude at flight levels.

medical services, or result in incidents of civil unrest. Pre-planning for community events is critical to minimizing their potential impacts on the City and County's ability to conduct emergency response operations. Additionally, planned events are ideal opportunities to practice the concepts presented in this plan, including activation of the EOC, implementation of ICS, and coordination of public information.

2.1.2 Threat/Hazard Identification

The County may be subject to a variety of natural, technological, and human-caused hazards and threats. Table 2-4 identifies the hazard/threat most likely to impact the County based on the community's vulnerability and the resulting potential impacts of the hazard or threat as identified in the 2010 *Lassen County Multi-Jurisdictional Hazard Mitigation Plan.*

Table 2-4 Identified Threats/Hazards

Natural *Results from acts of nature.*	**Technological** *Results from accidents or failures of systems and structures.*	**Human-Caused / Adversarial Threats** *Result from intentional actions of an adversary*
• Wildfire • Windstorm • Severe storm • Drought • Flood • Earthquake • Volcano	• Power failure • Dam failure • Hazardous materials incident • Pandemic	• Chemical, biological, radiological, nuclear, and explosive (CBRNE)

See the Lassen County Multi-Jurisdictional Hazard Mitigation Plan (2018) for more information regarding hazards for the area.

2.1.3 Hazard Analysis

The hazard analysis identifies the relative risk posed to the County by each hazard and threat described above, in order to ensure that high priority hazards are addressed in the County's hazard mitigation planning, emergency response, and recovery procedures. A formal hazard assessment is included in the County's most recent Hazard Mitigation Plan.

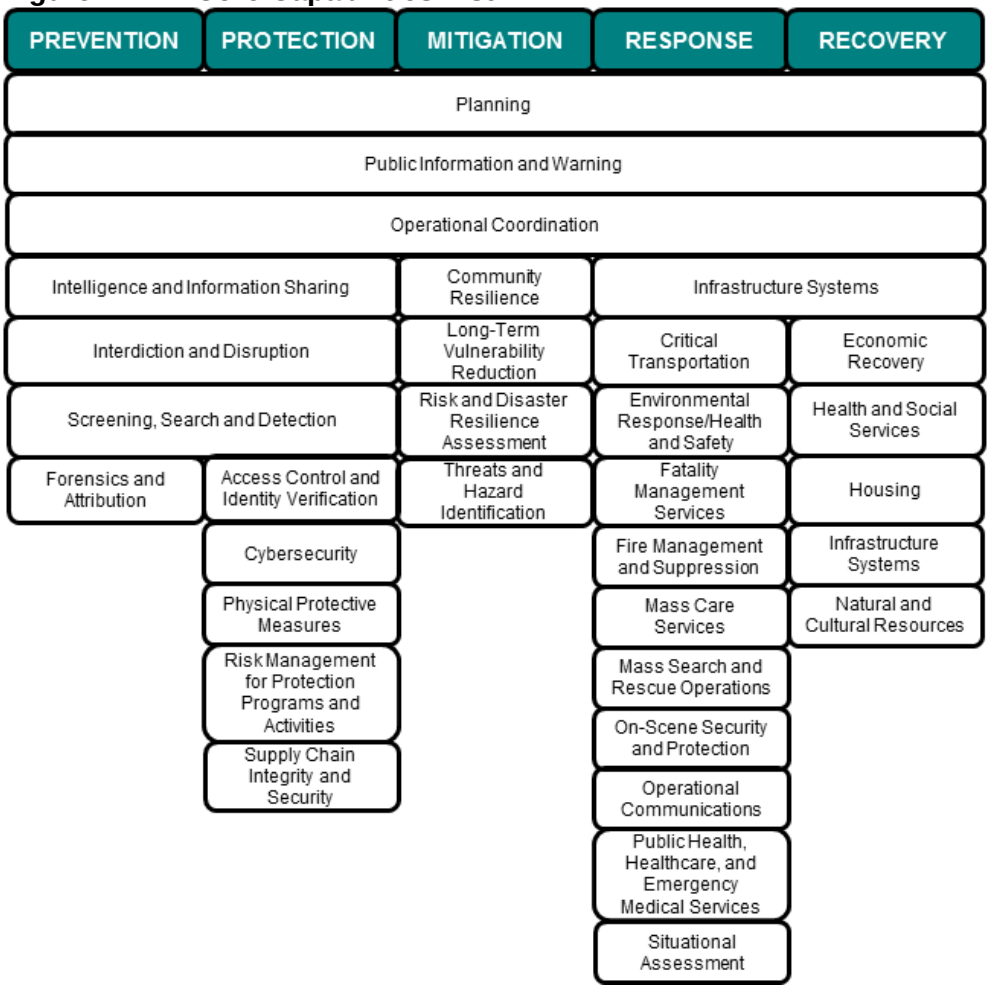
2.1.4 Capability Assessment

The availability of the County's physical and staff resources may limit its capability to conduct short- and long-term response actions on an independent basis. County response capabilities are also limited during periods when essential staff are on vacation, sick, or under furlough due to budgetary constraints.

The County has not defined its core capabilities in accordance with the National Preparedness Goal or undertaken a formal capabilities assessment to date. Should an assessment be conducted in the future, it will help emergency responders evaluate, coordinate, and enhance the cohesiveness of their emergency response plans. A community capability assessment is a low

impact systematic approach to evaluate the County's emergency plan and capability to respond to hazards.

Figure 2-2 Core Capabilities List



2.1.5 Protection of Critical Infrastructure and Key Resources

Critical infrastructure and key resources support the delivery of critical and essential services that support the security, health, and economic vitality of the County. Examples include the assets, systems, networks, and functions that provide vital services to cities, states, regions, and, sometimes, the nation, disruption of which could significantly impact vital services, produce cascading effects, and result in large-scale human suffering, property destruction, economic loss, and damage to public confidence and morale.

Key facilities that should be considered in infrastructure protection planning include:

- Structures or facilities that produce, use, or store highly volatile, flammable, explosive, toxic, and/or water-reactive materials.
- Government facilities, such as departments, agencies, and administrative offices.
- Hospitals, nursing homes, and housing likely to contain occupants who may not be sufficiently mobile to avoid death or injury during a hazard event.

- Police stations, fire stations, vehicle and equipment storage facilities, and EOCs that are needed for disaster response before, during, and after hazard events.
- Public and private utilities and infrastructure that are vital to maintaining or restoring normal services to areas damaged by hazard events.
- Communications and cyber systems, assets, and networks such as secure County servers and fiber optic communications lines.

2.2 Assumptions

This EOP is based on the following assumptions and limitations:

- Essential County and City services will be maintained as long as conditions permit.
- An emergency will require prompt and effective response and recovery operations by County and City emergency services, disaster relief, volunteer organizations, and the private sector.
- All emergency response staff are trained and experienced in operating under the SEMS/NIMS/ICS protocol.
- Each responding County and City agency will utilize existing directives and procedures in responding to major emergencies and disasters.
- Environmental, technological, and civil emergencies may be of a magnitude and severity that require State and federal assistance.
- Considering shortages of time, space, equipment, supplies, and personnel during a catastrophic disaster, self-sufficiency will be necessary for the first hours or days following the event.
- Local emergency planning efforts focus on accommodating residents while preparing for changes in population trends throughout the year. However, significant increases to the local population may introduce challenges in meeting the needs of non-residents and other travelers during an emergency or disaster.
- All or part of the County may be affected by environmental and technological emergencies.
- A terrorist-related incident or attack may occur without warning. If such an attack occurs, the County could be subject to radioactive fallout or other hazards related to weapons of mass destruction. In accordance with national nuclear civil protection policy, two options have been developed to counteract such a threat: population protection and shelter-in-place programs.
- Outside assistance will be available in most major emergency/disaster situations that affect the County. Although this plan defines procedures for coordinating such assistance, it is essential for the County and City to be prepared to carry out disaster response and short-term actions on an independent basis.
- Control over County and City resources will remain at the County/City level even though the Governor has the legal authority to assume control in a State Proclamation of Emergency.
- County and City communication and work centers may be destroyed or rendered inoperable during a disaster. Normal operations can be disrupted during a general

emergency; however, the County can still operate effectively if public officials, first responders, employees, volunteers, and residents are:

- Familiar with established policies and procedures
- Assigned pre-designated tasks
- Provided with assembly instructions
- Formally trained in the duties, roles, and responsibilities required of them during emergency operations.

THIS PAGE LEFT BLANK INTENTIONALLY

3 Concept of Operations

Section 3 of the EOP states the City and County's response and recovery priorities, provides concepts to guide the City and County through the phases of emergency operations, and provides a guide for multi-jurisdictional coordination and incident command.

3.1 General

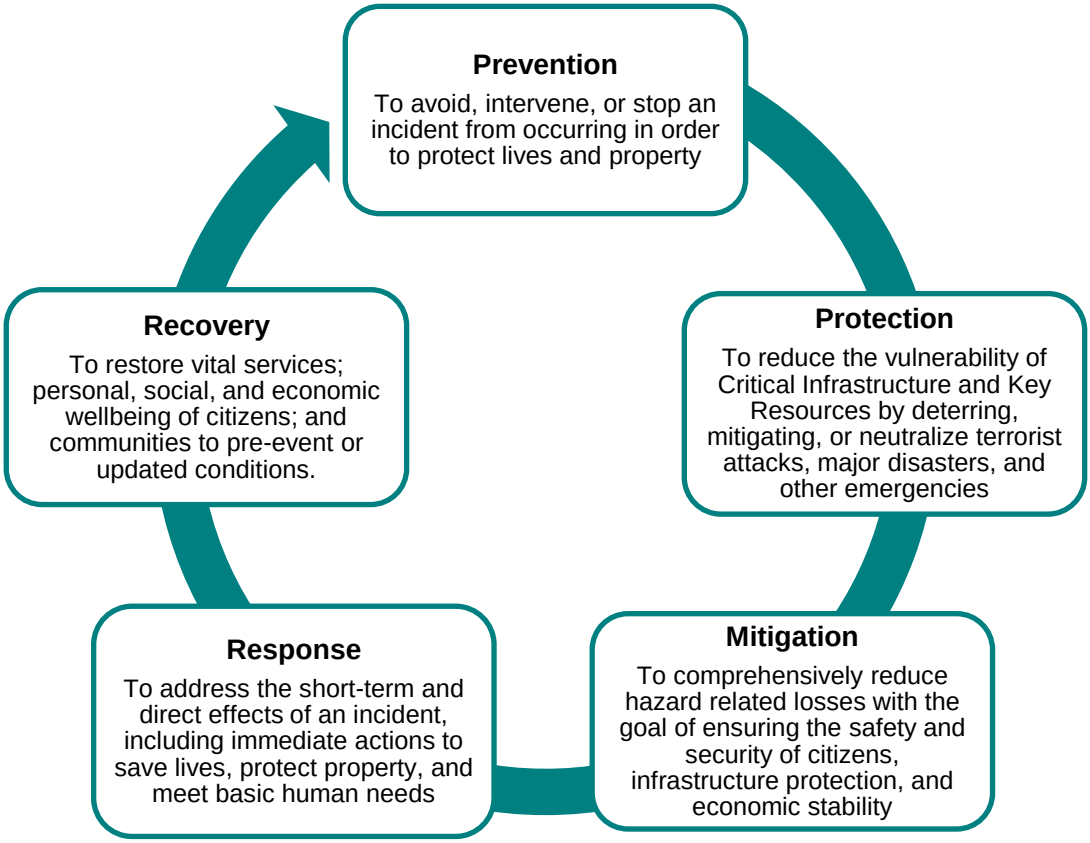
The City and County are responsible for emergency management and protecting the lives and property of individuals within their jurisdictions. This EOP provides a concept of operations for managing emergency response when individual response agencies are reaching or have exceeded their capabilities to respond to an emergency. The concept of operations is scalable and adaptable and may also be used during non-routine incidents or pre-planned events when the normal organization and functions of County government are determined insufficient to effectively meet potential response requirements.

3.2 Emergency Management Mission Areas

3.2.1 Response and Recovery Priorities

This plan adheres to the emergency management principle of all-hazards planning, which is based on the fact that most responsibilities and functions performed during an emergency are not hazard-specific. The focus of this EOP is response and short-term recovery actions. Nevertheless, this plan impacts and is informed by activities conducted before and after emergency operations take place and is designed to assist the City and County in the following five mission areas.

Figure 3-1 Emergency Management Mission Areas



3.2.1.1 Response

Response activities within the City and County are undertaken immediately after an incident. The County's response priorities are defined below:

1. **Lifesaving:** Efforts to save lives and operations that minimize risks to public health and safety.
2. **Property:** Efforts to reduce impacts to critical infrastructure and minimize property damage.
3. **Environment:** Efforts to mitigate long-term impacts to the environment.

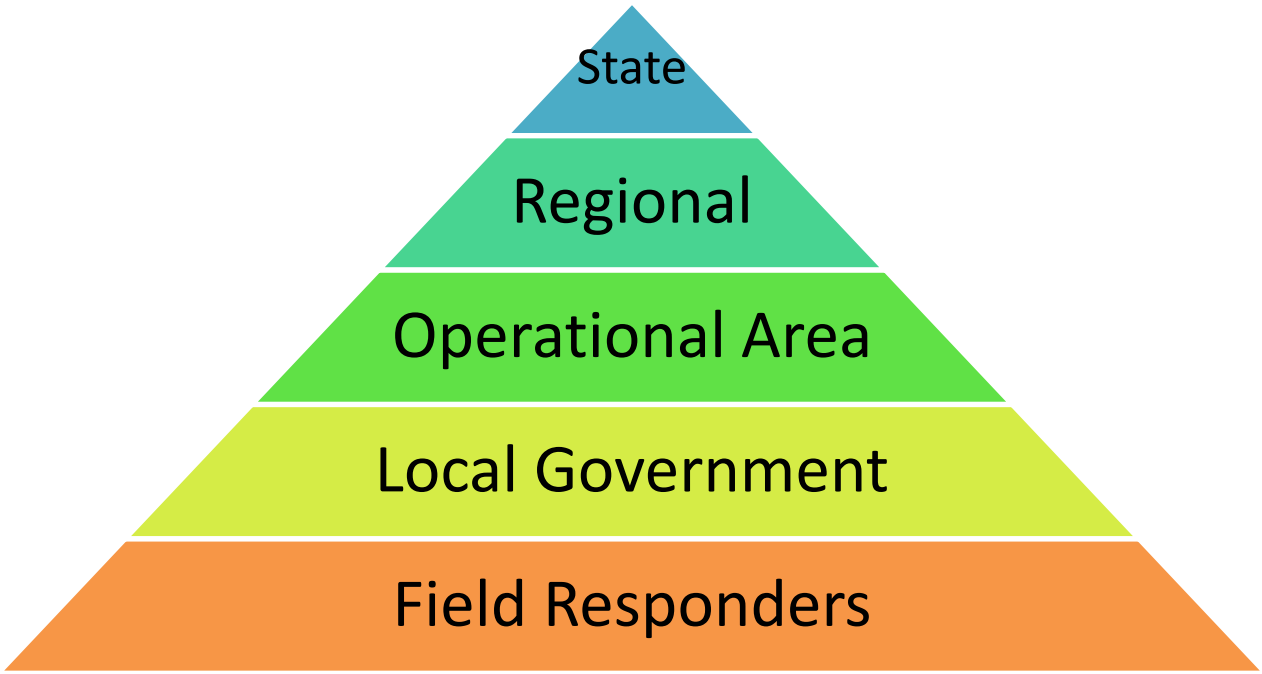
3.2.1.2 Recovery

Recovery operations are the actions taken to restore vital services, help citizens resume self-sufficiency, and help communities return to pre-event or "new normal" conditions. Short-term recovery involves the restoration of critical services such as communications, water supply, sewage service, emergency medical capabilities, and electricity, as well as garbage and debris removal. The City and County's short-term recovery priorities are defined below:

1. **Initial Damage Assessment:** Determine structure impacts to the City and County.
2. **Debris Removal:** Coordinate debris clearance, collection, and removal.
3. **Infrastructure Restoration:** Facilitate restoration of critical infrastructure.

3.3 Standardized Emergency Management System

SEMS is the system required by California Government Code Section 8607(a) for managing emergencies involving multiple jurisdictions and agencies as outlined in CCR Section 2400-2450. SEMS consists of five organizational levels and incorporates the use of ICS, the Master Mutual Aid Agreement, existing mutual aid systems, the operational area concept, and multi-agency or inter-agency coordination.



See Appendix B for ICS forms and Appendix C for EOC Position Checklists consistent with SEMS. ICS Forms and EOC Position Checklists should be maintained at the EOC.

3.3.1 SEMS Organizational Levels

SEMS operates among five organizational levels: Field Response, Local Government, Operational Area, Region, and State. Each level uses the functions, principles, and components of ICS, and the SEMS organizational model allows for a predetermined flow of resource requests and assistance though the various levels.

SEMS is a flexible framework that allows for a scaled response to emergencies. Whether EOCs are activated at various SEMS levels will be determined by the requirements of the emergency.

3.3.1.1 Field Response Level

At the Field Response level, emergency response personnel and resources carry out tactical decisions and activities under the command of an appropriate authority (Incident Commander) in direct response to an incident or threat. SEMS regulations require the use of ICS at the Field Response level of an incident. The Field Response level is described in the SEMS Guidelines.

At the SEMS Field Response level, Unified Command may be established for some multijurisdictional or multi-agency incidents. Unified Command may be used when more than

one agency has some significant jurisdiction over that incident. Under Unified Command, each agency with significant jurisdictional responsibility will assign an Incident Commander and appropriate resources to the incident.

3.3.1.2 Local Government Level

Local governments include cities, counties, and special districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. To be eligible for State funding of response-related personnel costs, local governments are required to use SEMS when their EOCs are activated or a local emergency is declared or proclaimed. Under SEMS, the local government EMO and its relationship and connections to the Field Response level may vary depending on factors related to geographical size, population, function, or complexity. The Local Government level is described further in the SEMS Guidelines.

Local governments must use SEMS to be eligible for State funding of their personnel-related costs under State disaster assistance programs.

3.3.1.3 Operational Area

Under SEMS, the Operational Area means an intermediate level of the State's emergency services organization, which encompasses the County and all political subdivisions located within the County. The Operational Area manages and/or coordinates information, resources, and priorities among local governments within the Operational Area and serves as the coordination and communication link between the Local Government level and the Regional level.

Consistent with Section 8559 and 8605 of the California Government Code, an agreement passed by the Board of Supervisors on September 26, 1995, designates the County of Lassen as the Operational Area for Lassen County and the Countywide Coordinator as the Operational Area Coordinator. The Lassen Operational Area functions as part of SEMS. Emergency operations and mutual aid activities are conducted and coordinated using ICS and the MACS, as appropriate.

Lassen Operational Area responsibilities, according to California Government Code Section 8607 include:

- Preparation and execution of plans for the protection of persons and property within the County in the event of an emergency.
- Direction of the EMO.
- Coordination of the emergency function of the County with all other public agencies, corporations, organizations, and affected private citizens.
- Acting as a policy-making body with representation from all participating jurisdictions and setting priorities agreed upon by all members.
- Providing a single point of contact for information on an emergency situation, as well as resource requirements and prioritizations.
- Acting as a single ordering point for resources, including fire and law enforcement resources through Operational Area Fire and Law Enforcement Mutual Aid Coordinators.

3.3.1.4 Region

Because of its size and geography, California has been divided into six Mutual Aid Regions. The purpose of a Mutual Aid Region is to provide more effective application and coordination of mutual aid and other emergency-related activities. Cal OES provides administrative oversight over the Mutual Aid Regions through three Administrative Regional Offices.

Under SEMS, the Regional level manages and coordinates information and resources among Operational Areas within the mutual aid region, and also between the Operational Areas and the State level. The Regional level also coordinates overall State agency support for emergency response activities within the Region. The Regional level is described further in the SEMS Guidelines.

The Lassen Operational Area is in OES Region III and requests mutual aid through this region. Region III comprises Butte, Colusa, Glenn, Lassen, Modoc, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity, and Yuba.

3.3.1.5 State

The State level of SEMS tasks and coordinates State resources in response to requests from the Regional EOCs and coordinates mutual aid among the Mutual Aid Regions and between the Regional and State level. The State level also serves as the coordination and communication link between the State and FEMA or other federal agencies involved in the implementation of the Federal Response Plan in California. The State level of SEMS operates the State Operations Center at Cal OES Headquarters in Sacramento. The State level is described further in the SEMS Guidelines.

3.3.2 SEMS Minimum Activation Requirements

Table 3-1 Minimum Activation Requirements per SEMS Regulations

Situations Identified in SEMS Regulations	SEMS Levels				
	Field Response	Local Government	Operational Area	Regional	State
Incident involving two or more emergency response agencies §2405 (a),(b)	Use ICS				
Local emergency declared or proclaimed* §2407 (a)(2)		Use SEMS			
Local government EOC activated §2407(a)(1)		Use SEMS			
Local government activates EOC and requests Operational Area EOC activation §2407(a)(1)		Use SEMS	Activate EOC	Activate EOC	Activate EOC
Two or more cities within an Operational Area declare or proclaim a local emergency §2409(f)(2)			Activate EOC	Activate EOC	Activate EOC
County and one or more cities declare or proclaim a local emergency §2409(f)(3)			Activate EOC	Activate EOC	Activate EOC

Table 3-1 Minimum Activation Requirements per SEMS Regulations

Situations Identified in SEMS Regulations	SEMS Levels				
	Field Response	Local Government	Operational Area	Regional	State
City, city and county, or county requests Governor's state of emergency proclamation §2409(f)(4)			Activate EOC	Activate EOC	Activate EOC
Governor proclaims a State of Emergency for county or two or more cities §2409(f)(5)			Activate EOC	Activate EOC	Activate EOC
Operational Area requests resources from outside its boundaries**§2409(f)(6)			Activate EOC	Activate EOC	Activate EOC
Operational Area receives resource requests from outside its boundaries**§2409(f)(7)			Activate EOC	Activate EOC	Activate EOC
An Operational Area EOC is activated §2411(a)				Activate EOC	Activate EOC
A regional EOC is activated §2413(a)(1)					Activate EOC
Governor proclaims a State of Emergency §2413(a)(2)					Activate EOC
Governor proclaims an earthquake or volcanic prediction §2413(a)(3)					Activate EOC

Notes: This matrix comes directly from Exhibit A-1 of the SEMS Guidelines. This matrix highlights the flow-through nature of SEMS activation requirements. Activation of an operational area EOC triggers activation of the regional EOC which, in turn, triggers activation of the state level EOC.

*The EOC is usually activated, but in some circumstances, such as agricultural emergencies or drought, a local emergency may be declared or proclaimed without the need for EOC activation.

** Does not apply to requests for resources used in normal day-to-day operations which are obtained through existing mutual aid agreements providing for the exchange of furnishing of certain types of facilities and services as provided for under the Master Mutual Aid Agreement.

§ Indicates sections in the California Code of Regulations, Title 19, Division 2, Chapter 1 (SEMS)

Situation is not applicable to the SEMS level.

3.4 Incident Management

This section describes how the City and County will accomplish primary objectives during emergency response.

3.4.1 Activation of the EOP

When an emergency situation arises, and it is determined that the normal organization and functions of City and County government are insufficient to effectively meet response requirements, the County Emergency Services Chief may activate the EOP as deemed appropriate for the situation or at the request of an on-scene Incident Commander. In addition, the County Emergency Services Chief may partially or fully activate and staff the EOC based on an emergency's type, size, severity, and anticipated duration. An emergency proclamation is not required in order to implement the EOP or activate the EOC. Upon identifying the need to

activate the EOP and/or EOC, a call-out notification will be made depending on the activation level (discussed in Section 5.4.1): the Incident Commander will notify the County Emergency Services Chief and/or City of Susanville Fire Chief. If neither can be reached, notification will be made to the following:

1. Emergency Services Chief via Susanville Interagency Fire Center Duty Chief
2. Sheriff or Designee
3. Police Chief or Designee

The County Emergency Services Chief will take appropriate and responsive actions that may range from monitoring the situation for possible escalation to directing a partial or full EOC activation. Once notified that the EOC has been activated and/or an emergency has been declared, all involved agencies will implement their respective plans and procedures and provide the County Emergency Services Chief with the following information:

- Operational status
- Readiness and availability of resources
- Changing conditions and status of resources (personnel, equipment, facilities, supplies, etc.)
- Significant concerns and issues dealing with potential or actual loss of life or property

Refer to the immediate actions checklist for further information on initial actions to be taken by the County Emergency Services Chief (or designee) upon implementation of all or part of this EOP.

3.4.2 Alert and Warning

Warnings, emergency information and notifications, or disaster reports received by County personnel will be relayed to the County Emergency Services Chief via the Sheriff's Office, which serves as the primary receiver of 9-1-1 calls. Response personnel will communicate and receive notifications using traditional communications technology, such as landline and cellular telephones, faxes, pagers, internet/email, and radio throughout the duration of response activities as long as these resources are available. Emergency notification procedures are established among the response community, and call-down lists are updated and maintained by each agency. External partners will be notified and coordinated through the EOC, if activated and as appropriate.

See California and Nevada State Emergency Alert System Plans for more details.

Additional alert and warning resources include:

- The Sheriff's Office has the ability to use the Code Red emergency messaging system to provide public safety alerts to residents' home phones and mobile devices.
- NOAA weather radio and Emergency Alert System (EAS) can be used to broadcast messages over the NOAA weather radio frequency.
- Local utilities provide text-based notification to notify customers of service outages.

- School districts have text-based notification systems in place to contact parents in an emergency.
- Changeable message signs provide transportation alerts along highways.

See EF 2 – Communications for more details.

3.4.3 Communications

The ability of responders from different agencies and disciplines to work together depends greatly on their ability to communicate with each other. Plain language is essential to first responder and public safety and will be used by all County personnel during emergencies. The use of common terminology enables emergency responders, EOC personnel, and County staff, as well as personnel from neighboring jurisdictions or the State, to communicate clearly with each other and effectively coordinate response activities, regardless of an incident's size, scope, or complexity. Each department and agency involved in emergency operations is responsible for maintaining their own communications systems. The Sheriff's Office is tasked with maintaining the County's 9-1-1 and dispatch infrastructure as it relates to law enforcement activities; the Susanville Interagency Fire Center is responsible for dispatch infrastructure for fire and emergency medical services (EMS)–related activities.

See EF 2 – Communication for more information regarding how these systems are accessed, managed, and operated throughout an emergency's duration.

3.4.3.1 Interoperability

Interoperability is the ability of public and private agencies, departments, and other organizations to operate and communicate effectively together through the use of systems, personnel, and equipment. In recognition that successful emergency management and incident response operations require the continuous flow of critical information among jurisdictions, disciplines, organizations, and agencies, interoperability plans or procedures should be developed that include training and exercises, SOPs, new technology, and considerations of individual agency governance, as well as consideration of use within the stressful and often chaotic context of a major response. Interoperable voice, data, or video-on-demand communications systems allow emergency management/response personnel to communicate within and across agencies and jurisdictions in real time, when needed, and when authorized.

3.4.4 Situational Awareness and Intelligence Gathering

Situational awareness and intelligence gathering are necessary to maintain a common operating picture among response agencies and are the basis for emergency alert and warning (when an incident alert is not received by an outside agency). Situational awareness is the ongoing process of collecting, analyzing, and sharing information across agencies and intergovernmental levels, and the private sector. Intelligence gathering is the collecting of security and operational information, such as severe weather forecasts issued by the National Weather Service. Intelligence gathering may also be used to detect, prevent, apprehend, and prosecute criminals planning terrorist incidents.

On a day-to-day basis, and during low-level incidents when the EOC is not fully activated, the City and County, primary agencies, and supporting response agencies will:

- Be aware of their surroundings and identify and report potential threats and dangerous situations.
- Share and evaluate information from multiple sources.
- Integrate communications and reporting activities among responding agencies.
- Monitor threats and hazards.
- Share forecasting of incident severity and needs.

If activated, the EOC Planning/Intelligence Section Chief will lead situational awareness and intelligence gathering activities and functions, unless otherwise designated. If a criminal or terrorist incident is suspected, the Sheriff's Office will notify the California State Terrorism Threat Assessment Center (STTAC) through Cal OES. During a terrorist incident, the STTAC may support situational awareness and intelligence gathering functions.

3.4.4.1 Cyber Security

Cyber security is an additional concern during both normal operations and emergency situations. Information Technology (IT) specialists are involved in EOC security protocols, and the following tasks have been addressed:

- Development of a cyber security system: Malware and viruses can allow hackers to access confidential and proprietary information within the EOC network. Technology departments are developing cyber security tools to prevent such attacks.
- Identified weaknesses throughout the system: IT specialists are identifying areas that are especially prone to attack or have inherent weaknesses. Information stored online can have considerable vulnerability to attacks, and steps are being taken to lessen this vulnerability.
- Establishment of web access policies: Personnel are educated on the risks posed by certain types of websites and the risks of opening suspicious emails. In addition, policies are in place to decrease the likelihood of a security breach.

3.4.5 Emergency Public Information

Emergency public information involves developing, coordinating, and disseminating information to the public, coordinating officials, and incident management and responders under all hazard conditions. To ensure that appropriate information is distributed to all populations, the EMO will seek to develop public and private partnerships, possibly including:

- Fixed and mobile service providers
- Local officials and State agencies
- Representatives from access and functional needs populations such as non-English speakers and the disabled community
- Staff from nonprofit emergency support organizations
- Third-party emergency alert
- Telephone notification vendors
- Broadcasters

These partnerships help inform overall guidance of emergency public information message development, standards of practice, and evaluation tools and help refine public information plans and procedures.

The Public Information Officer (PIO) is a member of the EOC Command Staff responsible for interfacing with the public, media, and other agencies during all emergency mission phases. During an emergency, the PIO gathers, verifies, coordinates, and disseminates accurate, accessible, and timely information and is an important link between the EMO and the community. The information the PIO provides to a community can call people to action, educate and inform, change behavior and attitudes, create a positive impression of the City and County's EMO, and prepare the community for an emergency.

See Section 5.5.2 for additional information regarding PIO responsibilities and Section 5.3.4 for information regarding establishing a Joint Information Center.

3.4.6 Resource Management

When the EOC is activated, the Logistics and Planning Sections have primary responsibility for coordinating the resource management effort and have authority under emergency conditions to establish priorities for the assignment and use of all City and County resources. In a situation where resource allocations are in dispute, the City Fire Chief and County Emergency Services Chief have the final allocation authority for City and County resources, respectively. Resources will be allocated according to the following guidelines:

- Deploy resources according to the following priorities:
    1. Protection of life
    2. Protection of responding resources
    3. Protection of public facilities
    4. Protection of private property
- Distribute resources so that the most benefit is provided for resources expended.
- Coordinate citizen appeals for assistance at the EOC or Joint Information Center (JIC). Use local media to provide citizens with information about where to make these requests.
- Activate mutual aid agreements as necessary to supplement local resources.
- When all local resources are committed or expended, issue a request to the County for County, Regional, State, and federal resources through an emergency proclamation.

3.4.6.1 Resource Typing

The City and County will utilize resource typing, which is a method for standardizing equipment requests and managing resources during an incident in accordance with NIMS. A resource-typed list can increase the usefulness of the tools requested during an emergency and may reduce costs by eliminating orders for equipment that are inaccurate or inappropriate for the situation. Response personnel and support staff are trained and exercised using resource typing lists to ensure familiarity with the standard terminology for commonly requested resources.

3.4.6.2 Credentialing of Personnel

At this time, the County has not implemented a formalized credentialing program. Should one be implemented, it will be developed with technical assistance from Cal OES and will provide for documenting personnel, and authenticating and verifying their qualifications.

3.4.6.3 Volunteer and Donations Management

At this time, the City and County do not have a formal volunteer and donations management program in place. Should one be developed, it will work to ensure the most efficient and effective use of unaffiliated volunteers, unaffiliated organizations, and unsolicited donated goods to support events and incidents. Technical assistance for implementing SEMS/NIMS/ICS volunteer and donations management procedures is available from Cal OES, Planning and Preparedness Branch, Disaster Service Worker Volunteer Program.

During low-level incidents, when the EOC is activated and an emergency has not been declared, the County Emergency Services Chief will coordinate and manage volunteer services and donated goods through the EOC, with support from the Red Cross, Salvation Army, and other volunteer organizations. Procedures for accessing and managing these services during an emergency will follow SEMS/NIMS/ICS standards. Elements of the County's volunteer and donations management program may include:

- Activation of a Volunteer and Donations Management coordinator within the County's EMO to address volunteer and donations management, including coordination with neighboring jurisdictions and the State's donation management system.
- Implementation of a system for tracking and utilizing volunteers and donations (including cash contributions).
- Coordination with State and local volunteer agencies and Volunteer Organizations Active in Disaster groups,
- Establishment of facilities such as a warehouse and volunteer reception center.
- Methods and sites for collection, sorting, managing, and distributing in-kind contributions, including methods for disposing of or refusing goods that are not acceptable.
- Communications support such as coordination of a call center and public information.
- Procedures to verify and/or vet voluntary organizations and/or organizations operating relief funds.

3.4.7 Access and Functional Needs Populations

Access to emergency services shall not be denied on the grounds of color, national origin, sex, age, sexual orientation, or functional needs. Access and Functional Needs Populations (also referred to as vulnerable populations and special needs populations) are members of the community who experience physical, mental, or medical care needs and who may require assistance before, during, and after an emergency incident after exhausting their usual resources and support network.

Examples of individuals who have access and functional needs include, but are not limited to:

- Individuals who are deaf or hard of hearing

- Individuals with limited English proficiency
- Children and the elderly
- Individuals without vehicles
- Individuals with special dietary needs
- Individuals who experience physical disabilities

The County's plans and programs in place to assist Access and Functional Needs Populations include:

- Lassen County HHS staff trained as Functional Assessment Service Team members to assist at general population shelters.
- Communication systems in place to support Access and Functional Needs populations:
    - Face-to-face communication (primary method)
    - Coordination with assisted living facilities staff
    - Code Red alerts
    - Voluntary Public Health registry (for evacuation purposes)

3.4.7.1 Emergency Communications

Access and Functional Needs Populations may require targeted outreach following an incident. The City and County's PIO and JIC will ensure that public messaging and communications are accessible to these populations through targeted tactics, including:

- Provide sign language interpreters for individuals who are deaf or hard of hearing, as available (use of signage if personnel are unavailable).
- Provide alternatives to signage for individuals who are blind or have poor vision (braille, support personnel, recordings).
- Provide translation services for persons with limited English proficiency or for non-English-speaking individuals.

3.4.7.2 Evacuation Support

Evacuations can be difficult for all members of the community, and especially difficult for those with Access and Functional Needs. The City and County EMO will support these populations through targeted tactics including:

- Ensure that emergency communications procedures identified in Section 3.4.7.1 are integrated into evacuation orders.
- Provide accessible transportation services through County HHS and other service providers.
- Support individuals with medical needs.
- Provide equipment and resources to allow individuals to contact their families, care providers, essential equipment, and service animals.

3.4.7.3 Sheltering

Access and Functional Needs populations may require support within shelters that cannot be provided at a number of potentially feasible shelter locations. As such, all general population shelters within the County should be outfitted to support these populations, including:

- Equipped with accessible resources (i.e., Americans with Disabilities Act accessible bathrooms, living areas, showers, etc.).
- Staffed with support personnel trained to provide care to Access and Functional Needs populations (i.e., personal care providers, service animals, etc.).

See EF 6 – Care and Shelter for additional details.

3.4.7.4 Children and Disasters

Planning and preparing for the unique needs of children is of utmost concern to the County, and, whenever possible, the County will consider preparedness, evacuation, shelter operations, and public outreach and education activities that identify issues particular to children.

Individuals with children have the primary responsibility for minimizing the impact of disasters on themselves and their children through personal preparedness activities. To the greatest extent possible, HHS will assist in carrying out this responsibility by providing preparedness information, emergency public information, and critical public services.

3.4.8 Animals in Disaster

While the protection of human life is paramount, the need to care for domestic livestock and/or companion animals plays into decisions made by people affected by disasters. Preparing for the care of animals during a disaster is the responsibility of owners. However, the County may coordinate with local animal owners, veterinarians, and animal advocacy groups and charities sponsored by private organizations to address animal-related issues that arise during an emergency. If local resources are insufficient to meet the needs of animals during a disaster, the County may request assistance through Cal OES.

3.4.9 Demobilization

As the emergency situation progresses and the immediate response subsides, a transition period will occur during which emergency responders will hand responsibility for emergency coordination to agencies involved with short- and long-term recovery operations.

The following issues will be considered when demobilizing:

- Identification of surplus resources and probable resource release times
- Released or demobilized response resources as approved by the on-scene Incident Commander and/or EOC Director
- Repair and maintenance of equipment, if necessary

The County Emergency Services Chief, with advice from the EOC Director and/or on-scene Incident Commander, will determine when a State of Emergency no longer exists, emergency operations can be terminated, and normal County functions can be restored.

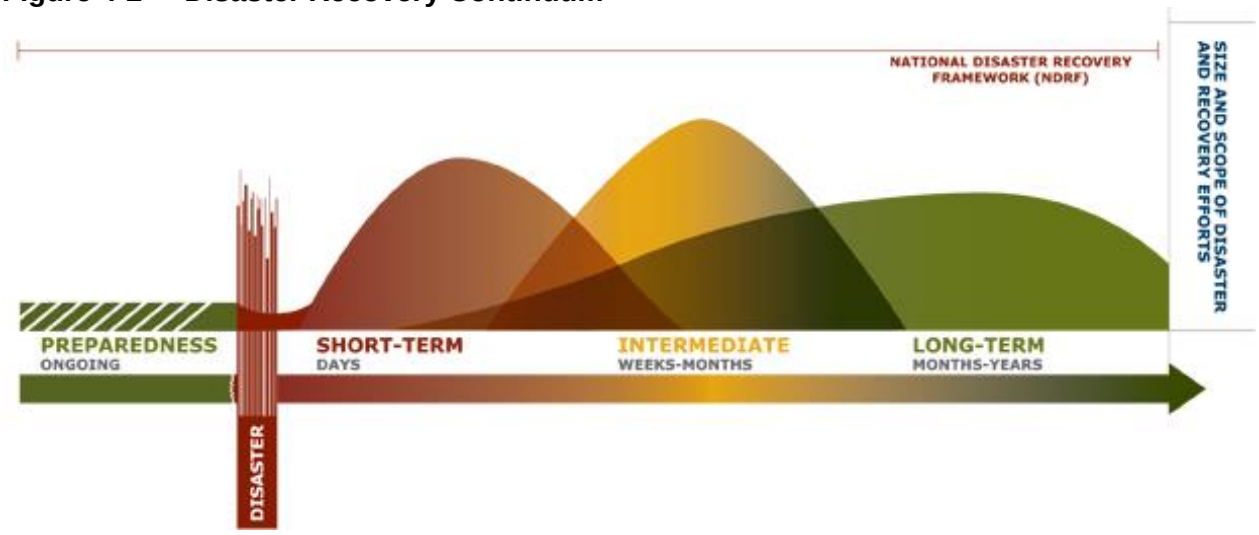
3.5 Transition to Recovery

Once immediate response activities have been completed, the City and County will turn towards recovery to restore government function and community services. Certain recovery activities may begin prior to the completion of all response activities. For example, restoration of lifeline utilities may commence while emergency sheltering is still ongoing.

It is the responsibility of all levels of government to assist the public and private sectors with recovery from disaster. A widespread disaster may disrupt employment, interrupt government services, impact the ability of businesses to function, and impact tax revenues within the City. This EOP is not a recovery plan; however, the City recognizes that response and recovery activities often take place concurrently until life safety and emergency protective actions are completed.

See EF 14 – Recovery for more information.

Figure 4-2 Disaster Recovery Continuum



Source: National Disaster Recovery Framework

Short-term recovery operations take place in the days to weeks following an incident and focus on stabilizing activities. This phase of recovery involves restoring vital services to the community and providing for the basic needs of the public, such as bringing necessary lifeline systems (e.g., power, communication, water and sewage, disposal of solid and hazardous wastes, or removal of debris) to an acceptable standard while providing for basic human needs (e.g., food, clothing, and shelter). Once stability is achieved, the City can concentrate on intermediate and long-term recovery efforts, which focus on restoring the community to a "new normal" or improved state.

Intermediate recovery operations take place in the weeks to months following an incident and focus on rebuilding activities. This phase of recovery involves repairing damaged infrastructure and buildings; providing financial, social, and psychological support to community members; and mitigating future risks.

Long-term recovery operations take place in the months to years following an incident and focus on revitalizing activities. This phase of recovery addresses complete redevelopment and revitalization of the impacted area, continued rebuilding activities, and a focus on building self-sufficiency, sustainability, and resilience.

During the recovery period, the City and County will review and implement mitigation measures, collect lessons learned and share them within the emergency response community, and reassess this EOP, including annexes, to identify any deficiencies and take corrective actions.

THIS PAGE LEFT BLANK INTENTIONALLY

4 Roles and Responsibilities

Section 4 identifies roles and responsibilities for staff and agencies that are part of the City and County's emergency management structure and for departments and agencies at all levels of government and community partners that may perform emergency functions under the EOP.

4.1 General

Agencies and response partners may have various roles and responsibilities throughout an emergency's duration. Therefore, it is particularly important that the local command structure be established to support response and recovery efforts and maintain a significant amount of flexibility to expand and contract as the situation changes. Typical duties and roles may also vary depending on the incident's size and severity of impacts, as well as the availability of local resources. Thus, it is imperative to develop and maintain depth of qualified staff within the command structure and response community.

Primary roles involved during the initial emergency response will focus on first responders, such as fire services, law enforcement services, and public works agencies. Depending on the type of incident, initial response also may include hospitals, local public health departments, and hazardous material teams. In all emergencies, saving and protecting human lives is the top priority of the County and emergency response personnel.

Other departments that may be involved in emergency response have emergency functions that are similar to their normal duties. Each department is responsible for developing and maintaining its own procedures for carrying out these functions during an emergency. Specific responsibilities are outlined below, as well as in individual annexes.

4.2 Emergency Management Organization

For the purposes of this plan, the City and County's emergency management structure will be referred to generally as the Emergency Management Organization (EMO). Roles and responsibilities of individual staff and agencies are described throughout the plan to further clarify the City and County's emergency management structure.

The City Fire Chief and/or County Emergency Services Chief may, depending on the size or type of incident, delegate the authority to lead response and recovery actions to other City and County staff. Additionally, some authority to act in the event of an emergency may already be delegated by ordinance or by practice. As a result, the organizational structure for the EMO can vary depending upon the location, size, and impact of the incident. The EMO is divided into two general groups, organized by function—the Disaster Council and Emergency Response Agencies.

4.2.1 Disaster Council

The Disaster Council may include representation from each City and County department with primary responsibilities during an event. The Disaster Council is responsible for the activities conducted within its jurisdiction. The members of the group include both elected and appointed executives with legal responsibilities. Key general responsibilities for local elected and appointed officials include:

- Establishing strong working relationships with local jurisdictional leaders and core private-sector organizations, voluntary agencies, and community partners.
- Leading and encouraging local leaders to focus on preparedness by participating in planning, training, and exercises.
- Supporting staff participation in local mitigation efforts within the jurisdiction, including the private sector, as appropriate.
- Understanding and implementing laws and regulations that support emergency management and response.
- Ensuring that local emergency plans take into account the needs of:
    - The jurisdiction, including persons, property, and structures
    - Access and Functional Needs Populations, including unaccompanied children and those with service animals
    - Individuals with household pets
- Leading and encouraging all citizens (including Access and Functional Needs Populations) to take preparedness actions.
- Encouraging residents to participate in volunteer organizations and training courses.

4.2.1.1 Board of Supervisors and City Council/Elected Officials

The ultimate responsibility for policy, budget, and political direction for the City and County government is borne by the Board of Supervisors and City Council. During emergencies, this responsibility includes encouraging citizen involvement and citizen assistance, issuing policy statements as needed to support actions and activities of recovery and response efforts, and providing the political contact needed for visiting State and federal officials. Additionally, the Board of Supervisors and City Council will provide elected liaison with the community and other jurisdictions. In the event that proclamation of emergency is needed, the Board of Supervisors and City Council will initiate and terminate the State of Emergency through a proclamation.

General responsibilities of the Board of Supervisors and City Council include:

- Establishing emergency management authority by County resolution (County only).
- Adopting an EOP and other emergency management–related resolutions.
- Declaring a State of Emergency and providing support to the on-scene Incident Commander in requesting assistance through the County (County only).
- Acting as liaison to the community during activation of the EOC.
- Acting on emergency funding needs.
- Attending PIO briefings.

Other elected officials may have responsibilities related to their elected status and should be kept updated regarding activities that relate to their roles.

4.2.1.2 County Administrative Officer and City Administrator

The County Administrative Officer and City Administrator are responsible for continuity of government, overall direction of administrative emergency operations, and dissemination of public information, including the following tasks:

- Ensuring that all departments develop, maintain, and exercise their respective service annexes to this plan.
- Supporting the overall preparedness program in terms of its budgetary and organizational requirements.
- Implementing the policies and decisions of the governing body.
- Ensuring that plans are in place to protect and preserve County records.

4.2.1.3 Emergency Manager

The County Emergency Services Chief or City Fire Chief (Emergency Manager) has the day-to-day authority and responsibility for overseeing emergency management programs and activities. The Emergency Manager works with the Disaster Council to ensure that there are unified objectives with regard to the City or County's emergency plans and activities, including coordinating all aspects of the City or County's capabilities. The County Emergency Services Chief coordinates all components of the local emergency management program, including assessing the availability and readiness of local resources most likely required during an incident and identifying and correcting any shortfalls. In particular, the Emergency Manager is responsible for:

- Serving as staff advisor to the Board of Supervisors and County Administrative Officer for emergency matters.
- Coordinating the planning and general preparedness activities of the government and maintenance of this plan.
- Analyzing the emergency skills required and arranging the training necessary to provide those skills.
- Preparing and maintaining a resource inventory (including call-down lists).
- Ensuring the operational capability of the EOC.
- Activating the EOC.
- Keeping the governing body apprised of the County's preparedness status and anticipated needs.
- Serving as day-to-day liaison to Cal OES (County only).
- Maintaining liaison with organized emergency volunteer groups and private agencies.

4.2.1.4 County and City Department Heads

Department and agency heads collaborate with the Disaster Council during development of local emergency plans and provide key response resources. County department and agency heads and their staffs develop, plan, and train to learn internal policies and procedures for meeting response and recovery needs safely. They also make staff available to participate in interagency training

and exercise to develop and maintain the necessary capabilities, as well as clearly reinforce preparedness expectations. Department and agency heads not assigned a specific function in this plan will be prepared to make their resources available for emergency duty at the direction of the County Administrative Officer and City Administrator.

4.2.2 Responsibilities of All Departments

Individual departments are an integral part of the emergency organization. While some departments' staff comprises emergency response personnel, the majority of County departments focus on supporting emergency response personnel and/or the continuity of services they provide to the public.

All County departments are responsible for:

- Supporting EOC operations to ensure that the City and County are providing for the safety and protection of the citizens they serve.
- Establishing, in writing, an ongoing line of succession and/or delegation of authority for each department; this document must be made known to department employees, and a copy must be filed with the County Administrative Officer and City Administrator.
- Developing alert and notification procedures for department personnel.
- Developing guidelines to implement assigned duties specified by this plan.
- Tracking incident-related costs incurred by the department, in coordination with the EOC Finance Section if activated, and submitting expenditure reports in accordance with financial management practices. Incident-related costs may occur during response or recovery phases and may include personnel overtime, equipment used/expended, and contracts initiated.
- Ensuring that vehicles and other equipment are equipped and ready, in accordance with SOPs.
- Notifying the Emergency Managers of resource shortfalls.
- Identifying essential functions and developing procedures for maintaining and/or reestablishing services provided to the public and other County departments.
- Assigning personnel to the EOC, as charged by this plan.
- Developing and implementing procedures for protecting vital records, materials, and facilities.
- Promoting family preparedness among employees.
- Ensuring that staff complete required training (including required NIMS and ICS training).
- Dedicating staff time for participation in training exercises.
- Preparing and maintaining supporting SOPs and annexes (including incorporation of NIMS components, principles, and policies).

4.2.3 Responsibilities by Function

Emergency functions (EFs) include services required for an effective emergency management program, of which response is a key element. EFs are performed by agencies including fire departments/districts, law enforcement, EMS providers, and public health, environmental health, and public works departments.

Agencies with responsibilities under an EF may serve in one of the following roles:

- **Primary Agency(s) –** Identify lead agencies for emergency functions based on the agency's coordinating responsibilities, authority, functional expertise, resources, and capabilities in managing incident activities. Departments or agencies assigned as primary may not be responsible for all elements of a function and will coordinate with primary agencies at other levels of government and supporting agencies to ensure operational continuity.
- **Supporting Agency(s)** – Identify agencies with substantial support roles during major incidents.
- **Community Partners** – Identify nongovernmental organizations that provide subject matter expertise and support emergency operations.
- **State and Federal Agencies** – Identify the appropriate primary agencies at both the State and federal levels.

4.2.3.1 Transportation

Primary County Agency: Roads Department
Supporting County Agencies: Sheriff's Office, HHS, Lassen Rural Bus
Primary City Agency: Susanville Sanitation Department
Supporting City Agencies: Police Department
Community Partners: Hospitals, School Districts, Rideshare Programs, Senior centers, Susanville Indian Rancheria
Primary State Agencies: California Department of Transportation, California Highway Patrol
Primary Federal Agency: Department of Homeland Security

Transportation-related responsibilities include:

- Monitoring and reporting the status of and any damage to the City and County's transportation system and infrastructure.
- Identifying temporary alternative transportation solutions that can be implemented by others when City and County systems or infrastructure are damaged, unavailable, or overwhelmed.
- Coordinating the restoration and recovery of City and County transportation systems and infrastructure.
- Coordinating support of emergency operations activities among transportation stakeholders within the City and County's authorities and resources limitations.

See EF 1 – Transportation for more details.

4.2.3.2 Communications

Primary County Agency: Sheriff's Office
Supporting County Agencies: CAL FIRE Lassen Modoc Unit, HHS
Primary City Agency: Police Department
Supporting City Agencies: Fire Department
Community Partners: Amateur Radio Emergency Services, Internet, Phone providers
Primary State Agencies: Cal OES – Public Safety Communications Office, California Highway Patrol
Primary Federal Agency: Department of Homeland Security

Alert and Warning

Responsibilities related to alert and warning include:

- Monitoring emergency communications networks.
- Disseminating emergency alerts, as requested by the on-scene Incident Commander, EOC Director, or PIO.
- Receiving and disseminating warning information to the public and key City and County Officials.
- Activating the reverse dialing system.
- Delivering prompt, actionable, and clear information using culturally and linguistically appropriate methods to inform emergency responders and the public about recommended or required protective measures.

Communication Systems

Communication-related responsibilities include:

- Establishing and maintaining emergency communications systems.
- Coordinating the use of all public and private communication systems necessary during emergencies.
- Managing and coordinating all emergency communication within the EOC, once activated.
- Managing and coordinating all emergency notifications to departments and officials (e.g., during transition to continuity facilities or succession notification).
- Coordinate with service providers to restore sufficient communications infrastructure in affected areas to support life-sustaining activities, provide basic human needs, and facilitate the transition to recovery.

Additional resources that may be utilized include the California Health Alert Network, HHS Community Relations Unit, NOAA Weather Radios, and the Regional Cal OES Response Vehicle.

See the Lassen County Interoperable Communications Plan and EF 2 – Communications for more details.

4.2.3.3 Construction and Engineering

Primary County Agency: Public Works/Roads Department
Supporting County Agencies: Special Districts, Building and Planning
Primary City Agency: Susanville Sanitation Department
Supporting City Agencies: Planning
Community Partners: Lassen Municipal Utility District, Pacific Gas and Electric Company (PG&E), Plumas-Sierra Rural Electric, Sierra Army Depot, engineering companies
Primary State Agencies: California Government Office – Department of General Services
Primary Federal Agency: Department of Defense/U.S. Army Corps of Engineers, Department of Homeland Security, U.S. Forest Service (USFS), Bureau of Land Management (BLM)

Responsibilities related to public works and engineering include:

- Conducting pre-incident and post-incident assessments of public works and infrastructure.
- Executing emergency contract support for life-saving and life-sustaining services.
- Coordinating stabilization and repair of damaged public infrastructure and critical facilities.
- Coordinating repair and restoration of the City and County's critical infrastructure.
- Coordinating disaster debris management activities.

See EF 3 – Construction and Engineering for more details.

4.2.3.4 Fire and Rescue

Primary County Agency: Cal OES Fire and Rescue Operational Area Coordinator
Supporting County Agencies: County OES, County Environmental Health (during HazMat incidents), County Sheriff's Search and Rescue Team
Primary City Agency: Fire Department
Supporting City Agencies: N/A
Community Partners: Local fire service agencies, USFS, National Park Service, BLM, Sierra Army Depot Fire Services, Sierra Emergency Medical Services Alliance, PHI Air Medical, California Highway Patrol
Primary State Agencies: Cal OES – Fire and Rescue Division, CAL FIRE
Primary Federal Agency: U.S. Department of Agriculture/Fire Service, Bureau of Land Management

Fire Services

Responsibilities related to fire service include:

- Providing fire prevention, fire suppression, and emergency medical aid to prevent loss of life, loss of property, and damage to the environment.
- Providing hazardous materials spills emergency response, planning, and coordination.
- Conduct search and rescue operations to locate and rescue people in distress.
- Performing specialized rescue (e.g., water, high-angle, structural collapse), as needed and practical.

Fires originating in or potentially impacting lands designated as State Responsibility Areas or Federal Responsibility Areas will be managed per the authorities outlined in the California Master Cooperative Wildland Fire Management and Stafford Act Response Agreement. Land management agencies (CAL FIRE, USFS, National Park Service, and BLM) could be partners in any response operations and communication between the County, State, and federal agencies will be essential.

Search and Rescue

Responsibilities related to search and rescue include:

- Coordinating available resources to search for and rescue persons lost outdoors.
- Cooperating with and extending assistance to surrounding jurisdictions, on request and as resources allow.

Specialty search and rescue resources in the County include a swift water rescue team and a dive team.

See EF 4 – Fire and Rescue for more details.

4.2.3.5 Management

Primary County Agency: County OES
Supporting County Agencies: Sheriff's Office, Health and Social Services Agency
Primary City Agency: Fire Department
Supporting City Agencies: Police Department
Community Partners: N/A
Primary State Agencies: Cal OES
Primary Federal Agency: U.S. Department of Homeland Security/ FEMA

Emergency Operations Center

The County Emergency Services Chief is responsible for maintaining the readiness of the EOC, identifying support staff, and ensuring that they are adequately trained to perform their position duties. Departments will be requested to designate personnel who can be made available to be trained by Emergency Services staff and to work in the EOC during an emergency. Other departments may be requested to provide assistance in an emergency.

The following tasks are necessary for the City and County to activate and utilize the EOC to support and coordinate response operations during an emergency:

- Providing coordination of resources and emergency communications at the request of the on-scene Incident Commander.
- Maintaining contact with neighboring jurisdictions.
- Maintaining the EOC in an operating mode, as required by the incident, or ensuring that the EOC space can be converted into an operating condition.
- Requesting department representatives (by title) to report to the EOC and developing procedures for crisis training.
- Activate and deactivate EFs as required by the incident.

- Coordinate an effective response among EFs when an emergency occurs.
- Provide support to EFs as requested.
- Ensuring that EOC personnel operate in accordance with ICS.
- Ensuring accurate record keeping.
- Developing and identifying duties of staff, use of displays and message forms, and procedures for EOC activation.

Additional information technology resources that may be utilized are the CalEOC incident management software, Resource Ordering Status System (ROSS), Situation Awareness Collaboration Tool (SCOUT), and EM Resource for tracking of hospital beds and casualty alerts.

Information and Planning

The federal government, coordinated by FEMA, utilizes ESF #5 – Information and Planning to fulfil these responsibilities. The ESF and local EF should maintain situational awareness throughout the emergency operation and ensure that it is organized in accordance to SEMS/NIMS.

See Chapter 5 – Command and Control and EF 5 – Emergency Management for more details.

4.2.3.6 Care and Shelter

Primary County Agency: Health and Social Services Agency
Supporting County Agencies: County OES
Primary City Agency: *County Health and Social Services Agency
Supporting City Agencies: Fire Department
Community Partners: Red Cross, school districts, faith-based organizations, Humane Society and other local animal nonprofit organizations
Primary State Agencies: California Health and Human Services Agency
Primary Federal Agency: U.S. Department of Health and Human Services

*City does not maintain capabilities to address health and social services.

HSSA, with support from the American Red Cross (Red Cross), is responsible for ensuring that the mass care needs of the affected population are met, including sheltering, feeding, providing first aid, and reuniting families. Relevant operations are detailed in EF 6 – Care and Shelter and EF 11 – Food and Agriculture. Responsibilities related to mass care, emergency assistance, housing, and human services include:

- Maintaining and implementing procedures for care and shelter of displaced citizens.
- Maintaining and implementing procedures for the care and shelter of animals in an emergency.
- Delivering resources and capabilities to feed and shelter displaced citizens, including those with access and functional needs (may coordinate with the Red Cross, Salvation Army, or other disaster relief organizations).
- Identifying, establishing, staffing, and equipping emergency shelters, ensuring that shelters are accessible for individuals with access and functional needs.
- Providing emotional support to affected individuals.

- Coordinating support with other departments, relief agencies, and volunteer groups.
- Designating a coordinator/liaison to participate in all phases of the emergency management program, when necessary or as requested.
- Providing emergency counseling for disaster victims and emergency response personnel suffering from behavioral and emotional disturbances.
- Coordinating with faith-based organizations and other volunteer agencies.
- Identifying emergency feeding sites (coordinating with the Red Cross and Salvation Army).
- Coordinating operation of shelter facilities operated by the County, local volunteers, or organized disaster relief agencies such as the Red Cross.
- Coordinating special care requirements for sheltered groups such as unaccompanied children and the elderly.
- Transitioning displaced people to interim housing.

See EF 6 – Care and Shelter or the County Care and EF 11 – Food and Agriculture for more details.

4.2.3.7 Resources

Primary County Agency: County OES
Supporting County Agencies: Sheriff's Office, HHS, Public Works/Roads Department
Primary City Agency: Fire Department
Supporting City Agencies: Police Department, Susanville Sanitation Department
Community Partners: American Red Cross
Primary State Agencies: California Government Operations Agency, Department of General Services, Cal OES, CAL FIRE
Primary Federal Agency: U.S. Department of Homeland Security/FEMA, USFS, California Department of Corrections and Rehabilitation

Responsibilities related to logistics management and resource support include:

- Establishing procedures for employing temporary personnel for disaster operations.
- Establishing and maintaining a staffing reserve, in cooperation with law enforcement.
- Coordinating deployment of reserve personnel to departments requiring augmentation.
- Establishing emergency purchasing procedures and/or a disaster contingency fund.
- Maintaining records of emergency-related expenditures for purchases and personnel.
- Coordinating mutual aid request to CalOES.

Volunteer organizations such as the Red Cross and Salvation Army may be utilized to coordinate donation management.

The County follows FEMA resource typing guidelines.

See EF 7 – Resources for more details.

4.2.3.8 Public Health and Medical

Primary County Agency: Health and Social Services (including Public Health, Environmental Health, and Behavioral Health)
Supporting County Agencies: County OES, Sheriff's Office
Primary City Agency: *County Health and Social Services (including Public Health, Environmental Health, and Behavioral Health)
Supporting City Agencies: Fire Department
Community Partners: American Red Cross, Sierra Medical Services Alliance, Hospitals, Prisons, Sierra Army Depot, medical air transport providers, health clinics
Primary State Agencies: California Health and Human Services Agency
Primary Federal Agency: U.S. Department of Health and Human Services

*City does not maintain capabilities to address health and social services.

Public Health

The Public Health Division Director for the County is responsible for coordinating the public health and welfare services required to cope with the control of communicable and non-communicable diseases associated with major emergencies, disasters, and/or widespread outbreaks. Such outbreaks may be caused by bioterrorism, epidemic or pandemic diseases, novel and highly fatal infectious agents, or biological or chemical toxin incidents. The Public Health Officer or designee also serves as the public health representative for the County EMO. Relevant operations are detailed in EF 6 – Care and Shelter and EF 8 – Public Health and Medical Services.

Responsibilities related to public health include:

- Coordinating with hospitals, clinics, nursing homes/care providers, and behavioral health organizations for potential surge needs.
- Coordinating public health surveillance.
- Coordinating medical mutual aid activities in coordination with the Regional Disaster Medical and Health Specialist (Nor-Cal EMS Agency).
- Coordinating medical countermeasure receipt, distribution and dispensing in support of treatment or mass prophylaxis (oral or vaccination), if needed.
- Coordinating isolation and/or quarantine actions, as needed
- Coordinating dissemination of public health information.
- Serve as the Medical Health Operational Area Coordinator (MHOAC) Program jointly with the local EMS agency in accordance with California Health and Safety Code 1797.153(a) and have primary responsibility for duties 9 through 17 outlined in California Health and Safety Code 1797.153(c), which are:

  (9) Health surveillance and epidemiological analyses of community health status.

  (10) Assurance of food safety.

  (11) Assist in management of exposure to hazardous agents.

  (12) Assist in coordination of mental health services.

(13) Provision of medical and health public information protective action recommendations.

(14) Assist in coordination of vector control services.

(15) Assurance of drinking water safety.

(16) Assurance of the safe management of liquid, solid, and hazardous wastes.

(17) Investigation and control of communicable disease.

- Provide a point of contact and back-up for the Lassen County MHOAC Program responsibilities.
- Designating a coordinator/liaison to participate in all phases of the County's emergency management program, when necessary or as requested.

Medical Services

EMS-related responsibilities include:

- Providing emergency medical care and transport.
- Coordinating EMS resources.
- Requesting additional EMS assets as necessary.

Lassen County Health and Social Services – Public Health responsibilities include:

- Serve as the MHOAC Program jointly with the local EMS agency in accordance with California Health and Safety Code 1797.153(a) and have primary responsibility for duties 1 through 8 outlined in California Health and Safety Code 1797.153(c), which are:

  (1) Assessment of immediate medical needs.

  (2) Coordination of disaster medical and health resources.

  (3) Coordination of patient distribution and medical evaluations.

  (4) Coordination with inpatient and emergency care providers.

  (5) Coordination of out-of-hospital medical care providers.

  (6) Coordination and integration with fire agencies personnel, resources, and emergency fire pre-hospital medical services.

  (7) Coordination of providers of non-fire based prehospital emergency medical services.

  (8) Coordination of the establishment of temporary field treatment sites.

- Provide a point of contact and backup for the Lassen County MHOAC Program responsibilities.

Responsibilities related to Sheriff-Coroner include:

- Coordinating mass fatality operations under the Lassen County Sheriff's Office Mass Fatality Plan with the Medical Examiner and Funeral Directors to provide identification and disposal of the dead.
- Sharing information with Care and Shelter EF to assist in family reunification.
- Providing counseling to the bereaved.

See EF 8 – Public Health and Medical for more details.

4.2.3.9 Hazardous Materials Response

Primary County Agency: Hazardous Materials Response Team (Type 2)
Supporting County Agencies: County OES
Primary City Agency: Fire Department (Hazardous Materials Response Team – Type 2)
Supporting City Agencies: N/A
Community Partners: Shasta Hazardous Materials Response Team, Health and Social Services Agency (Environmental Health), National Guard 9th Civil Support Team, FEMA Region 9 Decontamination Team, U.S. Environmental Protection Agency Region 9 Superfund Technical Assessment and Response Team, private contractors
Primary State Agencies: California Highway Patrol (CHP), California Environmental Protection Agency, Department of Toxic Substances Control; Cal OES, Fire and Rescue Division, Hazardous Materials Section
Primary Federal Agency: U.S. Environmental Protection Agency

Responsibilities related to oil and hazardous materials include:

- Conducting oil and hazardous materials response (chemical, biological, etc.).
- Providing remote consultation, as needed.
- Assessing the potential health effects of a hazardous materials release.
- Identifying the needs for hazardous materials incident support from regional and State agencies.
- Recommending protective actions related to hazardous materials releases for the public and responding agencies.
- Conducting environmental short- and long-term cleanup.

Radiological Response

Responsibilities related to radiological protection include:

- Providing localized radiological monitoring and reporting network, when necessary.
- Securing initial and refresher training for instructors and monitors.
- Providing input to the statewide monitoring and reporting system from incident scenes, as necessary.
- Under fallout conditions, providing officials and department heads with information regarding fallout rates, fallout projections, and allowable doses provided by the State Radiation Protection Services or federal government.
- Providing monitoring services and advice at the scenes of accidents involving radioactive materials.

In the County, the primary chemical concerns are chlorine and ammonia stored at fixed sites. High risk transportation routes for hazardous materials include Highway 395 and other State routes.

See EF 10 – Hazardous Materials for more details.

4.2.3.10 Food and Agriculture

Primary County Agency: Health and Social Services Agency
Supporting County Agencies: Sheriff's Office/Animal Control, County Agricultural Commissioner (pets and pesticides), Environmental Health, County Planning and Building Services
Primary City Agency: ***County Health and Social Services Agency
Supporting City Agencies: Fire Department, City Community Development Department
Community Partners: University of California Cooperative Extension, American Red Cross, Lassen National Park, Indian Rancheria
Primary State Agencies: California Department of Food and Agriculture
Primary Federal Agency: U.S. Department of Homeland Security/FEMA

*City does not maintain capabilities to address health and social services.

Responsibilities related to agriculture and natural resources include:

- Providing nutrition assistance.
- Conducting animal and plant disease and pest response.
- Monitoring food safety and security.
- Providing natural and cultural resources and historic properties protection and restoration.
- Coordinating with pet-owners in protecting the safety and well-being of household pets (working alongside EF 6 – Care and Shelter.

See EF 11 – Food and Agriculture for more details.

4.2.3.11 Utilities

Primary County Agency: Roads Department
Supporting County Agencies: Special Districts
Primary City Agency: Susanville Sanitation Department
Supporting City Agencies: N/A
Community Partners: PG&E, Plumas-Sierra Rural Electric Cooperative, Lassen Municipal Utility District, Surprise Valley Electric, Comcast, AT&T, Verizon, Frontier Communication, Zito Media, local water districts/authorities and sanitation districts, cell phone carriers, over-the-air television providers
Primary State Agencies: California Natural Resources Agency, California Utility Emergency Association
Primary Federal Agency: U.S. Department of Energy

Responsibilities related to energy and utilities include:

- Coordinating with local utilities to restore and repair damaged infrastructure and accompanying systems.

- Identifying customers with special utility service needs (i.e., assisted living centers or those requiring electricity for medical needs) and establishing service recovery priorities.
- Coordinating with local utilities to reduce the risk of physical or cyber-attack on lifeline utility systems.
- Coordinating temporary emergency power generation capabilities to support critical facilities until permanent restoration is accomplished. Critical facilities may include primary and alternate EOCs, hospitals/critical care facilities, designated shelters, government offices/facilities, water/sewage systems, and other essential community services.

See EF 12 – Utilities for more details.

4.2.3.12 Law Enforcement

Primary County Agency: Sheriff's Office
Supporting County Agencies: County OES
Primary City Agency: Police Department
Supporting City Agencies: Fire Department
Community Partners: Surrounding Sheriff's Offices, Police Departments, Fire agencies, mutual aid partners
Primary State Agencies: California Highway Patrol, Cal OES, Law Enforcement Division
Primary Federal Agency: U.S. Department of Justice, BLM, USFS, U.S. Fish and Wildlife Service

In the event of terrorist activity, the Federal Bureau of Investigation will be the lead agency for any response. The Federal Drug Enforcement Agency may also be involved in a supporting role.

Responsibilities related to law enforcement include:

- Protecting life and property and preserving order.
- Protecting critical infrastructure during prevention activities or emergency response, when requested.
- Providing law enforcement and criminal investigation.
- Providing traffic control, crowd control, and site security.
- Isolating damaged areas.
- Providing damage reconnaissance and reporting.
- Conducting search and rescue operations (particularly lost person search and rescue), including all necessary training for Search and Rescue responders (coordinate with EF 4 – Fire and Rescue).
- Coordinating and planning evacuation procedures and operations.
- Maintaining mutual aid agreements.

See EF 13 – Law Enforcement for more information.

4.2.3.13 Long-Term Recovery

Primary County Agency: County OES, HHS
Supporting County Agencies: Sheriff's Office, County Supervisors, Public Works, Health and Social Services Agency, Building and Planning, Tax Assessor
Primary City Agency: Fire Department
Supporting City Agencies: Police Department, City Council, Susanville Sanitation Department
Community Partners: American Red Cross, local nonprofits
Primary State Agencies: State and Consumer Services Agency, Business Transportation Housing Agency
Primary Federal Agency: U.S. Department of Homeland Security/FEMA

Initial and Preliminary Damage Assessment

Responsibilities related to damage assessment include:

- Establishing a damage assessment team from among departments with assessment capabilities and responsibilities.
- Training and providing damage plotting team members to the EOC.
- Assisting in reporting and compiling information regarding deaths, injuries, and dollar damage to tax-supported facilities and to private property.
- Assisting in determining the geographic extent of the damaged area.
- Evaluating the effect of damage on the County's economic index, tax base, bond ratings, insurance ratings, etc. for use in long-range recovery planning.

See FA 4 – Recovery Strategy for more details.

Recovery Assistance

Recovery-related responsibilities include:

- Establishing Disaster Assistance Centers.
- Directing emergency recovery in times of disaster by providing leadership in coordinating private and governmental-sector emergency recovery efforts.
- Participating with State partners to conduct damage assessments.
- Identifying and facilitating availability and use of recovery funding.
- Accessing recovery and mitigation grant and insurance programs; providing outreach, public education, and community involvement in recovery planning.
- Coordinating logistics management and resource support, providing for Disaster Assistance Centers as needed.
- Locating, purchasing, and coordinating delivery of resources necessary during or after an incident in the County.
- Ensuring accurate documentation of the recovery effort to secure federal reimbursement of funds.

See EF 14 – Long-Term Recovery for more details.

4.2.3.14 Public Information

Primary County Agency: County OES, Sheriff's Office, Health and Social Services Agency
Supporting County Agencies: County Supervisors
Primary City Agency: Fire Department
Supporting City Agencies: City Council, Police Department
Community Partners: Media partners
Primary State Agencies: Cal OES, Office of Crisis Communications and Media Relations
Primary Federal Agency: U.S. Department of Homeland Security/FEMA

Individual departments may also be tasked with providing public information specific to their respective agencies' functions and the emergency.

Responsibilities related to public information include:

- Conducting ongoing hazard awareness and public education programs.
- During emergency response, compiling and disseminating critical information related to hazards, response operations, evacuations and evacuation routes, shelters, and other information to support live-saving and life-sustaining activities and protection of property.
- Coordinating with other agencies to ensure consistency of education and emergency information.
- Arranging for media representatives to receive regular briefings on the County's status during extended emergency situations.
- Securing printed and photographic documentation of the disaster situation.
- Handling unscheduled inquiries from the media and the public.
- Escorting media representatives within restricted areas.
- Being aware of non-English-speaking and/or bilingual population centers within the City and County and preparing training and news releases accordingly.
- Monitoring traditional media outlets and social media services and correcting misinformation.
- Overseeing and providing information to call-takers who receive requests for assistance from the public.
- Continuing to provide public information updates into the long-term recovery phases (see EF 14 – Long-Term Recovery).

See EF 15 – Public Information for more details.

4.2.3.15 Evacuation

Primary County Agency: Sheriff's Office
Supporting County Agencies: County OES, County Probation
Primary City Agency: Police Department
Supporting City Agencies: Fire Department
Community Partners: Media partners
Primary State Agencies: Cal OES, California Highway Patrol
Primary Federal Agency: U.S. Department of Homeland Security/FEMA

Responsibilities related to evacuation and population protection include:

- Defining responsibilities of departments and private-sector groups.
- Identifying high-hazard areas and corresponding numbers of potential evacuees.
- Coordinating evacuation planning, including:
  - Movement control
  - Health and medical requirements
  - Transportation needs
  - Emergency public information materials
  - Shelter and reception location
- Conducting evacuation alerts to the public through reverse dialing, EAS, and door-to-door notifications.
- Developing procedures for sheltering in place.
- Confirming and managing locations of staging areas and pick-up points for evacuees requiring public transportation.
- Providing guidance on commuting arrangements for essential workers during the evacuation period.
- Assisting with control and safety measures in the evacuated area.
- Conducting evacuation in accordance with existing City and County policy.
- If an evacuation is instituted, notifying the Red Cross (1-888-680-1455).

See EF 4 – Fire and Rescue and 13 – Law Enforcement for more information.

4.2.3.16 Volunteer and Donation Management

Primary County Agency: Health and Social Services Agency
Supporting County Agencies: County OES
Primary City Agency: Fire Department
Supporting City Agencies: Police Department
Community Partners: American Red Cross, Salvation Army, Community- and Faith-based Organizations, Volunteers Active in Disaster
Primary State Agencies: California Volunteers
Primary Federal Agency: U.S. Department of Homeland Security/FEMA

Government-Sponsored/ Organized Volunteers

Responding to incidents may exceed the County's resources. Government-sponsored volunteer organizations such as Community Emergency Response Teams, Red Cross, Fire Corps and/or

Medical Reserve Corps, Volunteers in Police Service, and volunteers associated with the faith-based community provide vital support to emergency response agencies in completing their assigned tasks.

Unaffiliated Volunteers and Donations

There is currently no plan to manage spontaneous volunteers. The County will direct unaffiliated volunteers to organized volunteer agencies such as the Red Cross or pre-designated organization within the faith based community so that they may be incorporated into the response effort.

The fire departments and law enforcement agencies may swear in volunteers as Disaster Service Workers on behalf of the California Government Code.

See EF 17 – Volunteer and Donation Management for more details.

4.3 Local and Regional Response Partners

The County falls within the Inland Region of Cal OES, and in Mutual Aid Region III. The Regional EOC is located in Sacramento. There are 31 counties and three Mutual Aid Regions within the Inland Region. Within the Regions, there are 123 incorporated cities. Cal OES administrative Regions are responsible for coordinating information and resources within the Region and between the SEMS State and Regional levels to ensure effective and efficient support to local response.

See the Cal OES website for details on the Region's EMO and detailed roles and responsibilities for State departments.

The emergency organization is supported by a number of outside organizations, including the incorporated cities, service organizations, and the private sector.

4.3.1 Private Sector

Private-sector organizations play a key role before, during, and after an incident. First, they must provide for the welfare and protection of their employees in the workplace. In addition, the City and County must work seamlessly with businesses that provide water, power, communication networks, transportation, medical care, security, and numerous other services upon which both response and recovery are particularly dependent. Essential private-sector responsibilities include:

- Planning for the protection of employees, infrastructure, and facilities.
- Planning for the protection of information and the continuity of business operations.
- Planning for, responding to, and recovering from incidents that impact private-sector infrastructure and facilities.
- Collaborating with emergency management personnel before an incident occurs to ascertain what assistance may be necessary and how private-sector organizations can help.
- Developing and exercising emergency plans before an incident occurs.
- Where appropriate, establishing mutual aid and assistance agreements to provide specific response capabilities.

- Providing assistance (including volunteers) to support local emergency management and public awareness during response and throughout the recovery process.

4.3.2 Community and Faith-Based Organizations

Nongovernmental and faith-based organizations play enormously important roles before, during, and after an incident. Nongovernmental/faith-based organizations such as the Red Cross provide sheltering, emergency food supplies, counseling services, and other vital support services to support response and promote the recovery of disaster victims. Nongovernmental and faith-based organizations also collaborate with responders, governments at all levels, and other agencies and organizations.

The roles of nongovernmental and faith-based organizations in an emergency may include:

- Training and managing volunteer resources.
- Identifying shelter locations and needed supplies.
- Providing critical emergency services to those in need, such as cleaning supplies, clothing, food shelter, and assistance with post-emergency cleanup.
- Identifying those whose needs have not been met and helping to coordinate assistance.

4.3.3 Individuals and Households

Although not formally a part of the City and County's emergency operations, individuals and households play an important role in the overall emergency management strategy. Community members can contribute by:

- Reducing hazards in their homes.
- Preparing emergency supply kits and household emergency plans that consider all members of the household, including children and pets.
- Monitoring emergency communications carefully.
- Volunteering with established organizations.
- Enrolling in emergency response training courses.
- Encouraging children to participate in preparedness activities.

4.4 State Response Partners

Under the direction and control of department heads, agencies of State government represent the State emergency operations organization. Responsibility for conducting EFs is assigned by the Governor to the department best suited to carry out each function applicable to the emergency situation. Some State agencies may call upon their federal counterparts to provide additional support and resources following established procedures and policies for each agency.

See the State of California Emergency Operations Plan for details on the State's EMO and detailed roles and responsibilities for State departments.

4.5 Federal Response Partners

Federal response partners are typically requested by the State Operations Center in the event that State resources become limited or specialized services are needed. In most instances, federal

resources become available following a formal declaration of emergency by the Governor. Thus, procedures and policies for allocating and coordinating resources at the federal level follow the California State Emergency Plan and, if necessary, the National Response Framework.

See the National Response Framework for details on the federal government's EMO and detailed roles and responsibilities for federal departments.

5 Command and Control

Section 5 of the EOP highlights the setting in which the EOC exists. It details the location, capabilities, and policies of the EOC. Additionally, it outlines a process for establishing operations within the EOC, including activation, EOC procedures, and deactivation.

5.1 General

The ultimate responsibility for command and control of departments and resources lies with the County Administrative Officer and City Administrator; however, the County Emergency Services Chief will maintain direction and control of the EMO, unless otherwise delegated. County emergency operations, both on scene and in the EOC, will be conducted in a manner consistent with SEMS, including use of ICS.

5.2 On-Scene Incident Management

Initial response to an incident will be managed by the responding agency (i.e., Public Works Department, Sheriff's Office, and/or Fire Department), who will assign an on-scene Incident Commander. The on-scene Incident Commander is responsible for performing or directing such duties as enforcing emergency measures and designating emergency areas. During the initial response, the on-scene Incident Commander may establish an Incident Command Post and may assume the responsibilities of Command Staff until delegated. Upon establishment of ICS, the on-scene Incident Commander may notify the County Emergency Services Chief or City Fire Chief and request activation of the EOC, as appropriate. The on-scene Incident Commander may also establish an on-scene Unified Command structure with County and State leads.

5.3 Incident Command System

ICS is a standardized, flexible, scalable, all-hazard incident management system designed to be utilized from the time an incident occurs until the need for management and operations no longer exists. The County will utilize ICS to manage resources and activities during an emergency response to communicate with other responding agencies using common terminology and operating procedures (Figure 5-3).

The County ICS structure can be expanded or contracted, depending on the incident's changing conditions. During a large-scale (Level 3) incident, it can be staffed and operated by qualified personnel from any emergency service agency and a variety of disciplines. The County ICS structure can also be utilized for lower level emergencies such as a minor incident involving a single emergency response agency (Level 1). The County has established an EMO, supporting EOC activation and ICS operational procedures, and position checklists. These checklists are appended to this Base Plan (Appendix C); however, this document does not perform the full function of an EOC manual.

5.3.1 Unified Command

Unified Command allows all agencies with jurisdictional authority or functional responsibility for the incident to jointly provide management direction to an incident through a common set of incident objectives and strategies and a single IAP. Each participating agency maintains its individual authority, responsibility, and accountability.

Table 5-1 presents a comparison of a single Incident Commander and Unified Command.

Table 5-1 Comparison of Single Incident Commander and Unified Commander

Single Incident Commander	Unified Command
The Incident Commander is solely responsible (within the confines of his or her authority) for establishing incident objectives and strategies. The Incident Commander is directly responsible for ensuring that all functional area activities are directed toward accomplishment of the strategy.	The individuals designated by their jurisdictional and organizational authorities (or by departments within a single jurisdiction) must jointly determine objectives, strategies, plans, resource allocations, and priorities and work together to execute integrated incident operations and maximize the use of assigned resources.

Source: ICS-300: Intermediate ICS for Expanding Incident Student Manual.

A Policy/Management Group will serve in an advisory function within Unified Command in the Operational Area EOC. This group is composed of the following:

- Board of Supervisors
- County Administrative Officer
- Emergency Management Council (Disaster Council)
- County OES personnel
- County Counsel
- Incorporated cities representatives if participating in a Unified Command
- Special districts representatives if participating in a Unified Command
- Representatives from State or federal agencies involved in the response

5.3.2 Area Command

An Area Command is a management structure established to oversee the organization of multiple incidents handled by separate ICS organizations, or very large incidents that involve multiple ICS organizations. Area Command is activated only if necessary, depending on the complexity of the incident and span-of-control, and does not have operational responsibilities. If activated, the Area Command:

- Sets overall incident-related priorities:
    - De-conflicts incident management objectives with other ICS organizations and established policies.
    - Allocates critical resources according to incident-related priorities.
    - Identifies critical resource needs and reports them to the EOCs.

- Conducts oversight:
    - Ensures proper management and effective communications and provides for personnel accountability and a safe operating environment.
    - Ensures that short-term emergency recovery is coordinated to assist in the transition to full recovery operations.

5.3.3 Multi-Agency Coordination

In the event that the County is coordinating a response with other jurisdictions or agencies (including the City of Susanville) with authority over the incident, it may choose to implement a Multi-Agency Coordination Group (MAC Group). Typically, administrators/executives, or their appointed representatives, who are authorized to commit agency resources and funds are brought together to form MAC Groups. Other names for MAC Groups include "multiagency committees" and "emergency management committees." A MAC Group can provide coordinated decision making and resource allocation among cooperating agencies and may establish the priorities among incidents, harmonize agency policies, and provide strategic guidance and direction to support incident management activities.

5.3.4 Joint Information

Joint Information Center

The JIC is a central location to facilitate consistent and coordinated public information during operations, established by the Incident Command. This JIC is established when the singular PIO is overtaxed by their responsibilities, or multiple agencies become involved in the incident. The JIC serves to ensure that the City, County, and supporting agencies are providing the public with coordinated interagency messages. The JIC helps to ensure that rumors and inaccurate information are minimized to maintain public confidence in the incident operations. The JIC location should be identified as soon as multi-agency coordination begins, and the location should be supplied with necessary equipment and resources.

Operations within the JIC are scalable. The JIC may exist as a meeting place for the City and County PIOs to coordinate messaging, or may exist as a location for multiple agencies to develop complex information campaigns. JICs may be established at the State and federal level as well, to ensure consistency of messaging at those levels. Incident Command may elect to establish a number of types of JICs, including:

- Incident JIC: Physical location integrated with the Incident Commander and easy for media to access.
- Virtual JIC: Established when a physical location is impractical; incorporates the use of technology and communication devices.
- Satellite JIC: A small-scale, off-site location from Incident Command or the EOC. Generally established to support a more robust JIC.

See EF 15 – Public Information for more information related to the JIC.

Joint Information System

A Joint Information System (JIS) is a structure that integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, accurate, accessible, timely, and complete information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander; advising the Incident Commander concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

5.4 Emergency Operations Center

The EOC supports incident response activities, including tracking, management, and allocation of appropriate resources and personnel, and may also serve as a Multi-Agency Coordination Center, if needed. During large-scale emergencies, the EOC may become the County seat of government for the duration of the crisis. The EOC does not provide tactical direction to the various incidents that are being conducted in the field using ICS. Field Incident Commanders have clear authority to command and tactically direct the resources under their control.

Depending on the type and size of incident, or at the request of the on-scene Incident Commander, the County may activate the EOC and assign an EOC Director. The EOC Director supports on-scene operations and coordinates mobilization of County resources. The request will be submitted to the County Emergency Services Chief, who will determine whether to activate the EOC and will assume, or designate, the role of EOC Director. In a more complex incident, the Incident Commander may relocate to the EOC to serve as part of the Unified Command or MAC Group, ensuring proper coordination of resources across agencies.

5.4.1 Emergency Operations Center Activation

The EOC will be activated when an emergency situation occurs that exceeds local and/or in-field capabilities to adequately respond to and mitigate an incident(s). The EOC will be activated when:

- Another local government in the Operational Area activates its EOC and requests the Operational Area EOC to be activated (CCR §2407(a)(1)).
    - The City of Susanville does not maintain its own EOC, and would likely request the County to fill that need.
- Two or more cities within the Operational Area proclaim a local emergency (CCR §2409(f)(2)).
- The County and one or more cities proclaim a local emergency (CCR §2409(f)(3)).
- A city or the county requests a Governor's proclamation of a State of Emergency (CCR §2409(f)(4)).
- The Governor proclaims a State of Emergency for the County or two or more cities (CCR §2409(f)(5)).
- Activation is recommended by County OES personnel.

The scope of an emergency, rather than the type, will largely determine whether the EOC will be activated, and to what level. When an emergency occurs in or affects the County, the EMO will operate at one of the following EOC activation levels:

- **Level 1 – Monitoring or OES staff scene support.** Level 1 emergency will normally be limited to County OES personnel.
- **Level 2 – Partial EOC activation with partial staff.** Level 2 requires limited staffing by key agencies involved or affected by an emergency confined to a specific area of the County, which stresses local resources.
- **Level 3 – Full EOC activation with full staff.** Level 3 is a full scale activation that requires full EOC staffing, as outlined in this plan, to address a large emergency affecting all or a large part of the County.

During emergency operations, and upon activation of the EOC, EOC staff will assemble and exercise direction and control, as outlined below.

1. The on-scene Incident Commander may establish an on-scene command post at the scene to maintain close contact and coordinate resources with the EOC.
2. The EOC will be activated by the County Emergency Services Chief, who may assume or designate the role of EOC Director. While the on-scene Incident Commander retains tactical control of the incident, the EOC Director assumes responsibility for coordinating and prioritizing County resources in support of emergency operations.
3. The EOC Director will determine the level of staffing required within the EOC and will alert the appropriate personnel, agencies, and organizations.
4. Emergency support operations will be conducted by County departments, augmented as required by trained reserves, volunteer groups, forces supplied through mutual aid agreements, and private contractors. County, State, and federal support will be requested if the situation dictates.
5. Communications equipment in the EOC will be used to receive information, disseminate instructions and notifications, and coordinate resources.
6. Department heads and organization leaders are responsible for assigned emergency functions, as outlined in the EFs.

The EOC may operate on a 24-hour basis, as appropriate.

5.4.2 Emergency Operations Center Location

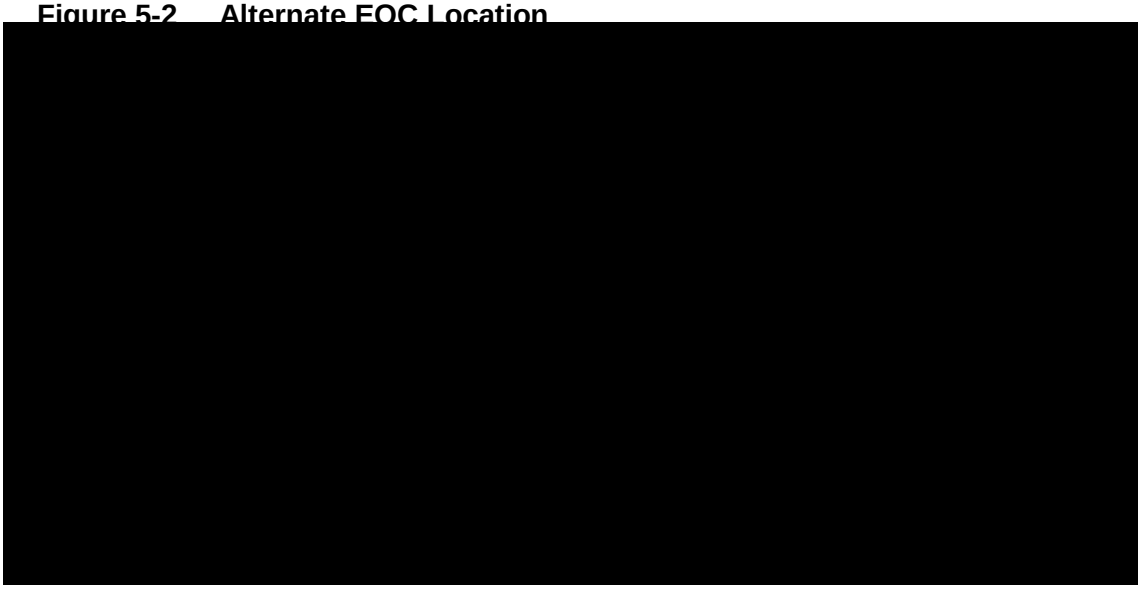
The **primary location** for the EOC is:

[redacted]

If necessary, the **alternate location** for the EOC is:

[redacted]

Figure 5-2 Alternate EOC Location



The location of the EOC can change as required by the needs of the incident. Coordination and control for emergency resources will take place from the EOC as long as environmental and incident conditions allow. However, if conditions require relocation of the EOC, then the EOC Director will designate an alternate facility.

5.4.3 Emergency Operations Center Action Plan

Action Planning is an essential element of SEMS at the local government level. Action planning is an important management tool that involves:

- A process for identifying priorities and objectives for emergency response coordinating, supporting, or recovery efforts.
- Plans that document the priorities and objectives, and the tasks and personnel assignments, associated with meeting the objectives.

The action planning process should involve the EOC Director and General Staff, along with other EOC elements, special district representatives, and other agency representatives, as needed. The Planning/Intelligence Section is normally responsible for development of the action plan and for facilitation of action planning meetings.

Action plans are developed for a specified operational period that may range from a few hours to 24 hours. The operational period is determined by first establishing a set of priority actions that need to be performed. A reasonable time frame is then established for accomplishing those actions. The action plans need not be complex but should be sufficiently detailed to guide EOC elements in implementing the priority actions. Part III of the Guidelines provides further information on developing action plans.

See Appendix B for documentation to developing an Incident Action Plan and details regarding the "Planning P".

5.4.4 Access and Security

During an emergency, access to the EOC will be limited to designated emergency operations personnel due to the large volume of incoming and outgoing sensitive information. Authorized personnel in the EOC include EOC staff, county or city officials, and those with legitimate business in the EOC. The EOC Director or Security Officer (if designated) may allow access on an individual, case-by-case basis. Appropriate security measures will be in place to identify personnel who are authorized to be present. All authorized EOC staff, visitors, and the media will be issued identification cards for EOC access. These identification cards will identify the bearers as visitors or members of the emergency management team.

5.4.5 Incident Management Software

The County utilizes Cal EOC incident management software to help gather, analyze, and disseminate information in the EOC. The County Emergency Services Chief is responsible for training EOC staff on the use of software, and a user's manual is maintained in the EOC.

5.4.6 Deactivation

Each incident will be evaluated to determine the need for continued operation of the EOC after the emergency response phase of the incident has been completed. This decision is made by the on-scene Incident Commander, EOC Director, and County Emergency Services Chief.

During the initial phase of the recovery period for a major disaster, it may be desirable to continue to operate the EOC during the day with limited staffing to facilitate dissemination of public and local government disaster relief information. This alternative should be weighed against the option of immediately requiring the County Administrative Officer and staff to manage recovery operations as part of their daily responsibilities.

The County Emergency Services Chief has the final approval authority for activation and closure of the EOC. Once the decision has been made to limit hours/staff or close the EOC, notification must be disseminated to the same agencies that were notified of its activation. If necessary, the EOC may also be re-opened (see activation procedures in Section 5.4.1) and emergency operations re-initiated at any time. As with initial activation, re-activation of the EOC occurs at the direction of the County Emergency Services Chief.

5.5 Emergency Operations Center Staffing

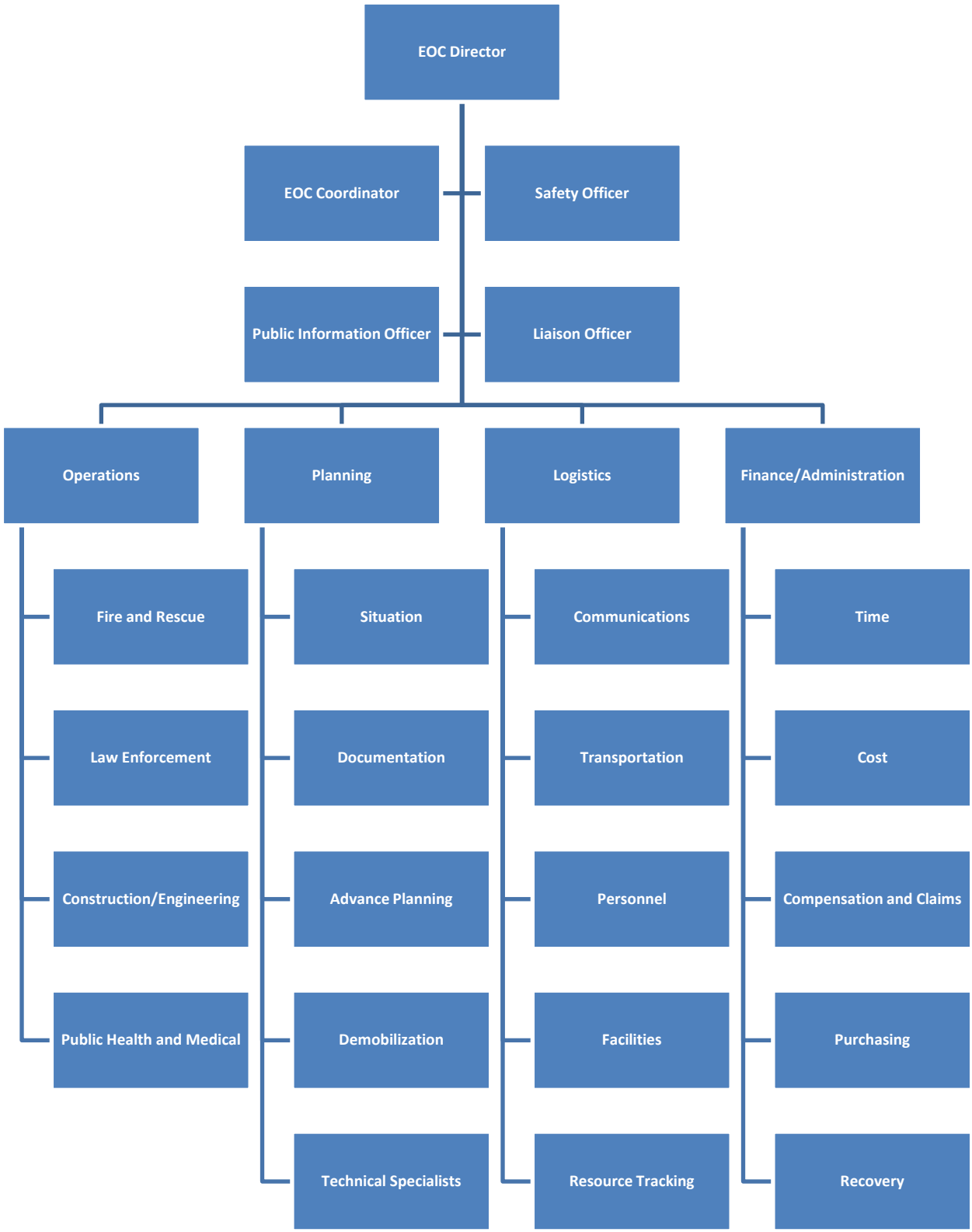
Depending on the incident type, assigned departments will provide staff to the EOC. At any time, if the incident expands or contracts, changes in jurisdiction or discipline, or becomes more or less complex, the on-scene Incident Commander or EOC Director may change to meet the needs of the incident. In the event that local staffing resources are not adequate to maintain the EOC, the County may request support from the State.

Departments involved in emergency operations and personnel assigned to Command and General Staff (if previously designated) are required to report to the EOC upon activation. Personnel assigned to the EOC have the authority to make the decisions associated with their Command and General Staff positions.

Due to limited personnel and resources available in the County, it is imperative that all primary and alternate EOC staff be trained on ICS functions outside their areas of expertise. Regularly exercising ICS, including sub-functions and liaison roles, with volunteers and other support staff will improve overall EOC operation efficiency.

- EOC staffing requirements for a Level 1 (monitoring) and/or Level 2 (partial) activation will be based on the scope and nature of the emergency, as well as current requirements.
- The County Emergency Services Chief will ensure that the appropriate functions of the emergency management organization are notified for Level 1 and 2 EOC activations.
- Staffing requirements for Level 3 (full) activations will require the entire EMO, including all sections.
- Extended EOC operations may require the use of multiple shifts and position alternates; the Policy/Management group will make this determination as the situation dictates.

Figure 5-3 Example of a Scalable Command Structure for the County



5.5.1 Emergency Operations Center Director

The EOC Director is responsible for operations in the EOC when it is activated and has overall responsibility for coordinating resources in support of emergency operations. In general, the EOC Director is responsible for:

- Maintaining EOC operations in accordance with the principles of ICS and NIMS.
- Approving and supporting implementation of an IAP.
- Coordinating activities in support of emergency operations.
- Approving release of information through the PIO.
- Performing the duties of the following Command Staff if no one is assigned to the position:
    - Safety Officer
    - PIO
    - Liaison Officer
- At any time, if the incident expands or contracts, changes in jurisdiction or discipline, or becomes more or less complex, the EOC Director may change to meet the needs of the incident.

5.5.1.1 Disaster Council

The Disaster Council coordinates with the EOC Director and Command Staff to establish priorities and set emergency policy. The Disaster Council shall meet at the onset of EOC activation and as required, based on determination by the Disaster Council or EOC Director.

5.5.2 Emergency Operations Center Command Staff

5.5.2.1 Safety Officer

The Safety Officer is responsible for the safety of emergency response personnel, EOC Command and General Staff, and their operations. The Safety Officer's responsibilities include:

- Identifying the initial hazards, determining personal protective equipment requirements, and defining decontamination areas.
- Implementing site and access control measures.
- Monitoring and assessing the health and safety of response personnel and support staff.
- Preparing and implementing a site Health and Safety Plan and updating the EOC Director, on-scene Incident Command, and Operations Chiefs as necessary regarding safety issues or concerns.
- Exercising emergency authority to prevent or stop unsafe acts.

5.5.2.2 Public Information Officer

The PIO will coordinate and manage the County's public information network, including local, regional, and State agencies; tribal entities; political officials; and other emergency management stakeholders. The PIO's duties include:

- Developing and coordinating release of information to incident personnel, media, and the general public.

- Coordinating information sharing among the public information network through the use of a JIS and, if applicable, participating in a JIC, established by Incident Command.
- Implementing information clearance processes with the EOC Director.
- Conducting and/or managing media briefings and implementing media-monitoring activities.

5.5.2.3 Liaison Officer

The Liaison Officer serves as the coordinator with outside agencies and organizations, and communicates with potentially multiple other liaisons. Specific liaison roles may be incorporated into the command structure established at the EOC, depending on the type of emergency incident that has occurred. Liaisons represent entities and organizations such as hospitals, school districts, tribes, public works/utility companies, and volunteer services such as the Red Cross. Responsibilities typically associated with a liaison role include:

- Serving as the contact point for local government officials, agency or tribal representatives, and stakeholders.
- Coordinating information and incident updates among interagency contacts, including the public information network.
- Providing resource status updates and limitations among personnel, capabilities, equipment, and facilities to the EOC Director, government officials, and stakeholders.

5.5.2.4 Security Officer

The security officer position at the EOC is responsible for control of access to the EOC and general security at the facility. Security officer duties include:

- Maintaining the check-in and checkout rosters.
- Providing 24-hour security at the EOC.
- Addressing situations resulting from inappropriate personnel or personnel actions at the EOC.

5.5.3 Emergency Operations Center General Staff

5.5.3.1 Operations Section Chief

The Operations Section Chief position is typically filled by the lead agency managing response activities for a specific type of incident. The Operations Chief is responsible for:

- Developing and coordinating tactical operations to carry out the IAP.
    - Managing field response activities
    - Directing implementation of unit operational plans
    - Requesting resources as needed
- Managing and incorporating community partners and stakeholders (private entities, companies, and nongovernmental organizations) into response operations.

The Operations Section may be organized into functional units representing agencies involved in tactical operations. The following agencies and organizations are typically included in the Operations Section:

- **Fire** – incidents dealing with fire, earthquake with rescue, or hazardous materials.
- **Law Enforcement** – incidents involving civil disorder/disturbance, significant security/public safety concerns, transportation-related accidents, and/or criminal investigations.
- **Public Health Officials** – contamination issues, disease outbreaks, and/or emergency incidents posing threats to human, animal, and environmental health.
- **Public Works** – incidents resulting in major utility disruptions, damage to critical infrastructure, and building collapse.
- **Private entities, companies, and nongovernmental organizations** may also support the Operations Section. Examples of support these organizations may provide include:
    - Grass roots social media support for situational awareness, as well as identifying and connecting resources to citizens in need
    - Non-hazardous debris clearance collection and disposal

5.5.3.2 Planning/Intelligence Section Chief

The Planning/Intelligence Section is responsible for forecasting the needs of the response as well as implementing appropriate procedures and processes. This section is typically supported by four primary units: Resources, Situation, Documentation, and Demobilization. The Planning/Intelligence Chief is responsible for:

- Collecting and evaluating information, and distributing incident information through status summaries.
    - For terrorist incidents, liaise with the STTAC.
- Maintaining resource status.
- Planning for and coordinating resource demobilization.
- Preparing and disseminating the IAP, including developing alternatives for tactical operations.
- Conducting planning meetings.

5.5.3.3 Logistics Section Chief

The Logistics Section is typically supported by the units responsible for supplies, food, communications, medical services, facilities, and ground support. Depending on the incident's type and size, these units may be divided into two branches: Service and Support. The Logistics Chief is responsible for:

- Requesting and managing resources to meet the needs of incident personnel, such as transportation-related equipment, EOC staff support services, supplies, facilities, and personnel.
- Coordinating with the Planning/Intelligence Section to estimate future support and resource requirements.
- Assisting with development and preparation of the IAP.

5.5.3.4 Finance/Administration Section

The Finance/Administration Section is activated for large-scale incidents or incidents that require emergency funding or use of specialized services and equipment that are not within the County's

resources. Potential units that may be assigned to this section include Compensation/Claims, Procurement, Cost, and Time. Conversely, during some incidents, responding agencies may not require outside assistance, or relatively minor finance or administrative operations are otherwise required. In these instances, the Finance/Administration section can be staffed by a technical specialist in the Planning/Intelligence Section. The Finance and Administration Chief is responsible for:

- Monitoring costs related to the incident.
- Maintaining accounting, procurement, and personnel time records.
- Conducting cost analyses.

5.5.3.5 Emergency Functions

Primary Agencies for each EF will coordinate needs and operations with the appropriate Section Chief to ensure effective use and minimize duplication of efforts. The Primary Agencies will meet with the appropriate Section Chief at the onset of each operational period to determine needs and ongoing requests via standard communication methods.

5.6 Department Operations Centers

In some circumstances, a particular department may have primary responsibility for coordinating the County's response to an emergency without full activation of the EOC. In that case, the department would establish a Department Operations Center (DOC) to support operations.

Upon activation of a DOC, notification will be made to the County Emergency Services Chief. The County may choose to activate the EOC to consolidate coordination efforts. In that case, the DOC would function as an Incident Command Post.

6 Plan Development, Maintenance, and Implementation

Section 6 of the EOP outlines the plan development process, prescribes plan maintenance and improvement processes, and provides plan training and exercise requirements.

6.1 Plan Review and Maintenance

The EOP will be re-promulgated when a new elected or appointed official takes office, or a minimum of every five years, to comply with State requirements. If awarded monies through the Emergency Management Performance Grant, this EOP will be reviewed every two years throughout the period of performance of the award. This review will be coordinated by the County Emergency Services Chief and will include participation by members from each of the departments assigned as lead agencies in this EOP and its supporting annexes. This review will:

- Verify contact information.
- Review the status of resources noted in the plan.
- Evaluate the procedures outlined in the plan to ensure their continued viability.

In addition, lead agencies will review the annexes and appendices assigned to their respective departments.

Recommended changes should be forwarded to:

Lassen County Emergency Services Chief
697-345 California Hwy 36
Susanville, CA 96130
Lassen.oes@fire.ca.gov

6.2 Training Program

To assist with training and preparing essential response staff and supporting personnel to incorporate ICS/NIMS concepts in all facets of an emergency, each agency and department is responsible for ensuring that critical staff are identified and trained at a level that enables effective execution of existing response plans, procedures, and policies.

The County Emergency Services Chief coordinates training for City and County personnel and encourages them to participate in training sessions hosted by other agencies, organizations, and jurisdictions throughout the region.

Current training and operational requirements set forth under NIMS have been adopted and implemented by the County (see minimum training requirements in Table 6-1). The County Emergency Services Chief maintains records and lists of training received by County personnel.

Training requirements apply to all first responders and disaster workers, including first-line supervisors, middle management, and Command and General Staff, as well as:

- EMS personnel
- Firefighters
- Law enforcement personnel
- Public works/utility personnel
- Health and social services/public and environmental health personnel
- Skilled support personnel
- Other emergency management response personnel
- Support/volunteer personnel at all levels

Table 6-1 Minimum Training Requirements

Emergency Personnel	Training Required
Direct role in emergency management or emergency response	IS-100, -700
First-line supervisors, mid-level management, and Command and General Staff	IS-100, -200, -700
Supervisory role in expanding incidents or a management role in an EOC	IS-100, -200, -700 ICS-300
Management capacity in an Area Command situation or EOC	IS-100, -200, -300, -700, -701 ICS-300, -400
Public Information Officers	IS-702
Resource management	IS-703
Communication or incident information systems	IS-701
Development of mutual aid agreements and/or mutual aid operational plans	IS-706
Planning	IS-800
Additional information about training requirements can be found on the Cal OES website at http://www.calema.ca.gov/TrainingandExercises/Pages/Training-and-Exercises.aspx *Independent study courses can be found at http://training.fema.gov/IS/crslist.asp.*	

6.3 Exercise Program

The City and County may conduct exercises throughout the year to test and evaluate this EOP. The County will coordinate with agencies; organizations (nonprofit, for profit, and volunteer); neighboring jurisdictions; and State and federal government to participate in joint exercises. These exercises may consist of a variety of tabletop exercises, drills, functional exercises, and full-scale exercises.

As appropriate, the County will use Homeland Security Exercise and Evaluation Program procedures and tools to develop, conduct, and evaluate these exercises. Information about this program can be found at http://hseep.dhs.gov.

The County Emergency Services Chief and City Fire Chief will work with City and County departments and agencies to identify and implement corrective actions and mitigation measures, based on exercises conducted through Emergency Management.

6.4 Event Critique and After Action Reporting

To document and track lessons learned from exercises, the County Emergency Services Chief will conduct a review, or "hot wash," with exercise participants after each exercise. The County Emergency Services Chief will also coordinate an AAR, which will describe the objectives of the exercise, document the results of the evaluation, and improve the County's readiness.

Reviews and AARs will also be facilitated after an actual disaster. All agencies involved in the emergency response will participate in the AAR. The AAR following an incident should describe actions taken, identify equipment shortcomings and strengths, and recommend ways to improve operational readiness. Recommendations may include future exercise events and programs. Success stores and lessons learned should be submitted to the Lessons Learned Information Sharing website (www.llis.gov). The County Emergency Services Chief will ensure that equipment, training, and planning shortfalls identified following an incident are addressed by the County's EMO.

6.5 Community Outreach and Preparedness Education

The County will educate the public about threats, disasters, and what to do when an emergency occurs. The County maintains an active community preparedness program and recognizes that citizen preparedness and education are vital components of the County's overall readiness.

Information about the County's public education programs, hazard and mitigation information, and other emergency management and emergency services can be found on the County's website at: http://www.lassencounty.org/dept/office-emergency-services/office-emergency-services.

6.6 Funding and Sustainment

It is a priority of the County to fund and maintain an EMO that ensures the County's ability to respond to and recover from disasters. The County Emergency Services Chief will work with the County Administrative Officer, Board of Supervisors, and community stakeholders to:

- Identify funding sources for emergency management programs, personnel, and equipment.
- Ensure that the Board is informed of progress toward building emergency response and recovery capabilities and is aware of gaps to be addressed.
- Leverage partnerships with local, regional, and State partners to maximize use of scarce resources.

THIS PAGE LEFT BLANK INTENTIONALLY

A Sample Disaster Proclamation Forms

(SUBMITT ALL PROCLAMATIONS TO CALOES TO VERIFY ALL INFORMATION IS PROVIDED FOR PRIOR TO BOARD ADDOPTION)

PROCLAMATION OF A LOCAL EMERGENCY BY COUNTY EMERGENCY SERVICES CHIEF OR COUNTY SHERIFF

(When completing remove either County Emergency Services Chief or County Sheriff depending on who is proclaiming)

WHEREAS, Lassen County Code Section 11.14.060 empowers the County Emergency Services Chief to proclaim the existence or threatened existence of a local emergency when this county is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 60 days thereafter until such local emergency is terminated; and

WHEREAS, the Emergency Services Chief or Sheriff of the County of Lassen does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within this county, caused by (List Causes) , commencing on or about (Day, Date) ; and,

That the Board of Supervisors of the County of Lassen is not in session (and cannot immediately be called into session);

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency;

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists (is now threatened to exist) throughout this county; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the County Emergency Services Chief, County Sheriff and the emergency organization of the county shall be those prescribed by state law, and by ordinance and resolutions of this county approved by the Board of Supervisors, and by the Lassen County and City of Susanville Emergency Operations Plan, as approved by the Board of Supervisors.

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the Director of the Governor's Office of Emergency Services.

(NAME) Date

County Emergency Services Chief

(SUBMITT ALL PROCLAMATIONS TO CALOES TO VERIFY ALL INFORMATION IS PROVIDED FOR PRIOR TO BOARD ADDOPTION)

PROCLAMATION OF A LOCAL HEALTH EMERGENCY BY COUNTY HEALTH OFFICER

WHEREAS, Section 101808, Health and Safety Code of the State of California empowers a local health official to proclaim the existence or threatened existence of a local health emergency when this county or any area thereof is affected or likely to be affected by an imminent and proximate threat of the introduction of any contagious, infectious, or communicable disease, chemical agent, noncommunicable biologic agent, toxin, or radioactive agent, and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 60 days thereafter until such local emergency is terminated; and

WHEREAS, the Health Officer of the County of Lassen does hereby find:

An imminent and proximate threat of the introduction of a contagious, infectious, or communicable disease, chemical agent, noncommunicable biologic agent, toxin, or radioactive agent exists within this county caused by (List Causes) ,commencing on or about (Day, Date); and,

That the Board of Supervisors of the County of Lassen is not in session (and cannot immediately be called into session);

That the aforesaid threats of an introduced a contagion, disease, agent, or toxin warrant and necessitate the proclamation of the existence of a local emergency;

WHEREAS, it has now been found that local resources are unable to cope with the effects of said health emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local health emergency now exists (is now threatened to exist) throughout this county; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local health emergency the powers, functions, and duties of the County Health Officer and the emergency organization of the county shall be those prescribed by state law, and by ordinance and resolutions of this county approved by the Board of Supervisors, and by the Lassen County and City of Susanville Emergency Operations Plan, as approved by the Board of Supervisors.

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the Director of the Governor's Office of Emergency Services.

(NAME) Date

County Health Officer

(SUBMITT ALL PROCLAMATIONS TO CALOES TO VERIFY ALL INFORMATION IS PROVIDED FOR PRIOR TO BOARD ADDOPTION)

PROCLAMATION OF A LOCAL EMERGENCY BY COUNTY EMERGENCY SERVICES CHIEF OR SHERIFF AND REQUEST OF THE GOVERNOR TO PROCLAIM A STATE OF EMERGENCY

(When completing remove either County Emergency Services Chief or County Sheriff depending on who is proclaiming)

WHEREAS, Lassen County Code Section 11.14.060 empowers the County Emergency Services Chief to proclaim the existence or threatened existence of a local emergency when this county is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 60 days thereafter until such local emergency is terminated; and

WHEREAS, the Emergency Services Chief or Sheriff of the County of Lassen does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within the county, caused by (List Causes) , commencing on or about (Day, Date); and,

That the Board of Supervisors of the County of Lassen is not in session (and cannot immediately be called into session); and,

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency; and,

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency.

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists (is now threatened to exist) throughout this county; and,

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the County Emergency Services Chief, County Sheriff and the emergency organization of the county shall be those prescribed by state law, and by ordinance and resolutions of this county approved by the Board of Supervisors, and by the Lassen County and City of Susanville Emergency Operations Plan, as approved by the Board of Supervisors; and,

IT IS FURTHER ORDERED that a copy of this declaration be forwarded to the Governor of California with the request that he proclaim the County of Lassen to be in a state of emergency; and,

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the Director of the Governor's Office of Emergency Services.

(NAME) Date

(SUBMITT ALL PROCLAMATIONS TO CALOES TO VERIFY ALL INFORMATION IS PROVIDED FOR PRIOR TO BOARD ADDOPTION)

PROCLAMATION OF A LOCAL EMERGENCY BY COUNTY EMERGENCY SERVICES CHIEF OR COUNTY SHERIFF AND REQUEST OF THE GOVERNOR TO PROCLAIM A STATE OF EMERGENCY AND TO REQUEST A PRESIDENTIAL DECLARATION

(When completing remove either County Emergency Services Chief or County Sheriff depending on who is proclaiming)

WHEREAS, Lassen County Code Section 11.14.060 empowers the County Emergency Services Chief to proclaim the existence or threatened existence of a local emergency when this county is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 60 days thereafter until such local emergency is terminated; and

WHEREAS, the Emergency Services Chief or County Sheriff of the County of Lassen does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within this county, caused by (List Causes) , commencing on or about (Day, Date); and,

That the Board of Supervisors of the County of Lassen is not in session (and cannot immediately be called into session);

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency;

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists (is now threatened to exist) throughout this county; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the County Emergency Services Chief, County Sheriff and the emergency organization of the county shall be those prescribed by state law, and by ordinance and resolutions of this county approved by the Board of Supervisors, and by the Lassen County and City of Susanville Emergency Operations Plan, as approved by the Board of Supervisors.

IT IS FURTHER ORDERED that a copy of this declaration be forwarded to the Governor of California with the request that he proclaim the County of Lassen to be in a state of emergency; and further that the Governor request a Presidential Declaration.

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the Director of the Governor's Office of Emergency Services.

(NAME) Date

RESOLUTION PROCLAIMING A LOCAL EMERGENCY

WHEREAS, California Government Code Section 8630 empowers the Board of Supervisors to proclaim the existence or threatened existence of a local emergency when this county is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 60 days thereafter until such local emergency is terminated; and

WHEREAS, the Board of Supervisors of the County of Lassen does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within this county, caused by (List Causes) , commencing on or about (Day, Date); and,

That the Board of Supervisors of the County of Lassen is not in session (and cannot immediately be called into session);

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency;

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists (is now threatened to exist) throughout this county; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the County Emergency Services Chief, County Sheriff and the emergency organization of the county shall be those prescribed by state law, and by ordinance and resolutions of this county approved by the Board of Supervisors, and by the Lassen County and City of Susanville Emergency Operations Plan, as approved by the Board of Supervisors.

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the Director of the Governor's Office of Emergency Services.

RESOLUTION PROCLAIMING A LOCAL EMERGENCY AND REQUEST OF THE GOVERNOR TO PROCLAIM A STATE OF EMERGENCY

WHEREAS, Government Code Section 8630 empowers the Board of Supervisors to proclaim the existence or threatened existence of a local emergency when this county is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 60 days thereafter until such local emergency is terminated; and

WHEREAS, the Board of Supervisors of the County of Lassen does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within the county, caused by (List Causes) , commencing on or about (Day, Date); and,

That the Board of Supervisors of the County of Lassen is not in session (and cannot immediately be called into session); and,

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency; and,

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency.

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists (is now threatened to exist) throughout this county; and,

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the County Emergency Services Chief, County Sheriff and the emergency organization of the county shall be those prescribed by state law, and by ordinance and resolutions of this county approved by the Board of Supervisors, and by the Lassen County and City of Susanville Emergency Operations Plan, as approved by the Board of Supervisors; and,

IT IS FURTHER ORDERED that a copy of this declaration be forwarded to the Governor of California with the request that he proclaim the County of Lassen to be in a state of emergency; and,

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the Director of the Governor's Office of Emergency Services.

RESOLUTION PROCLAIMING A LOCAL EMERGENCY AND REQUEST OF THE GOVERNOR TO PROCLAIM A STATE OF EMERGENCY AND TO REQUEST A PRESIDENTIAL DECLARATION

WHEREAS, California Government Code Section 8630 empowers the Board of Supervisors to proclaim the existence or threatened existence of a local emergency when this county is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 60 days thereafter until such local emergency is terminated; and

WHEREAS, the Board of Supervisors of the County of Lassen does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within this county, caused by (List Causes) , commencing on or about (Day, Date); and,

That the Board of Supervisors of the County of Lassen is not in session (and cannot immediately be called into session);

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency;

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists (is now threatened to exist) throughout this county; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the County Emergency Services Chief, County Sheriff and the emergency organization of the county shall be those prescribed by state law, and by ordinance and resolutions of this county approved by the Board of Supervisors, and by the Lassen County and City of Susanville Emergency Operations Plan, as approved by the Board of Supervisors.

IT IS FURTHER ORDERED that a copy of this declaration be forwarded to the Governor of California with the request that he proclaim the County of Lassen to be in a state of emergency; and further that the Governor request a Presidential Declaration.

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the Director of the Governor's Office of Emergency Services.

RESOLUTION REAFFIRMING THE EXISTENCE OF LOCAL EMERGENCY (AS PROCLAIMED BY THE BOARD OF SUPERVISORS)

WHEREAS, a local emergency exists in the County of Lassen in accordance with the proclamation by the Board of Supervisors on the (Date) as a result of conditions of extreme peril to the safety of persons and property have arisen within the county caused by (List Causes), commencing on or about (Day, Date) , at which time the Board of Supervisors of was not in session; and,

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency; and,

WHEREAS, it has been found that local resources are still unable to cope with the effects of said emergency;

NOW, THEREFORE, ITIS HEREBY PROCLAIMED AND ORDERED that said local emergency shall be deemed to continue to exist until its termination is proclaimed by the Board of Supervisors of the County of Lassen, State of California.

RESOLUTION REAFFIRMING THE EXISTENCE OF LOCAL EMERGENCY (AS PROCLAIMED BY THE COUNTY EMERGENCY SERVICES CHIEF)

WHEREAS, Lassen County Code Section 11.14.060 empowers the County Emergency Services Chief to proclaim the existence or threatened existence of a local emergency when this county is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 60 days thereafter until such local emergency is terminated; and

WHEREAS, a local emergency exists in the County of Lassen in accordance with the proclamation by the Board of Supervisors on the (Date) as a result of conditions of extreme peril to the safety of persons and property have arisen within the county caused by (List Causes), commencing on or about (Day, Date) , at which time the Board of Supervisors of was not in session; and,

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency; and,

WHEREAS, it has been found that local resources are still unable to cope with the effects of said emergency;

NOW, THEREFORE, ITIS HEREBY PROCLAIMED AND ORDERED that said local emergency shall be deemed to continue to exist until its termination is proclaimed by the Board of Supervisors of the County of Lassen, State of California.

RESOLUTION REAFFIRMING THE EXISTENCE OF LOCAL HEALTH EMERGENCY (AS PROCLAIMED BY THE COUNTY HEALTH OFFICER)

WHEREAS, Section 101808, Health and Safety Code of the State of California empowers a local health official to proclaim the existence or threatened existence of a local health emergency when this county or any area thereof is affected or likely to be affected by an imminent and proximate threat of the introduction of a contagious, infectious, or communicable disease, chemical agent, noncommunicable biologic agent, toxin, or radioactive agent, and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 60 days thereafter until such local emergency is terminated; and

WHEREAS, a local health emergency exists in the County of Lassen in accordance with the proclamation by the Board of Supervisors on the (Date) as a result of an imminent and proximate threat of the introduction of a contagious, infectious, or communicable disease, chemical agent, noncommunicable biologic agent, toxin, or radioactive agent within this county caused by (List Causes), commencing on or about (Day, Date); and,

That the aforesaid threats of an introduced contagion, disease, agent, or toxin warrant and necessitate the proclamation of the existence of a local health emergency;

WHEREAS, it has been found that local resources are still unable to cope with the effects of said health emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that said local health emergency shall be deemed to continue to exist until its termination is proclaimed by the Board of Supervisors of the County of Lassen, State of California.

RESOLUTION TERMINATING EXISTENCE OF LOCAL EMERGENCY (AS PROCLAIMED BY THE COUNTY EMERGENCY SERVICES CHIEF OR COUNTY SHERIFF)

(When completing remove either County Emergency Services Chief or County Sheriff depending on who is proclaiming)

WHEREAS, a local emergency exists in the County of Lassen in accordance with the proclamation by the County Emergency Services Chief or County Sheriff on the (Date) and its ratification by the Board of Supervisors on (List Dates) as a result of conditions of extreme peril to the safety of persons and by property by (List Causes) ; and,

WHEREAS, the situation resulting from said conditions of extreme peril is now deemed to be within the control of normal protective services, personnel, equipment, and facilities of and within the County of Lassen;

NOW, THEREFORE, the Board of Supervisors of the County of Lassen, State of California, does hereby proclaim the termination of said local emergency.

RESOLUTION TERMINATING EXISTENCE OF LOCAL HEALTH EMERGENCY
(AS PROCLAIMED BY THE COUNTY HEALTH OFFICER)

WHEREAS, a local emergency exists in the County of Lassen in accordance with the proclamation by the Lassen County Health Officer on the (Date) and its ratification by the Board of Supervisors on (List Dates) as a result of imminent and proximate threat of the introduction of a contagious, infectious, or communicable disease, chemical agent, noncommunicable biologic agent, toxin, or radioactive agent arising within this County caused by (List Causes) ; and,

WHEREAS, the situation resulting from said threat of an introduced contagion, disease, agent, or toxin is now deemed to be within the control of normal protective services, personnel, equipment, and facilities of and within the County of Lassen;

NOW, THEREFORE, the Board of Supervisors of the County of Lassen, State of California, does hereby proclaim the termination of said local health emergency.

RESOLUTION TERMINATING EXISTENCE OF LOCAL EMERGENCY (AS PROCLAIMED BY BOARD OF SUPERVISORS)

WHEREAS, a local emergency exists in the County of Lassen in accordance with the proclamation by the Board of Supervisors on the (Date) as a result of conditions of extreme peril to the safety of persons and by property by (List Causes); and,

WHEREAS, the situation resulting from said conditions of extreme peril is now deemed to be within the control of normal protective services, personnel, equipment, and facilities of and within the County of Lassen;

NOW, THEREFORE, the Board of Supervisors of the County of Lassen, State of California, does hereby proclaim the termination of said local emergency.

B Incident Command System Forms

The following ICS forms are included in this appendix.

ICS Form No.	Form Title
ICS Form 201	Incident Briefing
ICS Form 202	Incident Objectives
ICS Form 203	Organization Assignment List
ICS Form 204	Assignment List
ICS Form 205	Incident Radio Communications Plan
ICS Form 205a	Communications List
ICS Form 206	Medical Plan
ICS Form 207	Incident Organizational Chart
ICS Form 208	Safety Message/Plan
ICS Form 209	Incident Status Summary
ICS Form 210	Resource Status Change
ICS Form 211	Incident Check-in List
ICS Form 213	General Message
ICS Form 214	Activity Log
ICS Form 215	Operational Planning Worksheet
ICS Form 215a	Incident Action Plan Safety Analysis
ICS Form 218	Support Vehicle/Equipment Inventory
ICS Form 219	Resource Status Card (T-Card)
ICS Form 220	Air Operations Summary
ICS Form 221	Demobilization Plan
ICS Form 225	Incident Personnel Performance Rating

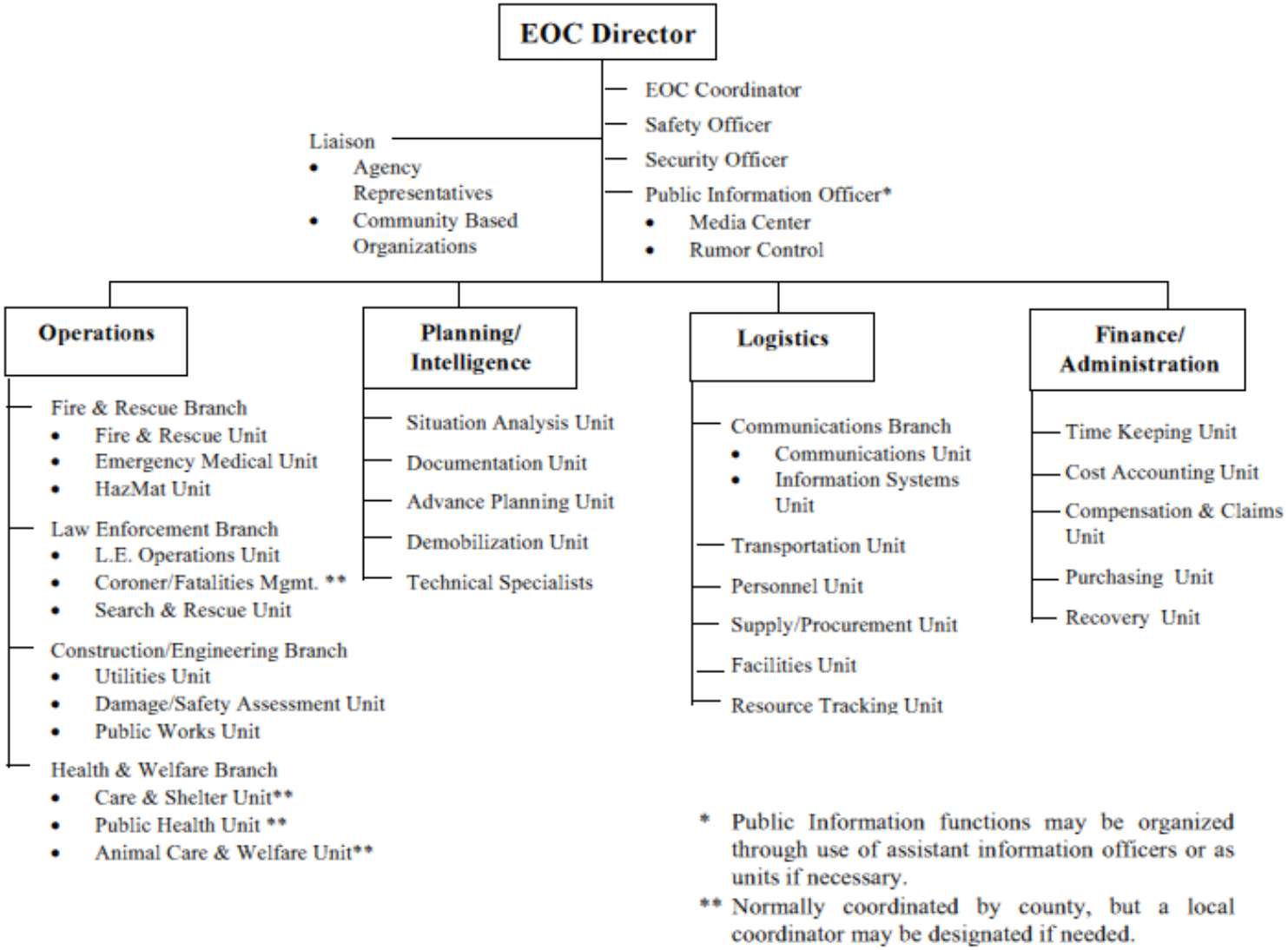
THIS PAGE LEFT BLANK INTENTIONALLY

C Emergency Operations Center Position Checklists

The following checklists are included in this appendix.

1. Air Operations Branch Director
2. Communication Unit Leader
3. Compensation/Claims Unit Leader
4. Cost Unit Leader
5. Demobilization Unit Leader
6. Division-Group Supervisor
7. Documentation Unit Leader
8. Facilities Unit Leader
9. Finance/Administration Section Chief
10. Food Unit Leader
11. Ground Support Unit Leader
12. EOC Director
13. Liaison Officer
14. Logistics Section Chief
15. Medical Unit Leader
16. Operations Branch Director
17. Operations Section Chief
18. Planning/Intelligence Section Chief
19. Procurement Unit Leader
20. Public Information Officer
21. Resources Unit Leader
22. Safety Officer
23. Service Branch Director
24. Situation Unit Leader
25. Staging Area Manager
26. Strike Team-Task Force Leader
27. Supply Unit Leader
28. Support Branch Director
29. Technical Specialist
30. Time Unit Leader

Figure C-1 EOC Position Organizational Chart



D Mutual Aid Agreements

The following mutual aid agreements are in place for the County:

- Emergency Management Mutual Aid via CalOES
- CA Fire Assistance Agreement via CalOES CFAA
- CFMA agreements
- TO BE DEVELOPED

THIS PAGE LEFT BLANK INTENTIONALLY

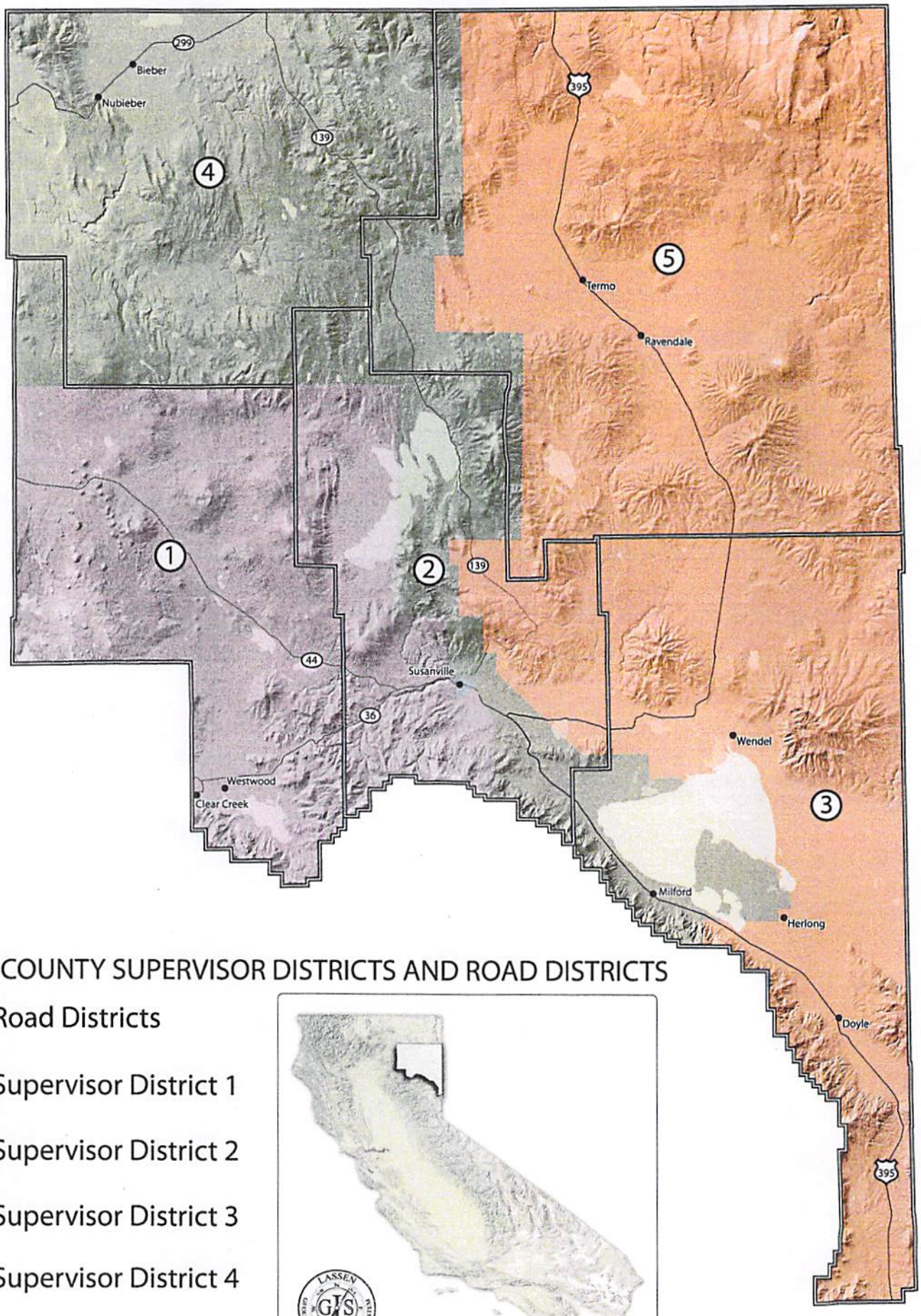
E Maps

The following maps have been included for reference:

- Board of Supervisors District Map – Shows Supervisor Districts by number.
- Lassen County – Shows the overall foot print of the County with major transportation routes.
- Lassen County Road District Map- Identifies the different County Road Districts by number.
- Lassen County Primary Jurisdictions – Shows what Jurisdiction has primary responsibility/ownership for Fire Protection.
- Lassen County Direct Protection Area – Shows what Agency has primary responsibility for Fire Protection based on Agreement with Land Ownership Jurisdiction.
- Lassen County Fire Districts – Shows each fire district located within Lassen County.
- Community Maps – Multiple maps that show the specific communities.

The information included in these maps can be obtained and recreated on a larger or smaller scale using ARC GIS to assist in incident management.

Board of Supervisors District Map



LASSEN COUNTY SUPERVISOR DISTRICTS AND ROAD DISTRICTS

(#) Road Districts

Supervisor District 1

Supervisor District 2

Supervisor District 3

Supervisor District 4

Supervisor District 5

Miles 0 5 10 20

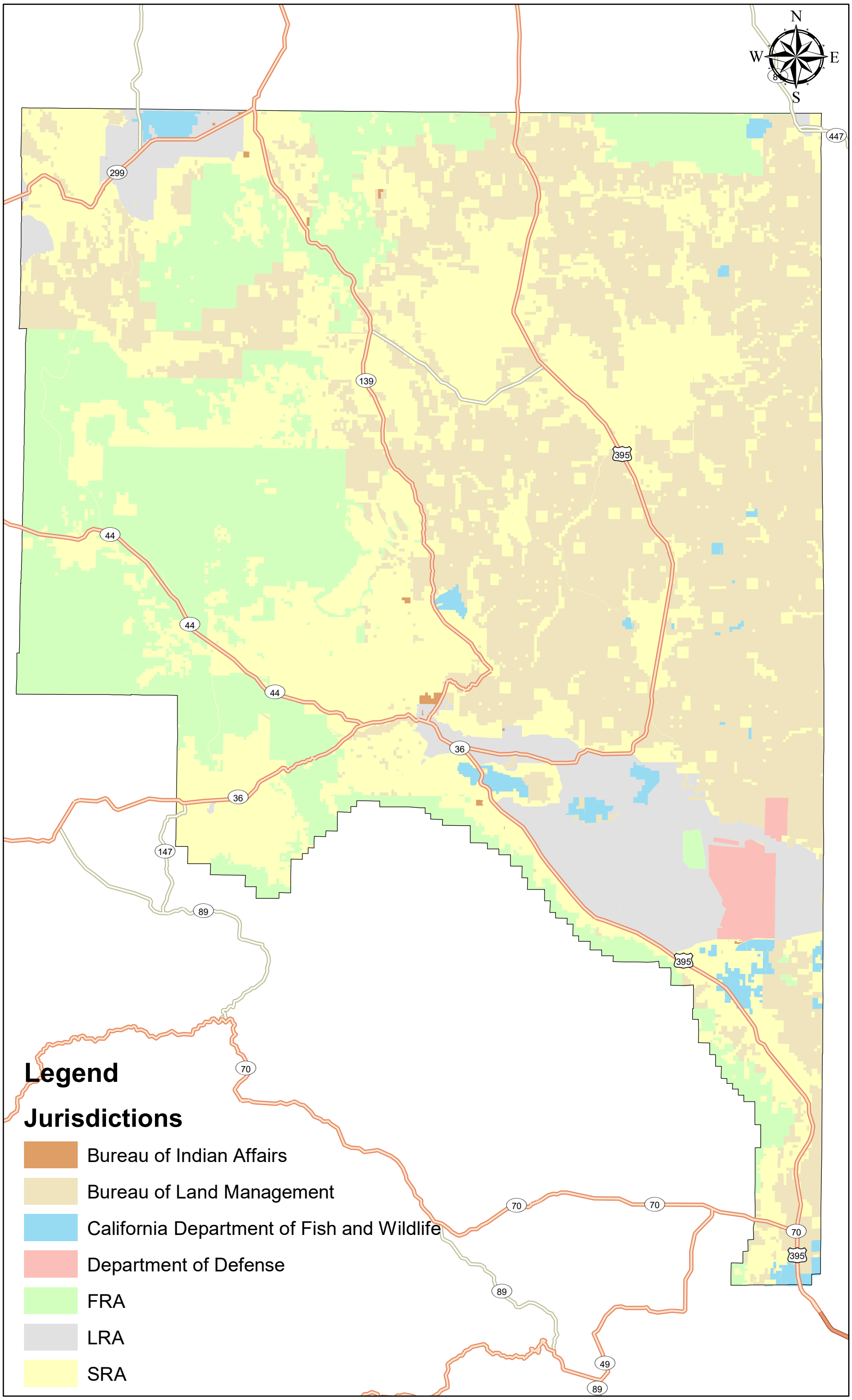
Lassen County

USGS The National Map: National Boundaries Dataset, National Elevation Dataset, Geographic Names Information System, National Hydrography Dataset, National Land Cover Database, National Structures Dataset, and National Transportation Dataset; U.S. Census Bureau - TIGER/Line; HERE Road Data

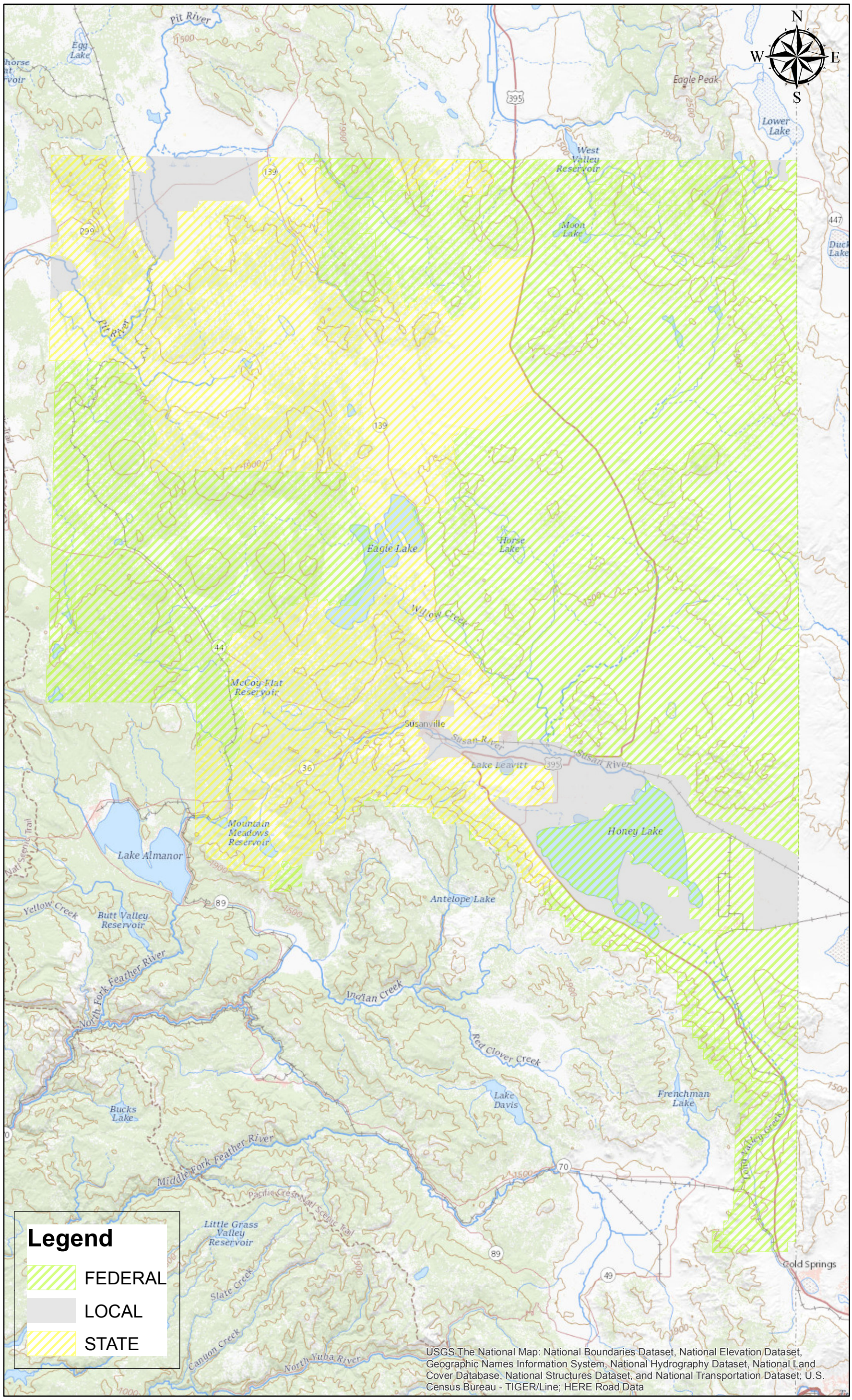
0 5 10 20 Miles

12/18 SR

Lassen County Primary Jurisdictions

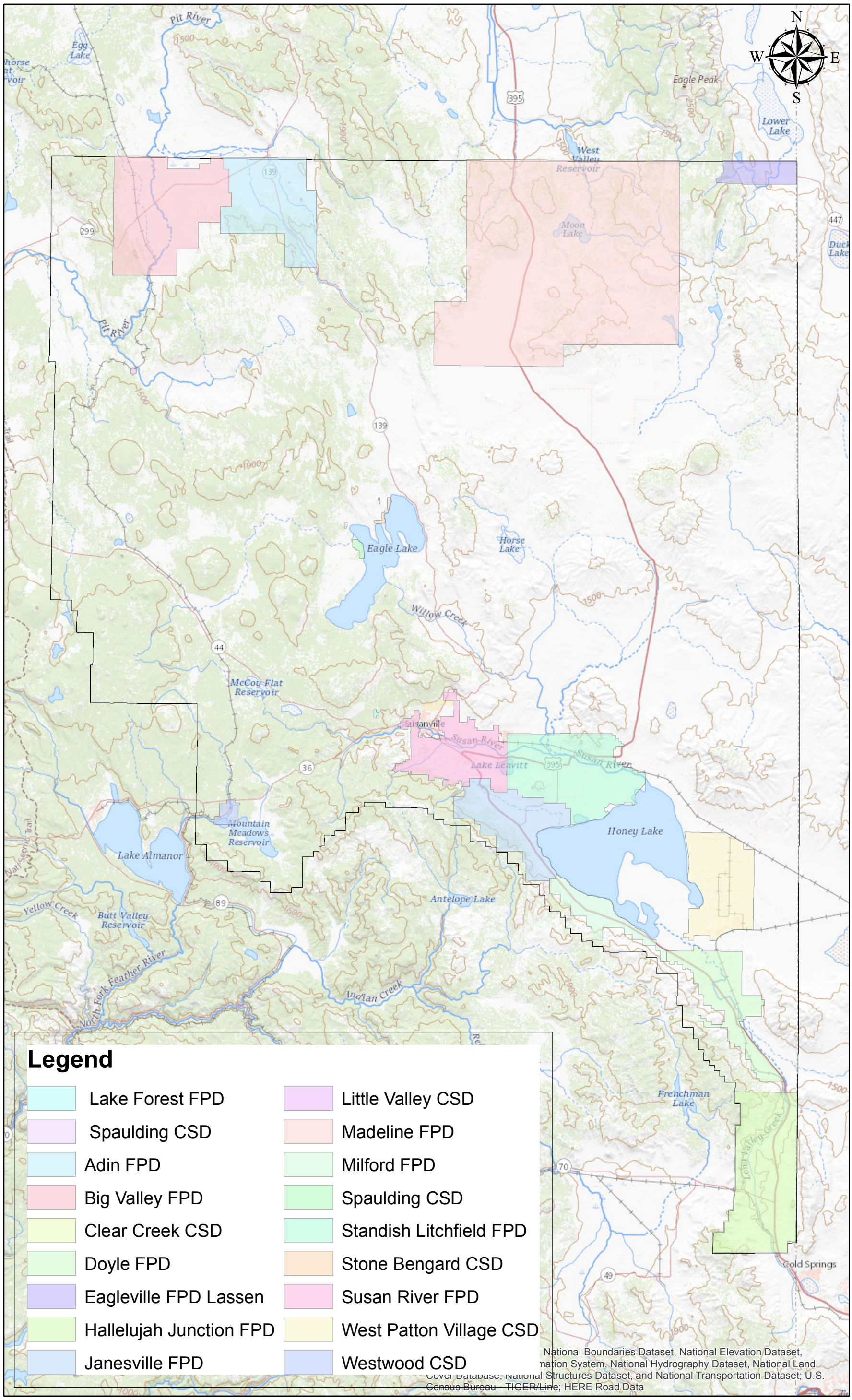


Lassen County Direct Protection Area



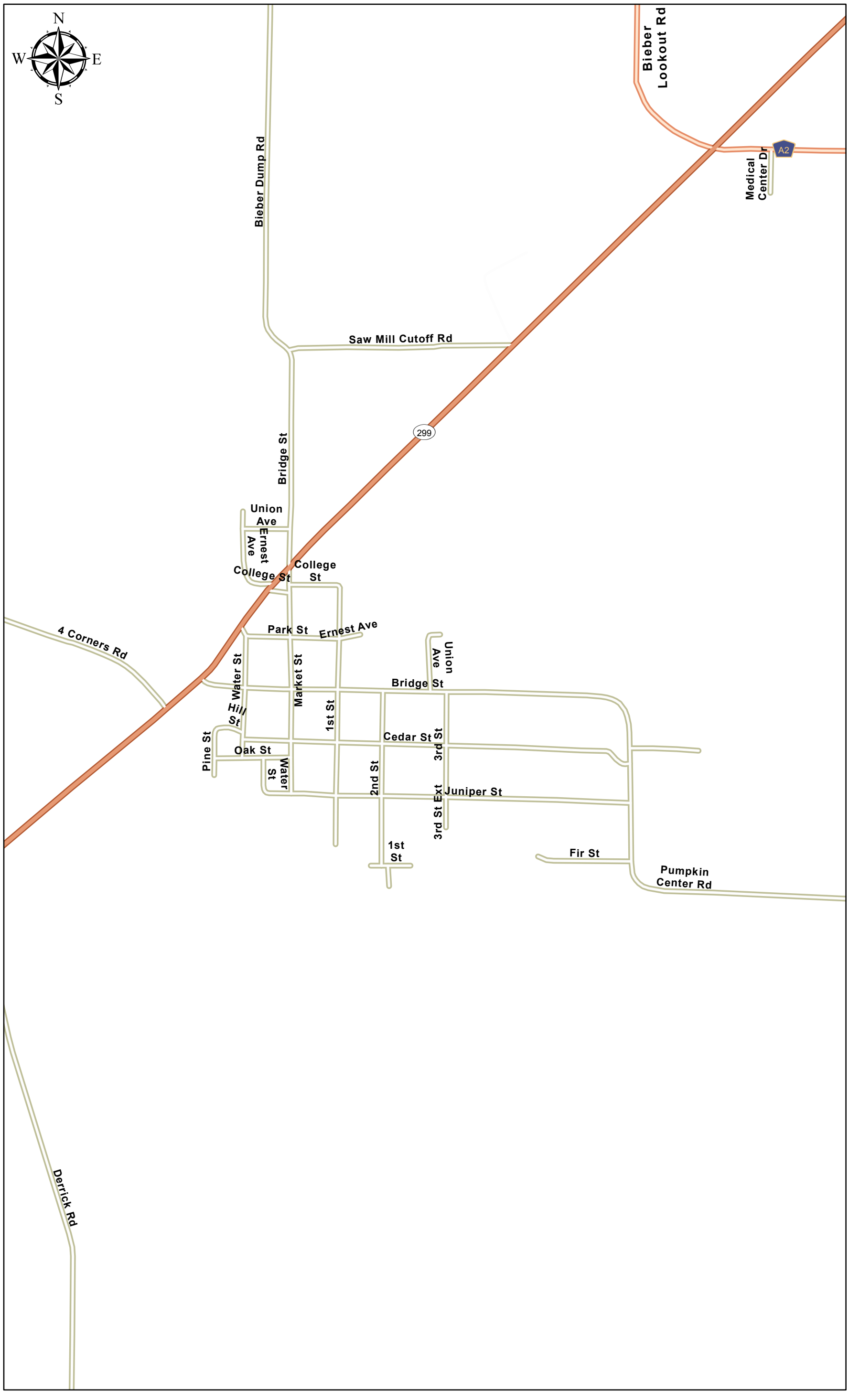
12/18 SR

Lassen County Fire Districts

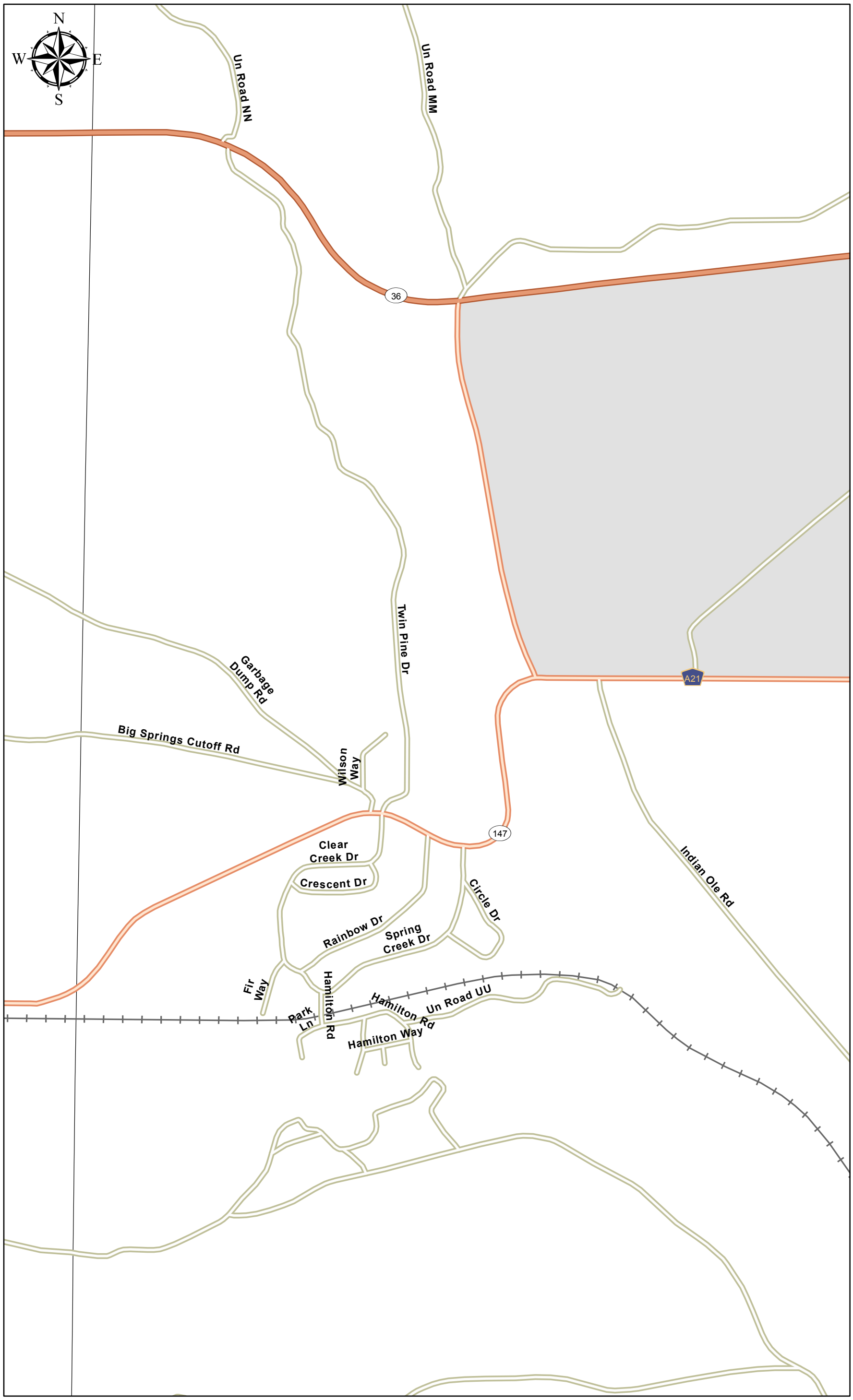


12/18 SR

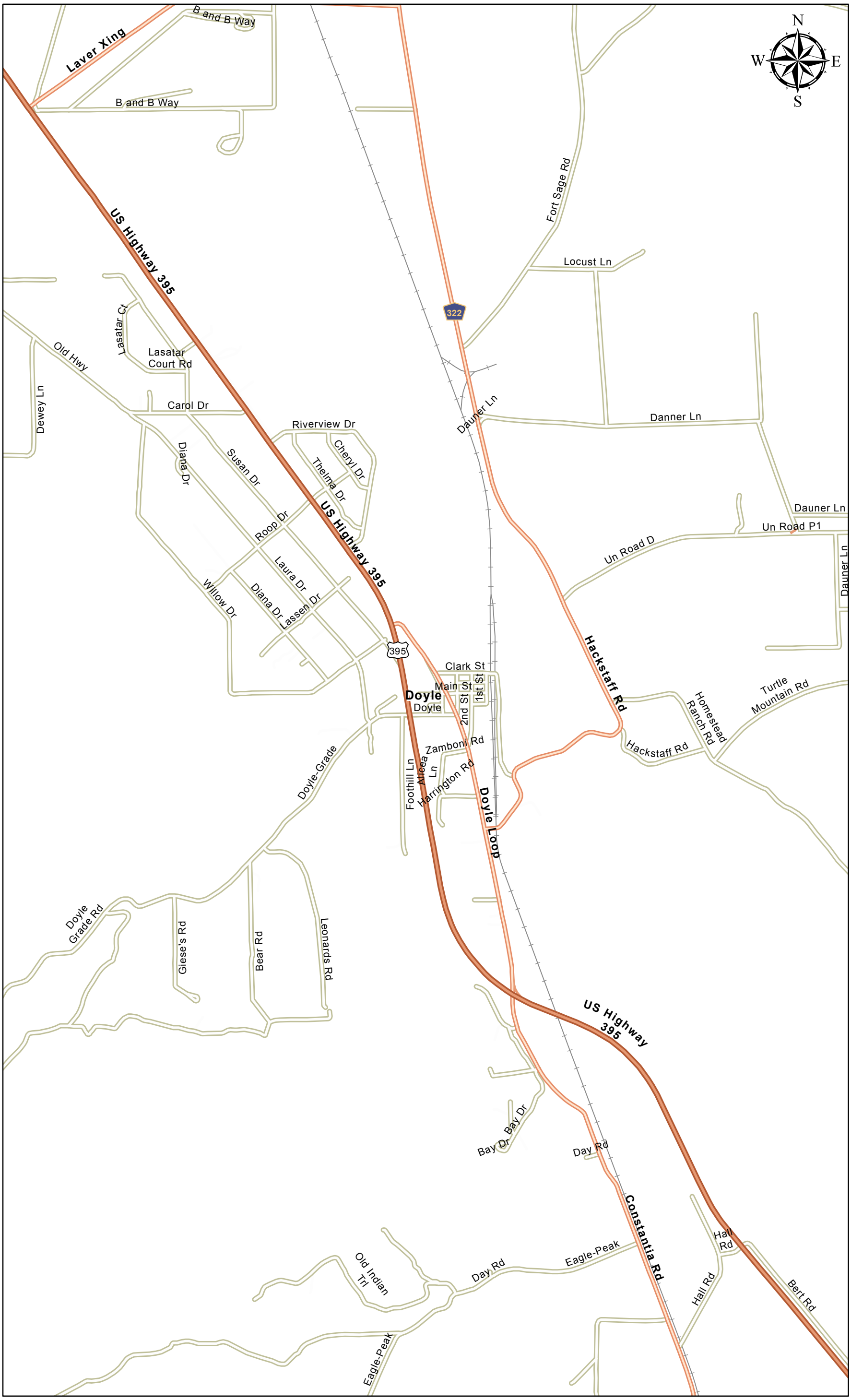
Bieber


N
W
E
S
Bieber Lookout Rd
A2
Medical Center Dr
Bieber Dump Rd
Saw Mill Cutoff Rd
299
Bridge St
Union Ave
Ernest Ave
College St
College St
4 Corners Rd
Park St
Ernest Ave
Water St
Market St
Union Ave
Bridge St
Hill St
1st St
Cedar St
3rd St
Pine St
Oak St
Water St
2nd St
Juniper St
3rd St Ext
1st St
Fir St
Pumpkin Center Rd
Derrick Rd
0
0.05
0.1
0.2 Miles
01/19 SR

Clear Creek


N
W
E
S
Un Road NN
Un Road MM
36
Garbage Dump Rd
Big Springs Cutoff Rd
Wilson Way
Twin Pine Dr
147
A21
Clear Creek Dr
Crescent Dr
Rainbow Dr
Spring Creek Dr
Circle Dr
Indian Ole Rd
Fir Way
Hamilton Rd
Park Ln
Hamilton Rd
Un Road UU
Hamilton Way
0
0.075
0.15
0.3 Miles
01/19 SR

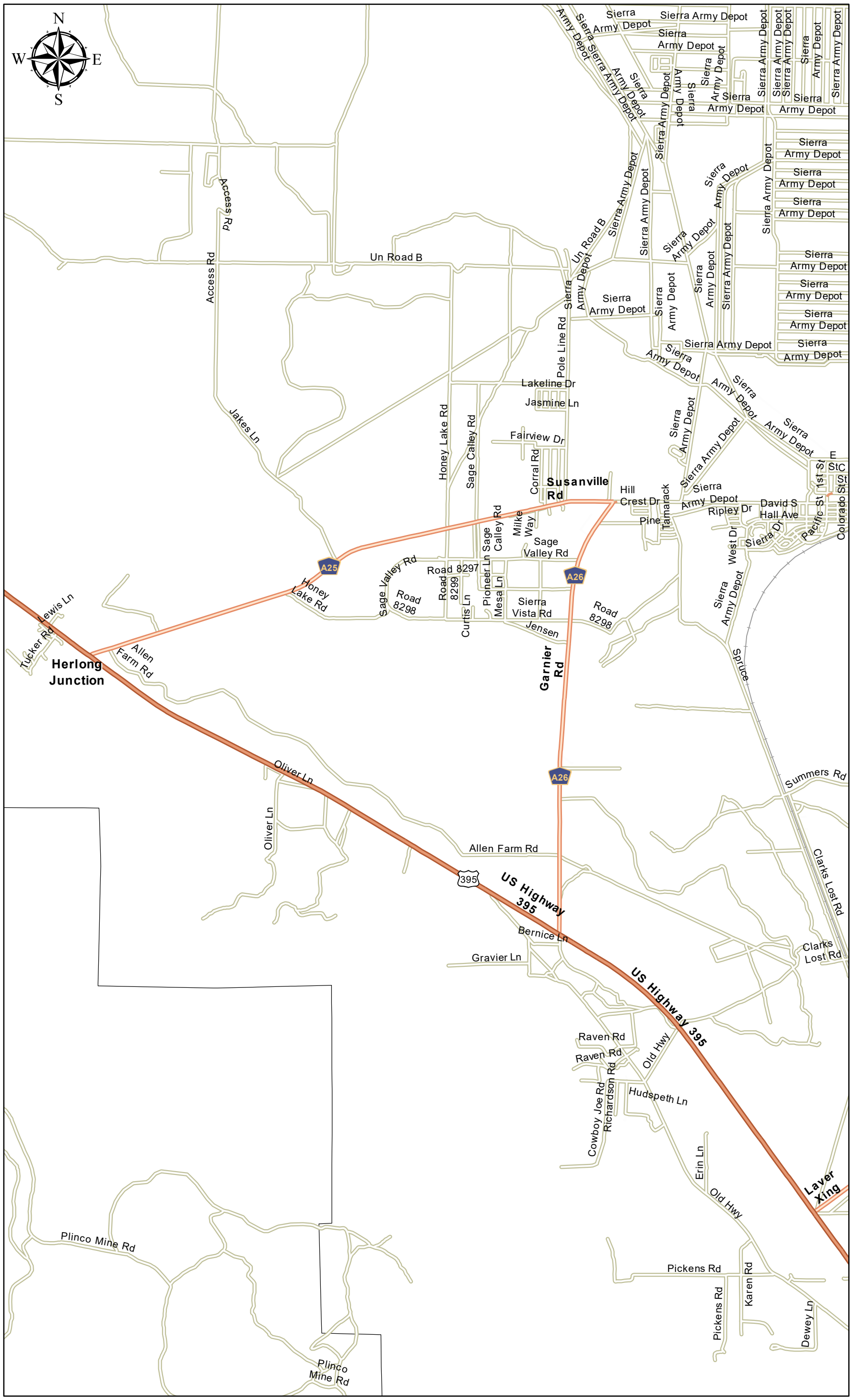
Doyle



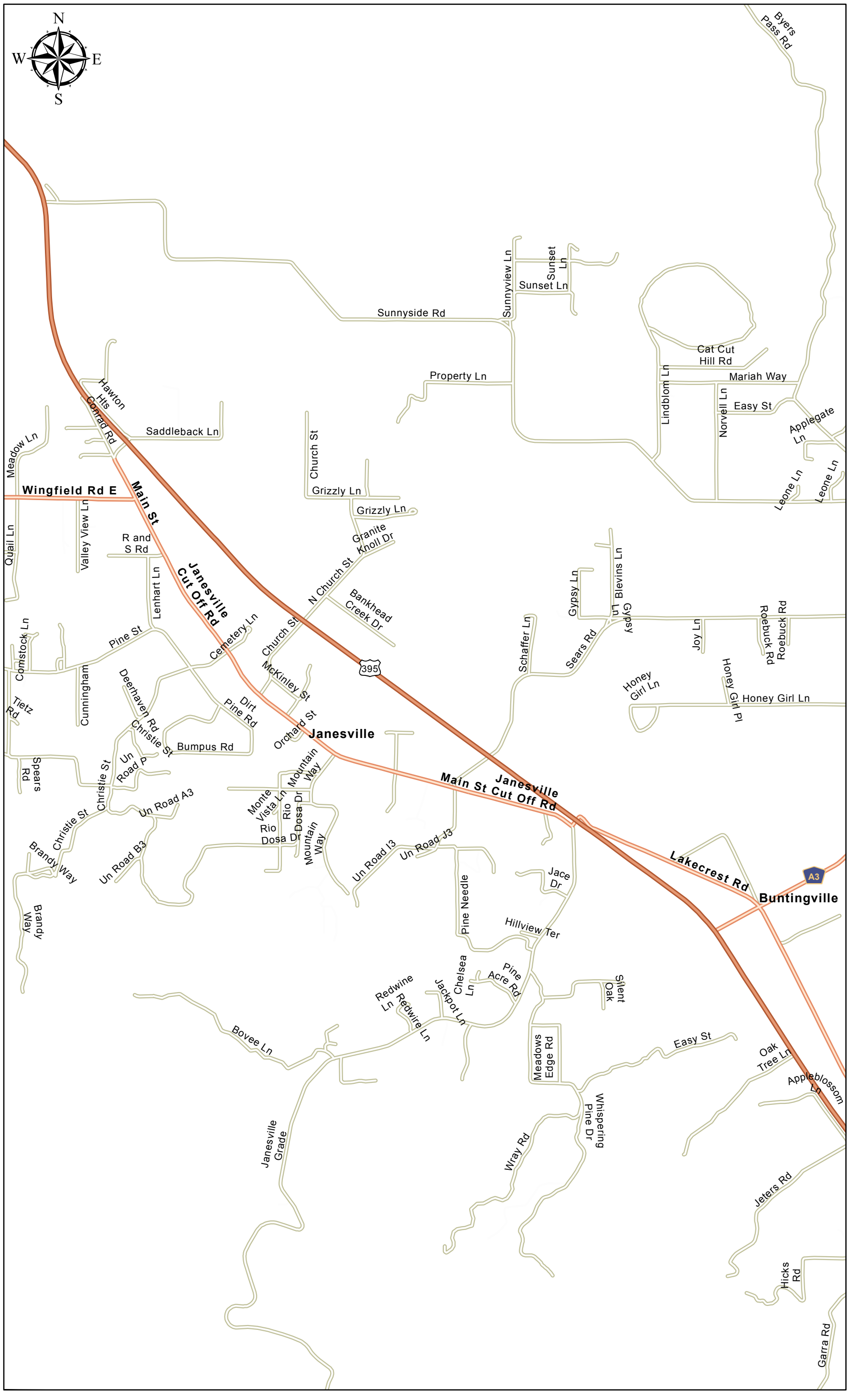
0 0.175 0.35 0.7 Miles

01/19 SR

Herlong


N
W
E
S
Sierra Army Depot
Access Rd
Un Road B
Jakes Ln
Honey Lake Rd
Sage Calley Rd
Fairview Dr
Corral Rd
Lakeline Dr
Jasmine Ln
Pole Line Rd
Susanville Rd
Hill Crest Dr
Tamarack
Pine
Ripley Dr
David S Hall Ave
Sierra Dr
West Dr
Pacific St
1st St
E St
Colorado St
Milke Way
Sage Valley Rd
Road 8297
Road 8299
Road 8298
Pioneer Ln
Mesa Ln
Curtis Ln
Sierra Vista Rd
Jensen
Lewis Ln
Tucker Rd
Herlong Junction
Allen Farm Rd
Garnier Rd
A25
A26
Spruce
Summers Rd
Clarks Lost Rd
Oliver Ln
Allen Farm Rd
395
US Highway 395
Bernice Ln
Gravier Ln
Raven Rd
Old Hwy
Richardson Rd
Cowboy Joe Rd
Hudspeth Ln
Erin Ln
Laver Xing
Pickens Rd
Karen Rd
Dewey Ln
Plinco Mine Rd
0
0.425
0.85
1.7 Miles
01/19 SR

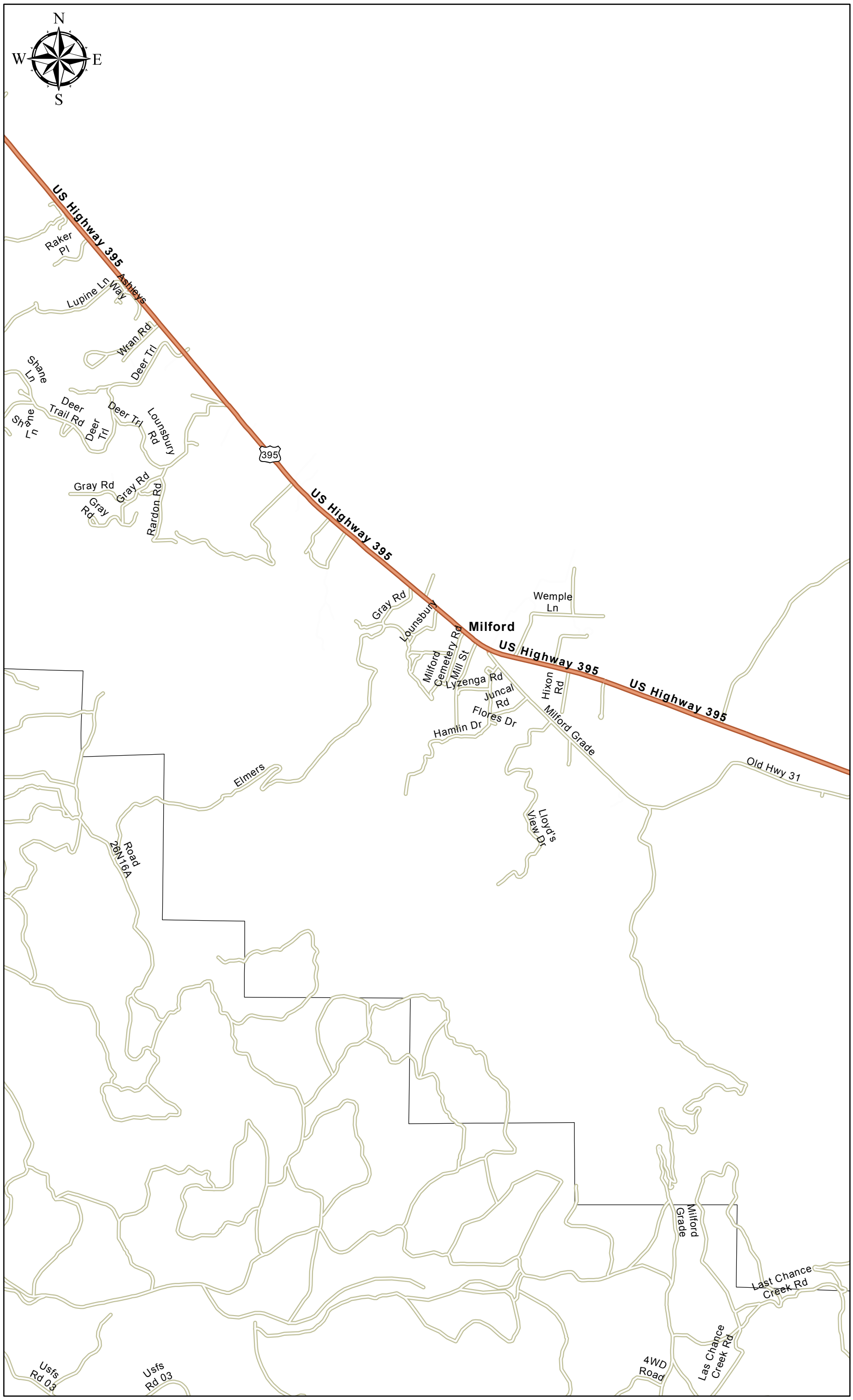
Janesville



0 0.225 0.45 0.9 Miles

01/19 SR

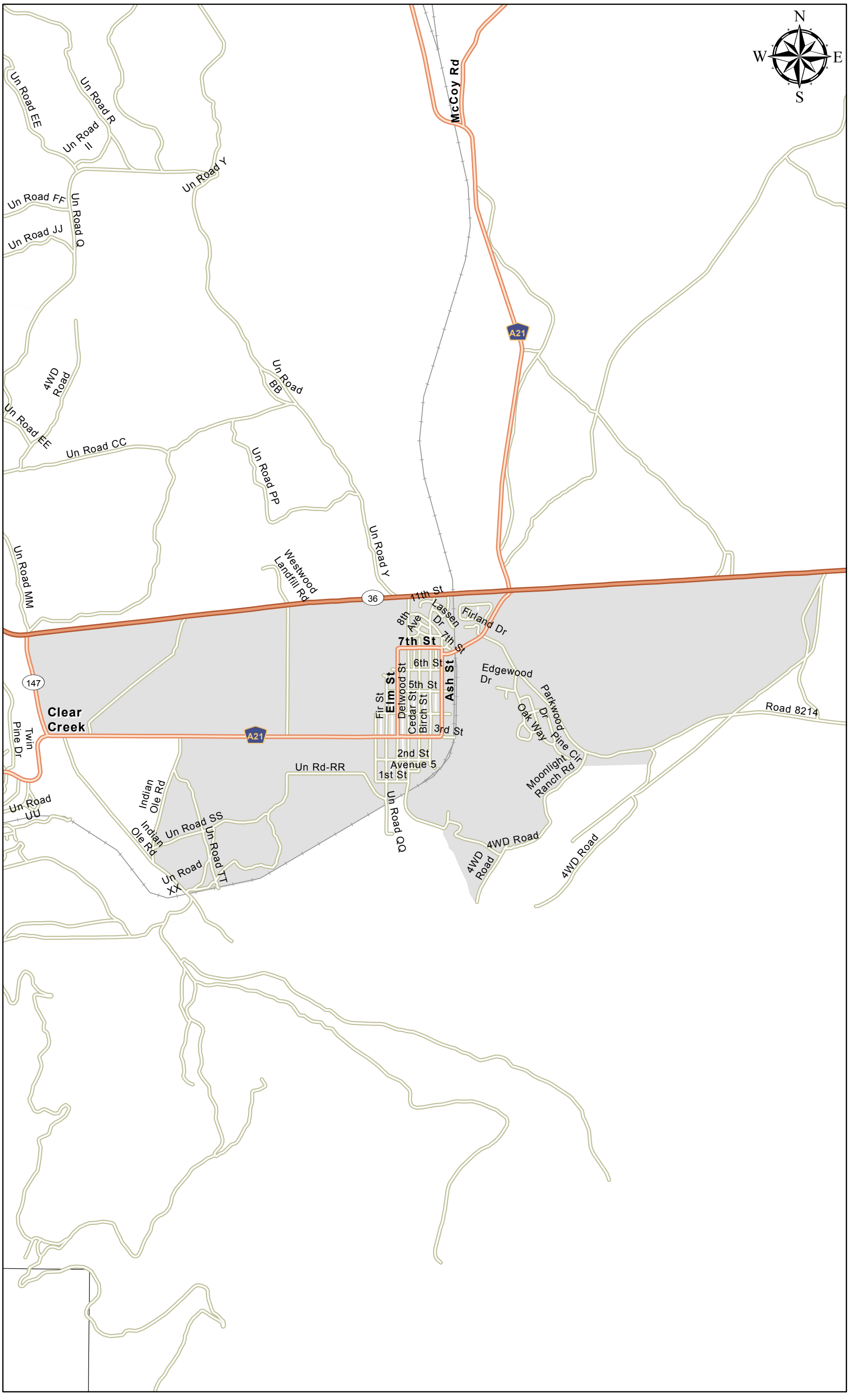
Milford


N
W
E
S
US Highway 395
Raker Pl
Lupine Ln
Ashleys Way
Wran Rd
Deer Trl
Shane Ln
Deer Trail Rd
Deer Trl
Deer Trl
Lounsbury Rd
Shane Ln
Gray Rd
Gray Rd
Gray Rd
Rardon Rd
395
US Highway 395
Gray Rd
Lounsbury
Milford
Wemple Ln
Milford Cemetery Rd
Mill St
Lyzenga Rd
Juncal Rd
Flores Dr
Hamlin Dr
Hixon Rd
Milford Grade
US Highway 395
US Highway 395
Old Hwy 31
Elmers
Road 26N16A
Lloyd's View Dr
Milford Grade
Last Chance Creek Rd
Usfs Rd 03
Usfs Rd 03
4WD Road
Las Chance Creek Rd
0
0.3
0.6
1.2 Miles
01/19 SR

Susanville

N
W
E
S
State Route 139
Kei Deh St
Takoo Nee St
Wada St
Numa Rd
Spring Ridge Dr
Shadow Mountain Dr
Stardust Ct
Twilight Cir
Comet Dr
Gentry Ln
Gamble Ct
Orlo Dr
Barbara St
Gail Way
Lakewood Way
Monte Vista Way
Cameron Way
Ruth Way
Paiute Ln
Skyline Dr
Glen Wemple Dr
Cherry Ter
Cherry Dr
Brookwood
Renae Dr
Bunyan Rd
Joaquin St
Maidu Ln
Glenn Dr
Stock Trl
Campbell Rd
Sheriff Cady Rd
Eagle Lake Resort
Susanville
Pilcher St
Russel
Derek Dr
Russell Ave
Howard Ct
Bunyan Rd
Connecticut Ct
Long Aly
Parkdale Ave
Dillon Ct
Maple Ct
Willow St
Harrison St
Lowry St
Grand Ave
5th St
Martha St
Arnold St
Oak St
Cedar St
Spruce St
Park St
Hall St
3rd St
4th St
Ash St
Prattville Rd
N Pine St
View Dr
N Pine St
N Roop St
Harris Dr
Inspiration Point Rd
S Pine St
Nevada St
North St
Lassen St
South St
S Union St
Cottage St
Mill St
Court St
Brashear St
Miller Rd
Hobo Camp Rd
S Lassen St
Berkley St
Pacific St
Foss St
Cornell St
Main St
1st St
2nd St
N Spring St
N Fairfield Ave
N Mesa St
N Sacramento St
N McDow St
S McDow St
Fair Dr
Russell Ave
Fair Grounds Rd
Un Road O
Un Road K
S Fairfield Ave
Laurel St
Bonney Way
Grove St
Riverside Dr
San Francisco St
Johnstonville Rd
Commercial Rd
Wall St
Minckler Ave
Pardee Ave
Alexander Ave
Limoneria Ave
Sunkist Dr
Monrovia St
Modoc St
Cypress St
N Railroad Ave
S Railroad Ave
Plum St
Richmond Rd
Plumas St
Shasta St
Sierra St
Tehama St
Maurino Ln
West St
South St
Cheney Creek Rd
Pearl Cir
Gem Dr
Sierra Rd
King St
Bauer Rd
Richmond Rd N
Audrey Ln
Audrey Dr
Susan Hills Dr
Beverly Dr
Josie Way
139
36
A27
0
0.175
0.35
0.7 Miles
01/19 SR

Westwood


N
W
E
S
McCoy Rd
A21
Un Road EE
Un Road R
Un Road II
Un Road Y
Un Road FF
Un Road Q
Un Road JJ
4WD Road
Un Road BB
Un Road EE
Un Road CC
Un Road PP
Un Road MM
Westwood Landfill Rd
36
11th St
Lassen
Firland Dr
8th Ave
Dr
7th St
7th St
6th St
5th St
3rd St
2nd St
Avenue 5
1st St
Fir St
Elm St
Delwood St
Cedar St
Birch St
Ash St
Edgewood Dr
Parkwood Dr
Oak Way
Pine Cir
Road 8214
Moonlight Ranch Rd
147
Clear Creek
Twin Pine Dr
Un Rd-RR
Un Road QQ
Un Road UU
Indian Ole Rd
Un Road SS
Un Road TT
Un Road XX
4WD Road
4WD Road
4WD Road
0
0.3
0.6
1.2 Miles
01/19 SR

F References

Federal

- Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288) as amended, April 2013. Accessed on 20 December 2013 at: http://www.fema.gov/robert-t-stafford-disaster-relief-and-emergency-assistance-act-public-law-93-288-amended
- Homeland Security Act of 2002 (Public Law 107-296). Accessed on 20 December 2013 at: http://www.dhs.gov/key-dhs-laws
- Post-Katrina Emergency Management Reform Act of 2006 (Public Law 109-295). Accessed on 20 December 2013 at: http://www.dhs.gov/key-dhs-laws
- Homeland Security Policy Directive/HSPD-5: Management of Domestic Incidents. Accessed on 20 December 2013 at: http://www.fas.org/irp/offdocs/nspd/hspd-5.html
- Presidential Policy Directive/PPD-8: National Preparedness. Accessed on 20 December 2013 at: http://www.dhs.gov/presidential-policy-directive-8-national-preparedness

FEMA Policy

- The Federal Emergency Management Agency Publication 1: The Federal Emergency Management Agency, November 2010. Accessed on 20 December 2013 at: http://www.fema.gov/media-library/assets/documents/25272
- A Whole Community Approach to Emergency Management: Principles, Themes, and Pathways for Action, FDOC 104-008-1, December 2011. Accessed on 20 December 2013 at: http://www.emd.wa.gov/about/documents/FEMA_Whole_Community.pdf
- FEMA Incident Management and Support Keystone, January 2011. Accessed on 20 December 2013 at: http://www.fema.gov/media-library/assets/documents/26688
- National Incident Management System, December 2008. Accessed on 20 December 2013 at: http://www.fema.gov/national-incident-management-system
- National Preparedness Goal, First Edition, September 2011. Accessed on 20 December 2013 at: http://www.fema.gov/national-preparedness-goal
- FEMA Administrator's Intent (FY 2015-2019). Pub. April 2013. Accessed on 20 December 2013 at: http://www.fema.gov/media-library/assets/documents/31808
- FEMA Strategic Plan, FY 2011-2014, FEMA P-806, February 2011. Accessed on 20 December 2013 at: http://www.fema.gov/fy-2011-2014-strategic-plan
- Crisis Response and Disaster Resilience 2030: Forging Strategic Action in an Age of Uncertainty, January 2012. Accessed on 20 December 2013 at: https://www.fema.gov/media-library/assets/documents/24174
- National Response Framework, Second Edition, May 2013. Accessed on 20 December 2013 at: http://www.fema.gov/national-response-framework

- National Disaster Recovery Framework, Strengthening Disaster Recovery for the Nation, September 2011. Accessed on 20 December 2013 at: http://www.fema.gov/media-library/assets/documents/24647?fromSearch=fromsearch&id=5124
- National Disaster Housing Strategy, January 2009. Accessed on 20 December 2013 at: http://www.fema.gov/media-library/assets/documents/24600
- Developing and Maintaining Emergency Operations Plans, Comprehensive Preparedness Guide (CPG) 101, Version 2.0, November 2010. Accessed on 20 December 2013 at: http://www.fema.gov/media-library/assets/documents/25975
- Incident Action Planning Guide, January 2012. Accessed on 31 March 2014 at http://www.fema.gov/media-library-data/20130726-1822-25045-1815/incident_action_planning_guide_1_26_2012.pdf

State

- State of California Emergency Plan, as revised July 2009. Accessed on 20 May 2014 at: http://www.calema.ca.gov/PlanningandPreparedness/Pages/State-Emergency-Plan.aspx
- SEMS Guidelines – Standardized Emergency Management System, as revised November 2009. Accessed on 22 May 2014 at: http://develop.oes.ca.gov/WebPage/oeswebsite.nsf/Content/7386D576C12F26F488257417006C07A7?OpenDocument
- California Emergency Services Act – California Disaster Assistance Act – Emergency Compact – California Disaster and Civil Defense Master Mutual Aid Agreement, as revised January 2006. Accessed on 28 May 2014 at: http://hazardmitigation.calema.ca.gov/docs/ESA-all8-06-final.pdf

County

Copies of the following documents can be obtained by contacting the County Emergency Services Chief:

- Lassen County Emergency Operations Plan, 2000 (Replaced by this Plan)
- Lassen County and City of Susanville Multi-Jurisdictional Hazard Mitigation Plan, 2018
- Lassen County Hazardous Materials Area Plan
- Lassen County Interoperable Communications Plan, 2010
- Lassen County Evacuation Plan, 2012
- Lassen County Care and Shelter Plan, 1998. Department of Health and Social Services
- Lassen County Hazardous Materials Area Plan, 2013, Lassen County Environmental Health Department
- Memoranda of Agreement / Understanding

Other

- All other Public Laws or Executive Orders enacted or to be enacted which pertain to emergencies/disasters.

G Acronyms and Glossary

Acronyms

°F	degrees Fahrenheit
AAR	After Action Report
ADA	Americans with Disabilities Act
BLM	Bureau of Land Management
CAL FIRE	California Department of Forestry and Fire Protection
Cal OES	California Governor's Office of Emergency Services
Caltrans	California Department of Transportation
CAMEO	Computer Aided Management of Emergency Operations
CCR	California Code of Regulations
CDAA	California Disaster Assistance Act
CDC	Centers for Disease Control and Prevention
CHEMTREC	Chemical Transportation Emergency Center
City	City of Susanville
COOP	Continuity of Operations
County	Lassen County
DA	Initial Damage Assessment
DOC	Department Operations Center
EAS	State of California National Emergency Alert System
EF	Emergency Function
EF	Emergency Function
EMO	Emergency Management Organization
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
FBI	Federal Bureau of Investigation
FEMA	Federal Emergency Management Agency

HHS	Lassen County Health and Social Services Department
HHSA	Lassen County Health and Human Services Agency
IAP	Incident Action Plan
ICS	Incident Command System
IT	Information Technology
JIC	Joint Information Center
JIS	Joint Information System
MAC Group	Multi-Agency Coordination Group
MACS	Multi-Agency Coordination System
MHOAC	Medical Health Operational Area Coordinator
MHz	megahertz
NAWAS	National Warning System
NIMS	National Incident Management System
NRC	National Response Center
NSS	National Shelter System
NTSB	National Transportation Safety Board
OES	Office of Emergency Services
PDA	Preliminary Damage Assessment
PG&E	Pacific Gas and Electric Company
PIO	Public Information Officer
ROSS	Resource Ordering Status System
SCOUT	Situation Awareness Collaboration Tool
SEMS	Standardized Emergency Management System
SOP	Standard Operating Procedure
State	State of California
STTAC	California State Terrorism Threat Assessment Center
UHF	ultra high frequency
USDA	United States Department of Agriculture
USFS	United States Forest Service
USGS	United States Geological Survey
VHF	very high frequency
VOIP	voice-over internet protocol

Glossary of Key Terms

Accessible: Having the legally required features and/or qualities that ensure easy entrance, participation, and usability of places, programs, services, and activities by individuals with a wide variety of disabilities.

Acquisition Procedures: A process used to obtain resources to support operational requirements.

Agency: A division of government with a specific function offering a particular kind of assistance. In the Incident Command System, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance). Governmental organizations are most often in charge of an incident, though in certain circumstances private-sector organizations may be included. Additionally, nongovernmental organizations may be included to provide support.

Agency Administrator/Executive: The official responsible for administering policy for an agency or jurisdiction. An Agency Administrator/Executive (or other public official with jurisdictional responsibility for the incident) usually makes the decision to establish an Area Command.

Agency Dispatch: The agency or jurisdictional facility from which resources are sent to incidents.

Agency Representative: A person assigned by a primary, assisting, or cooperating Federal, State, tribal, or local government agency, or nongovernmental or private organization, that has been delegated authority to make decisions affecting that agency's or organization's participation in incident management activities following appropriate consultation with the leadership of that agency.

All-Hazards: Describing an incident, natural or manmade, that warrants action to protect life, property, environment, and public health or safety, and to minimize disruptions of government, social, or economic activities.

Allocated Resource: Resource dispatched to an incident.

Area Command: An organization established to oversee the management of multiple incidents that are each being handled by a separate Incident Command System organization or to oversee the management of a very large or evolving incident that has multiple Incident Management Teams engaged. An Agency Administrator/Executive or other public official with jurisdictional responsibility for the incident usually makes the decision to establish an Area Command. An Area Command is activated only if necessary, depending on the complexity of the incident and incident management span-of-control considerations.

Assessment: The process of acquiring, collecting, processing, examining, analyzing, evaluating, monitoring, and interpreting the data, information, evidence, objects, measurements, images, sound, etc., whether tangible or intangible, to provide a basis for decision-making.

Assigned Resource: Resource checked in and assigned work tasks on an incident.

Assignment: Task given to a personnel resource to perform within a given operational period that is based on operational objectives defined in the Incident Action Plan.

Assistant: Title for subordinates of principal Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be assigned to Unit Leaders.

Assisting Agency: An agency or organization providing personnel, services, or other resources to the agency with direct responsibility for incident management. See Supporting Agency.

Available Resource: Resource assigned to an incident, checked in, and available for a mission assignment, normally located in a Staging Area.

Badging: The assignment of physical incident-specific credentials to establish legitimacy and limit access to various incident sites.

Branch: The organizational level having functional or geographical responsibility for major aspects of incident operations. A Branch is organizationally situated between the Section Chief and the Division or Group in the Operations Section, and between the Section and Units in the Logistics Section. Branches are identified by the use of Roman numerals or by functional area.

Cache: A predetermined complement of tools, equipment, and/or supplies stored in a designated location, available for incident use.

Camp: A geographical site within the general incident area (separate from the Incident Base) that is equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

Categorizing Resources: The process of organizing resources by category, kind, and type, including size, capacity, capability, skill, and other characteristics. This makes the resource ordering and dispatch process within and across organizations and agencies, and between governmental and nongovernmental entities, more efficient, and ensures that the resources received are appropriate to their needs.

Certifying Personnel: The process of authoritatively attesting that individuals meet professional standards for the training, experience, and performance required for key incident management functions.

Chain of Command: The orderly line of authority within the ranks of the incident management organization.

Check-In: The process through which resources first report to an incident. All responders, regardless of agency affiliation, must report in to receive an assignment in accordance with the procedures established by the Incident Commander.

Chief: The Incident Command System title for individuals responsible for management of functional Sections: Operations, Planning, Logistics, Finance/Administration, and Intelligence/Investigations (if established as a separate Section).

Command: The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

Command Staff: The staff who report directly to the Incident Commander, including the Public Information Officer, Safety Officer, Liaison Officer, and other positions as required. They may have an assistant or assistants, as needed.

Common Operating Picture: An overview of an incident by all relevant parties that provides incident information enabling the Incident Commander/Unified Command and any supporting agencies and organizations to make effective, consistent, and timely decisions.

Common Terminology: Normally used words and phrases-avoiding the use of different words/phrases for same concepts-to ensure consistency and to allow diverse incident management and support organizations to work together across a wide variety of incident management functions and hazard scenarios.

Communications: The process of transmission of information through verbal, written, or symbolic means.

Communications/Dispatch Center: Agency or interagency dispatch centers, 911 call centers, emergency control or command dispatch centers, or any naming convention given to the facility and staff that handles emergency calls from the public and communication with emergency management/response personnel. The center can serve as a primary coordination and support element of the Multiagency Coordination System(s) (MACS) for an incident until other elements of the MACS are formally established.

Complex: Two or more individual incidents located in the same general area and assigned to a single Incident Commander or to Unified Command.

Comprehensive Preparedness Guide 101: A guide designed to assist jurisdictions with developing operations plans. It promotes a common understanding of the fundamentals of planning and decision-making to help emergency planners examine a hazard and produce integrated, coordinated, and synchronized plans.

Continuity of Government: A coordinated effort within the Federal Government's executive branch to ensure that National Essential Functions continue to be performed during a catastrophic emergency (as defined in National Security Presidential Directive 51/Homeland Security Presidential Directive 20).

Continuity of Operations: An effort within individual organizations to ensure that Primary Mission Essential Functions continue to be performed during a wide range of emergencies.

Cooperating Agency: An agency supplying assistance other than direct operational or support functions or resources to the incident management effort.

Coordinate: To advance an analysis and exchange of information systematically among principals who have or may have a need to know certain information to carry out specific incident management responsibilities.

Corrective Actions: The implementation of procedures that are based on lessons learned from actual incidents or from training and exercises.

Credentialing: The authentication and verification of the certification and identity of designated incident managers and emergency responders.

Critical Infrastructure: Assets, systems, and networks, whether physical or virtual, so vital to the United States that the incapacitation or destruction of such assets, systems, or networks would have a debilitating impact on security, national economic security, national public health or safety, or any combination of those matters.

Delegation of Authority: A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The delegation of authority can include objectives, priorities, expectations, constraints, and other considerations or guidelines, as needed. Many agencies require written delegation of authority to be given to the Incident Commander prior to assuming command on larger incidents. (Also known as Letter of Expectation.)

Demobilization: The orderly, safe, and efficient return of an incident resource to its original location and status.

Department Operations Center (DOC): An Emergency Operations Center (EOC) specific to a single department or agency. The focus of a DOC is on internal agency incident management and response. DOCs are often linked to and, in most cases, are physically represented in a combined agency EOC by authorized agent(s) for the department or agency.

Deputy: A fully qualified individual who, in the absence of a superior, can be delegated the authority to manage a functional operation or to perform a specific task. In some cases a deputy can act as relief for a superior, and therefore must be fully qualified in the position. Deputies generally can be assigned to the Incident Commander, General Staff, and Branch Directors.

Director: The Incident Command System title for individuals responsible for supervision of a Branch.

Dispatch: The ordered movement of a resource or resources to an assigned operational mission, or an administrative move from one location to another.

Division: The organizational level having responsibility for operations within a defined geographic area. Divisions are established when the number of resources exceeds the manageable span of control of the Section Chief. See Group.

Emergency: Any incident, whether natural or manmade, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

Emergency Management Assistance Compact (EMAC): A congressionally ratified organization that provides form and structure to interstate mutual aid. Through EMAC, a disaster-affected State can request and receive assistance from other member States quickly and efficiently, resolving two key issues up front: liability and reimbursement.

Emergency Management/Response Personnel: Includes Federal, State, territorial, tribal, substate regional, and local governments, nongovernmental organizations, private sector-organizations, critical infrastructure owners and operators, and all other organizations and individuals who assume an emergency management role. (Also known as emergency responder.)

Emergency Operations Center (EOC): The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement,

medical services), by jurisdiction (e.g., Federal, State, regional, tribal, City, county), or by some combination thereof.

Emergency Operations Plan: An ongoing plan for responding to a wide variety of potential hazards.

Emergency Public Information: Information that is disseminated primarily in anticipation of or during an emergency. In addition to providing situational information to the public, it frequently provides directive actions required to be taken by the general public.

Evacuation: The organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

Event: See Planned Event.

Federal: Of or pertaining to the Federal Government of the United States of America.

Field Operations Guide: Durable pocket or desk guides that contain essential information required to perform specific assignments or functions.

Finance/Administration Section: The Incident Command System Section responsible for all administrative and financial considerations surrounding an incident.

Function: The five major activities in the Incident Command System: Command, Operations, Planning, Logistics, and Finance/Administration. A sixth function, Intelligence/Investigations, may be established, if required, to meet incident management needs. The term function is also used when describing the activity involved (e.g., the planning function).

General Staff: A group of incident management personnel organized according to function and reporting to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning/Intelligence Section Chief], Logistics Section Chief and Finance/Administration Section Chief

Group: An organizational subdivision established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. See Division.

Hazard: Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

Homeland Security Presidential Directive 5 (HSPD-5): HSPD-5 was issued in 2003 and established a single, comprehensive National Incident Management System. This management system is designed to cover the prevention, preparation, response, and recovery from terrorist attacks, major disasters, and other emergencies. HSPD-5 requires the Department of Homeland Security (DHS) to coordinate with other federal departments and state, local, and tribal governments to establish a National Response Plan (NRP) and a National Incident Management System (NIMS).

Homeland Security Presidential Directive 8 (HSPD-8): HSPD-8 was issued in 2003 to strengthen the preparedness of the United States to prevent and respond to threatened or actual domestic terrorist attacks, major disasters, and other emergencies by requiring a national domestic all-hazards preparedness goal, establishing mechanisms for improved delivery of federal preparedness assistance to state and local governments, and outlining actions to

strengthen preparedness capabilities of federal, state, and local entities. HSPD-8 mandates the development of a national preparedness goal, which was finalized in the National Preparedness Guidelines.

Incident: An occurrence, natural or manmade, that requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

Incident Action Plan: An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

Incident Base: The location at which primary Logistics functions for an incident are coordinated and administered. There is only one Base per incident. (Incident name or other designator will be added to the term Base.) The Incident Command Post may be co-located with the Incident Base.

Incident Command: The Incident Command System organizational element responsible for overall management of the incident and consisting of the Incident Commander (either single or unified command structure) and any assigned supporting staff.

Incident Commander (IC): The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Incident Command Post (ICP): The field location where the primary functions are performed. The ICP may be co-located with the Incident Base or other incident facilities.

Incident Command System (ICS): A standardized on-scene emergency management construct specifically designed to provide an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

Incident Management: The broad spectrum of activities and organizations providing effective and efficient operations, coordination, and support applied at all levels of government, utilizing both governmental and nongovernmental resources to plan for, respond to, and recover from an incident, regardless of cause, size, or complexity.

Incident Management Team (IMT): An Incident Commander and the appropriate Command and General Staff personnel assigned to an incident. The level of training and experience of the IMT members, coupled with the identified formal response requirements and responsibilities of the IMT, are factors in determining "type," or level, of IMT.

Incident Objectives: Statements of guidance and direction needed to select appropriate strategy(s) and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow strategic and tactical alternatives.

Information Management: The collection, organization, and control over the structure, processing, and delivery of information from one or more sources and distribution to one or more audiences who have a stake in that information.

Integrated Planning System: A system designed to provide common processes for developing and integrating plans for the Federal Government to establish a comprehensive approach to national planning in accordance with the Homeland Security Management System as outlined in the National Strategy for Homeland Security.

Intelligence/Investigations: An organizational subset within ICS. Intelligence gathered within the Intelligence/Investigations function is information that either leads to the detection, prevention, apprehension, and prosecution of criminal activities-or the individual(s) involved-including terrorist incidents or information that leads to determination of the cause of a given incident (regardless of the source) such as public health events or fires with unknown origins. This is different from the normal operational and situational intelligence gathered and reported by the Planning/Intelligence Section.

Interoperability: Ability of systems, personnel, and equipment to provide and receive functionality, data, information and/or services to and from other systems, personnel, and equipment, between both public and private agencies, departments, and other organizations, in a manner enabling them to operate effectively together. Allows emergency management/response personnel and their affiliated organizations to communicate within and across agencies and jurisdictions via voice, data, or video-on-demand, in real time, when needed, and when authorized.

Job Aid: Checklist or other visual aid intended to ensure that specific steps of completing a task or assignment are accomplished.

Joint Field Office (JFO): The primary Federal incident management field structure. The JFO is a temporary Federal facility that provides a central location for the coordination of Federal, State, tribal, and local governments and private-sector and nongovernmental organizations with primary responsibility for response and recovery. The JFO structure is organized, staffed, and managed in a manner consistent with National Incident Management System principles. Although the JFO uses an Incident Command System structure, the JFO does not manage on-scene operations. Instead, the JFO focuses on providing support to on-scene efforts and conducting broader support operations that may extend beyond the incident site.

Joint Information Center (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media. Public information officials from all participating agencies should co-locate at the JIC.

Joint Information System (JIS): A structure that integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, accurate, accessible, timely, and complete information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated

interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander (IC); advising the IC concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

Jurisdiction: A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., Federal, State, tribal, local boundary lines) or functional (e.g., law enforcement, public health).

Jurisdictional Agency: The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function.

Key Resource: Any publicly or privately controlled resource essential to the minimal operations of the economy and government.

Letter of Expectation: See Delegation of Authority.

Liaison: A form of communication for establishing and maintaining mutual understanding and cooperation.

Liaison Officer: A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies or organizations.

Local Government: Public entities responsible for the security and welfare of a designated area as established by law. A county, municipality, City, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under State law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal entity, or in Alaska a Native Village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity. See Section 2 (10), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002).

Logistics: The process and procedure for providing resources and other services to support incident management.

Logistics Section: The Incident Command System Section responsible for providing facilities, services, and material support for the incident.

Management by Objectives: A management approach that involves a five-step process for achieving the incident goal. The Management by Objectives approach includes the following: establishing overarching incident objectives; developing strategies based on overarching incident objectives; developing and issuing assignments, plans, procedures, and protocols; establishing specific, measurable tactics or tasks for various incident-management functional activities and directing efforts to attain them, in support of defined strategies; and documenting results to measure performance and facilitate corrective action.

Manager: Individual within an Incident Command System organizational unit who is assigned specific managerial responsibilities (e.g., Staging Area Manager or Camp Manager).

Mitigation: Activities providing a critical foundation in the effort to reduce the loss of life and property from natural and/or manmade disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. Mitigation seeks to fix the cycle

of disaster damage, reconstruction, and repeated damage. These activities or actions, in most cases, will have a long-term sustained effect.

Mobilization: The process and procedures used by all organizations-Federal, State, tribal, and local-for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Mobilization Guide: Reference document used by organizations outlining agreements, processes, and procedures used by all participating agencies/organizations for activating, assembling, and transporting resources.

Multiagency Coordination (MAC) Group: A group of administrators or executives, or their appointed representatives, who are typically authorized to commit agency resources and funds. A MAC Group can provide coordinated decision-making and resource allocation among cooperating agencies, and may establish the priorities among incidents, harmonize agency policies, and provide strategic guidance and direction to support incident management activities. MAC Groups may also be known as multiagency committees, emergency management committees, or as otherwise defined by the Multiagency Coordination System.

Multiagency Coordination System (MACS): A system that provides the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination. MACS assist agencies and organizations responding to an incident. The elements of a MACS include facilities, equipment, personnel, procedures, and communications. Two of the most commonly used elements are Emergency Operations Centers and MAC Groups.

Multijurisdictional Incident: An incident requiring action from multiple agencies that each have jurisdiction to manage certain aspects of an incident. In the Incident Command System, these incidents will be managed under Unified Command.

Mutual Aid Agreement or Assistance Agreement: Written or oral agreement between and among agencies/organizations and/or jurisdictions that provides a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials, and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.

Mutual Aid Region: A mutual aid region is a subdivision of state OES established to assist in the coordination of mutual aid and other emergency operations within a geographical area of the state, consisting of two or more county (operational) areas.

National: Of a nationwide character, including the Federal, State, tribal, and local aspects of governance and policy.

National Essential Functions: A subset of government functions that are necessary to lead and sustain the Nation during a catastrophic emergency and that, therefore, must be supported through continuity of operations and continuity of government capabilities.

National Incident Management System: A set of principles that provides a systematic, proactive approach guiding government agencies at all levels, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment.

National Response Framework: A guide to how the Nation conducts all-hazards response.

National Disaster Recovery Framework: A guide that enables effective recovery support to disaster-impacted States, Tribes, Territorial and local jurisdictions.

Nongovernmental Organization (NGO): An entity with an association that is based on interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross. NGOs, including voluntary and faith-based groups, provide relief services to sustain life, reduce physical and emotional distress, and promote the recovery of disaster victims. Often these groups provide specialized services that help individuals with disabilities. NGOs and voluntary organizations play a major role in assisting emergency managers before, during, and after an emergency.

Officer: The Incident Command System title for a person responsible for one of the Command Staff positions of Safety, Liaison, and Public Information.

Operational Area: An intermediate level of the state emergency organization, consisting of a county and all political subdivisions within the county area.

Operational Period: The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although usually they last 12 to 24 hours.

Operations Section: The Incident Command System (ICS) Section responsible for all tactical incident operations and implementation of the Incident Action Plan. In ICS, the Operations Section normally includes subordinate Branches, Divisions, and/or Groups.

Organization: Any association or group of persons with like objectives. Examples include, but are not limited to, governmental departments and agencies, nongovernmental organizations, and the private sector.

Personal Responsibility: The obligation to be accountable for one's actions.

Personnel Accountability: The ability to account for the location and welfare of incident personnel. It is accomplished when supervisors ensure that Incident Command System principles and processes are functional and that personnel are working within established incident management guidelines.

Plain Language: Communication that can be understood by the intended audience and meets the purpose of the communicator. For the purpose of the National Incident Management System, plain language is designed to eliminate or limit the use of codes and acronyms, as appropriate, during incident response involving more than a single agency.

Planned Event: A scheduled nonemergency activity (e.g., sporting event, concert, parade, etc.).

Planning Meeting: A meeting held as needed before and throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. For larger incidents, the Planning Meeting is a major element in the development of the Incident Action Plan.

Planning/Intelligence Section: The Incident Command System Section responsible for the collection, evaluation, and dissemination of operational information related to the incident, and for the preparation and documentation of the Incident Action Plan. This Section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident.

Portability: An approach that facilitates the interaction of systems that are normally distinct. Portability of radio technologies, protocols, and frequencies among emergency management/response personnel will allow for the successful and efficient integration, transport, and deployment of communications systems when necessary. Portability includes the standardized assignment of radio channels across jurisdictions, which allows responders to participate in an incident outside their jurisdiction and still use familiar equipment.

Pre-Positioned Resource: A resource moved to an area near the expected incident site in response to anticipated resource needs.

Preparedness: A continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective action in an effort to ensure effective coordination during incident response. Within the National Incident Management System, preparedness focuses on the following elements: planning; procedures and protocols; training and exercises; personnel qualification and certification; and equipment certification.

Preparedness Organization: An organization that provides coordination for emergency management and incident response activities before a potential incident. These organizations range from groups of individuals to small committees to large standing organizations that represent a wide variety of committees, planning groups, and other organizations (e.g., Citizen Corps, Local Emergency Planning Committees, Critical Infrastructure Sector Coordinating Councils).

Presidential Policy Directive 8: National Preparedness (PPD-8): A directive signed by the President in 2011 describing the Nation's approach to preparing for the threats and hazards that pose the greatest risk to the security of the United States. PPD-8 requires the development of a national preparedness goal based on the risk of specific hazards and vulnerabilities, including natural disasters, pandemics, terrorism and cyber threats.

Prevention: Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.

Primary Mission Essential Functions: Government functions that must be performed in order to support or implement the performance of National Essential Functions before, during, and in the aftermath of an emergency.

Private Sector: Organizations and individuals that are not part of any governmental structure. The private sector includes for-profit and not-for-profit organizations, formal and informal structures, commerce, and industry.

Protocol: A set of established guidelines for actions (which may be designated by individuals, teams, functions, or capabilities) under various specified conditions.

Public Information: Processes, procedures, and systems for communicating timely, accurate, and accessible information on an incident's cause, size, and current situation; resources committed; and other matters of general interest to the public, responders, and additional stakeholders (both directly affected and indirectly affected).

Public Information Officer: A member of the Command Staff responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements.

Publications Management: Subsystem that manages the development, publication control, publication supply, and distribution of National Incident Management System materials.

Recovery: The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, nongovernmental, and public assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post incident reporting; and development of initiatives to mitigate the effects of future incidents.

Recovery Plan: A plan developed to restore an affected area or community.

Reimbursement: A mechanism to recoup funds expended for incident-specific activities.

Resource Management: A system for identifying available resources at all jurisdictional levels to enable timely, efficient, and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under the National Incident Management System includes mutual aid agreements and assistance agreements; the use of special Federal, State, tribal, and local teams; and resource mobilization protocols.

Resource Tracking: A standardized, integrated process conducted prior to, during, and after an incident by all emergency management/response personnel and their associated organizations.

Resources: Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an Emergency Operations Center.

Response: Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at preempting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.

Retrograde: To return resources back to their original location.

Safety Officer: A member of the Command Staff responsible for monitoring incident operations and advising the Incident Commander on all matters relating to operational safety, including the health and safety of emergency responder personnel.

Section: The Incident Command System organizational level having responsibility for a major functional area of incident management (e.g., Operations, Planning, Logistics, Finance/Administration, and Intelligence/Investigations (if established). The Section is organizationally situated between the Branch and the Incident Command.

Single Resource: An individual, a piece of equipment and its personnel complement, or a crew/team of individuals with an identified work supervisor that can be used on an incident.

Situation Report: Confirmed or verified information regarding the specific details relating to an incident.

Span of Control: The number of resources for which a supervisor is responsible, usually expressed as the ratio of supervisors to individuals. (Under the National Incident Management System, an appropriate span of control is between 1:3 and 1:7, with optimal being 1:5, or between 1:8 and 1:10 for many large-scale law enforcement operations.)

Special Needs Population: A population whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures, who have limited English proficiency, or who are non-English-speaking; or who are transportation disadvantaged.

Staging Area: Temporary location for available resources. A Staging Area can be any location in which personnel, supplies, and equipment can be temporarily housed or parked while awaiting operational assignment.

Standardized Emergency Management System (SEMS): A system required by California Government Code for managing response to multi-agency and multijurisdictional emergencies in California. SEMS consists of five organizational levels, which are activated as necessary: Field Response, Local Government, Operational Area, Region, State.

Standard Operating Guidelines: A set of instructions having the force of a directive, covering those features of operations which lend themselves to a definite or standardized procedure without loss of effectiveness.

Standard Operating Procedure: A complete reference document or an operations manual that provides the purpose, authorities, duration, and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner.

State: When capitalized, refers to any State of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, Guam, American Samoa, the Commonwealth of the Northern Mariana Islands, and any possession of the United States. See Section 2 (14), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002).

Status Report: Information specifically related to the status of resources (e.g., the availability or assignment of resources).

Strategy: The general plan or direction selected to accomplish incident objectives.

Strike Team: A set number of resources of the same kind and type that have an established minimum number of personnel, common communications, and a leader.

Supervisor: The Incident Command System title for an individual responsible for a Division or Group.

Supporting Agency: An agency that provides support and/or resource assistance to another agency. See Assisting Agency.

Supporting Technology: Any technology that may be used to support the National Incident Management System, such as orthophoto mapping, remote automatic weather stations, infrared technology, or communications.

System: Any combination of facilities, equipment, personnel, processes, procedures, and communications integrated for a specific purpose.

Tactics: The deployment and directing of resources on an incident to accomplish the objectives designated by strategy.

Task Force: Any combination of resources assembled to support a specific mission or operational need. All resource elements within a Task Force must have common communications and a designated leader.

Technical Specialist: Person with special skills that can be used anywhere within the Incident Command System organization. No minimum qualifications are prescribed, as technical specialists normally perform the same duties during an incident that they perform in their everyday jobs, and they are typically certified in their fields or professions.

Technology Standards: Conditions, guidelines, or characteristics that may be required to facilitate the interoperability and compatibility of major systems across jurisdictional, geographic, and functional lines.

Technology Support: Assistance that facilitates incident operations and sustains the research and development programs that underpin the long-term investment in the Nation's future incident management capabilities.

Terrorism: As defined in the Homeland Security Act of 2002, activity that involves an act that is dangerous to human life or potentially destructive of critical infrastructure or key resources; is a violation of the criminal laws of the United States or of any State or other subdivision of the United States; and appears to be intended to intimidate or coerce a civilian population, to influence the policy of a government by intimidation or coercion, or to affect the conduct of a government by mass destruction, assassination, or kidnapping.

Threat: Natural or manmade occurrence, individual, entity, or action that has or indicates the potential to harm life, information, operations, the environment, and/or property.

Tools: Those instruments and capabilities that allow for the professional performance of tasks, such as information systems, agreements, doctrine, capabilities, and legislative authorities.

Tribal: Referring to any Indian tribe, band, nation, or other organized group or community, including any Alaskan Native Village as defined in or established pursuant to the Alaskan Native Claims Settlement Act (85 Stat. 688) [43 U.S.C.A. and 1601 et seq.], that is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians.

Type: An Incident Command System resource classification that refers to capability. Type 1 is generally considered to be more capable than Types 2, 3, or 4, respectively, because of size, power, capacity, or (in the case of Incident Management Teams) experience and qualifications.

Unified Approach: The integration of resource management, communications and information management, and command and management in order to form an effective system.

Unified Area Command: Version of command established when incidents under an Area Command are multijurisdictional. See Area Command.

Unified Command (UC): An Incident Command System application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior persons from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single Incident Action Plan.

Unit: The organizational element with functional responsibility for a specific incident planning, logistics, or finance/administration activity.

Unit Leader: The individual in charge of managing Units within an Incident Command System (ICS) functional Section. The Unit can be staffed by a number of support personnel providing a wide range of services. Some of the support positions are pre-established within ICS (e.g., Base/Camp Manager), but many others will be assigned as technical specialists.

Unity of Command: An Incident Command System principle stating that each individual involved in incident operations will be assigned to only one supervisor.

Vital Records: The essential agency records that are needed to meet operational responsibilities under national security emergencies or other emergency or disaster conditions (emergency operating records), or to protect the legal and financial rights of the government and those affected by government activities (legal and financial rights records).

Volunteer: For purposes of the National Incident Management System, any individual accepted to perform services by the lead agency (which has authority to accept volunteer services) when the individual performs services without promise, expectation, or receipt of compensation for services performed. See 16 U.S.C. 742f(c) and 29 CFR 553.10

Sources: http://www.training.fema.gov/EMIWeb/is/ICSResource/assets/ICSGlossary.pdf

and Foundation for the Standardized Emergency Management System California Emergency Management Agency July, 2009, Glossary of Terms (Available at http://develop.oes.ca.gov/WebPage/oeswebsite.nsf/Content/7386D576C12F26F488257417006C07A7?OpenDocument)

THIS PAGE LEFT BLANK INTENTIONALLY

H Legal Authorities

Federal

- Federal Emergency Management Agency (FEMA) Policy
  - Crisis Response and Disaster Resilience 2030 (January 2012)
  - FDOC 104-008-1: A Whole Community Approach to Emergency Management (December 2011)
  - FEMA Administrator's Intent (2015-2019)
  - FEMA Incident Management and Support Keystone (January 2011)
  - FEMA Publication: 1 The Federal Emergency Management Agency (November 2010)
  - FEMA Strategic Plan 2011-2014
  - National Disaster Housing Strategy (January 2009)
  - National Disaster Recovery Framework (September 2011)
  - National Incident Management System (December 2008)
  - National Preparedness Goal (September 2011)
  - National Response Framework (January 2008)
- Homeland Security Presidential Directive 5: Management of Domestic Incidents (2003)
- Presidential Policy Directive 8: National Preparedness (2008)
- Public Law 93-288 Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended (last amended April 2013)
- Public Law 107-296 The Homeland Security Act of 2002
- Public Law 109-295 The Post-Katrina Emergency Management Reform Act (2007)

State of California
– California Emergency Services Act (California Government Code, Title 2, Division 1, Chapter 7, §8550 et. seq.) – California Disaster Assistance Act (California Government Code, Title 2, Division 1, Chapter 7.5, §8680 et. seq.) – Standardized Emergency Management System (California Code of Regulations, Title 19, Division 2, Chapter 1, §2400 et. seq.) – California Disaster and Civil Defense Master Mutual Aid Agreement – Disaster Service Workers (California Government Code, Title 1, Division 4, Chapter 8, §3100 et. seq.) – Good Samaritan Liability (California Health and Safety Code, Division 2.5, Chapter 9, §1799.102 et. seq.) – California Health and Safety Code (Article 1, Chapter 2, Part 1, Division 101, 105) – California Health and Safety Code (Article 1, Chapter 2, Part 3, Division 101)
Lassen County
– County Code Chapter 11.14 (Emergency Organization)

Public Notifications Systems Use Policy

(To Be Developed)

J Special Districts

District	Street Address	City, State, Zip	Phone
BIG VALLEY FPD	P.O. Box 81	Bieber, CA 96009	530-294-5809
CLEAR CREEK CSD & FIRE	P.O. Box 833	Westwood, CA 96137	530-256-2240
DOYLE FPD	P.O. Box 189	Doyle, CA 96109	530-827-2681
HONEY LAKE RCD	170 Russel Ave ste. 1	Susanville, CA 96130	257-7271 EXT. 101
JANESVILLE FPD	P. O. Box 40	Janesville, CA 96114	530-253-3737
LASSEN COUNTY WATERWORKS	P.O. Box 363	Bieber, CA 96009	530-294-5524
LASSEN-MODOC FLOOD CONTROL	P.O. Box 305	Bieber, CA 96009	530-294-5371
LITTLE VALLEY CSD	P.O. Box 611	Fall River Mills, CA 96028	530-336-5457
MADELINE FPD	P.O. Box 98	Madeline, CA 96119	530-277-5456
MILFORD FPD	P.O. Box 265	Milford, CA 96121	253-3744
PIT RCD	P.O. Box 301	Bieber, CA 96009	530-299-3405
STANDISH/LITCHFIELD FPD	P.O. Box 120	Standish, CA 96128	530-254-6601
SUSAN RIVER FPD	705-145 HWY 395 E	Susanville, CA 96130	530-257-7477
STONES/BENGARD CSD	509-695 Stone Rd.	Susanville, CA 96130	530-825-3435
WPV CSD / Herlong Fire Dept.	P.O. Box 960	Herlong, CA 96113	530-827-3587
SPALDING CSD	502-907 Mahogany Way	Susanville, CA 96130	530-825-3400
LAKE FOREST FPD	P.O. Box 2148	Susanville, CA 96130	530-257-9593
HONEY LAKE TV	P.O. Box 963	Susanville, CA 96130	530-257-9625
LASSEN MUNICIPAL UTILTIY DIST.	65 S. Roop St.	Susanville, CA 96130	530-257-4174
PG&E	P.O. Box 997300	Sacramento, CA 95899-7300	1-800-743-5002
HONEY LAKE POWER	735-025 Wendel Rd	Wendel, CA 96136	916-596-2500
SURPRISE VALLEY ELECTRIC	516 HWY 395 E.	Alturas, CA 96101	530-233-3511
PLUMAS RURAL ELECTRIC	73233 State Route 70	Portola, CA 96122-7069	(530) 832-4261

EF 1 – Transportation

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 1-1
1.1 Purpose ..... EF 1-1
1.2 Scope ..... EF 1-1
1.3 Policies and Authorities ..... EF 1-2

2 Situation and Assumptions ..... EF 1-2
2.1 Situation ..... EF 1-2
2.2 Assumptions ..... EF 1-3

3 Roles and Responsibilities ..... EF 1-3

4 Concept of Operations ..... EF 1-3
4.1 General ..... EF 1-3
4.2 Emergency Transportation and Evacuation Routes ..... EF 1-4
4.3 Access and Functional Needs Populations ..... EF 1-4
4.4 Coordination with Other EFs ..... EF 1-4

5 EF Annex Development and Maintenance ..... EF 1-4

6 Appendices ..... EF 1-5
Appendix A EF 1 Resources ..... EF 1-6
Appendix B Roles and Responsibilities ..... EF 1-7

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	Public Works/Roads Department
Supporting County Agency(s)	Sheriff's Office, Health and Social Services Agency, Lassen County Transportation Commission
Primary City Agency(s)	Public Works Department
Supporting City Agency(s)	Police Department
Community Partner(s)	Hospitals, School District
State Agency(s)	California Department of Transportation (Caltrans) California Highway Patrol
Federal Agency(s)	Department of Transportation

1 Introduction

1.1 Purpose

Emergency Function (EF) 1 describes how the County and City will coordinate transportation needs during a time of a major emergency or disaster, including coordinating transportation activities to supplement the efforts of emergency response agencies to protect the public.

This EF establishes priorities for allocating transportation resources, issuing transportation requests, managing traffic, repairing roads and highways, and establishing procedures for coordinating support for transportation operations with State agencies and with neighboring jurisdictions within Mutual Aid Region 3.

Operational priorities for EF 1 include:

- Complete Initial Damage Assessments as soon as practicable during response and short-term recovery to facilitate requests for public assistance.
- Ensure coordinated transportation support for all response facilities, including mobilization sites, staging areas, evacuation routes/rally points, shelters, and distribution points.
- Support safe movement of vehicle traffic during response operations.
- Coordinate use of local airports and heliports to support response missions.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete these priorities are listed in Appendix B.

1.2 Scope

In the context of this EF, "transportation" refers to the means and equipment necessary to move goods and people from one location to another.

The following activities are within the scope of EF 1:

- Coordinate and/or support damage assessment activities, including the dissemination of pertinent data regarding any impacts to the transportation infrastructure contained within jurisdictional boundaries.
- Coordinate the repair and restoration of the transportation network.
- Maintain undamaged, repaired, and/or restored infrastructure as necessary to ensure that additional hazards do not occur.
- Monitor, control, and coordinate vehicular traffic flow.
- Provide resources to support transportation of evacuees, personnel, equipment, and materials and supplies.
- Provide maps for all modes of transportation.
- Prioritize and initiate emergency work taskings to clear debris and obstructions from, and make emergency repairs to, the transportation infrastructure.

1.3 Policies and Authorities

City, County, and State departments with transportation resources and support operations are responsible for assessing and restoring transportation systems under their control. Priorities shall be determined and coordinated by the Emergency Operations Center (EOC), when activated.

1.3.1 Policies

The following transportation-related policies are currently in place:

- None at this time.

1.3.2 Agreements

The following transportation-related agreements are currently in place:

- None at this time.

According to the State Emergency Plan, the California Highway Patrol secures routes, regulates traffic flow, and enforces safety standards for evacuation and re-entry into an evacuated area; coordinates interstate highway movement on regulated routes with adjoining states; establishes highway safety regulations consistent with location, type, and extent of emergency conditions; supports Caltrans with traffic route re-establishment and continues emergency traffic regulation and control procedures as required.

2 Situation and Assumptions

2.1 Situation

A number of hazards may disrupt transportation systems and require support. The following considerations should be taken into account when planning for and implementing EF 1 activities:

- A major emergency or disaster may severely damage transportation infrastructure.
- The movement of people, equipment, and supplies may be much less efficient in emergency conditions than under normal circumstances.
- Many localized transportation activities may be disrupted or hindered by damaged transportation infrastructure.

- In anticipation of or reaction to a disaster, evacuations that overwhelm standard routes may require resources beyond the capabilities of the jurisdiction.
- Some communities have limited means of ingress and egress, and an emergency or disaster that disrupts key roads or bridges may limit or prevent access to the community.

Effective emergency transportation involves regional travel and requires close coordination with neighboring jurisdictions, Caltrans, and other public and private providers of transportation services and equipment. Transportation operations may require road closures, restrictions, detours, removal of debris, and/or construction of temporary roads or bridges.

2.2 Assumptions

This annex is based on the following planning assumptions:

- Transportation infrastructure will likely sustain damage during a large-scale incident. As a result, the magnitude of a hazard's impact, in terms of both physical damage and operational status/capacity, will affect the effectiveness and efficiency of response and recovery.
- Disaster operations and/or hazardous conditions may require the jurisdiction to divert traffic or implement other methods of traffic control (e.g., damaged, isolated, or evacuated areas).
- Response operations, especially during initial operational periods, may exhaust the jurisdiction's transportation capabilities, thus requiring assistance from neighboring jurisdictions and/or State and federal government.
- Rapid initial and ongoing damage assessments of impacted areas will assist in the determination of response priorities and transportation demands.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

Emergency transportation operations involve:

- Identification of areas impacted and people at risk.
- Identification, designation, and maintenance of access and egress routes and coordination of the flow of all modes of traffic into and out of affected areas for the effective movement of relief supplies, personnel, and equipment.
- Arrangements to obtain additional emergency transportation resources, with highest priority given to resources needed for protection of life.
- Designation of transportation bases, staging areas, and refueling and repair facilities.
- Coordination with neighboring jurisdictions to ensure that transportation priorities and routes are consistent and coordinated.

When transportation-related activities are staffed in the EOC, responsibilities include the following:

- Serve as a liaison with supporting agencies and community partners.
- Provide a primary entry point for situational information related to transportation infrastructure from the field/scene.
- Share situation status updates related to transportation infrastructure to inform development of Situation Reports.
- Participate in, and provide transportation-specific reports for, EOC briefings.
- Assist in development and communication of transportation-related actions to tasked agencies.
- Monitor ongoing transportation-related actions.
- Share transportation-related information with the Public Information Officer to ensure consistent public messaging.
- Coordinate transportation-related staffing to ensure that the function can be staffed continuously across operational periods.

4.2 Emergency Transportation and Evacuation Routes

The County Roads Department and City Public Works Department, with support from Caltrans, maintain transportation infrastructure, manage emergency transportation routes, identify road hazards, and implement road closures within their jurisdictions. Mapping capabilities and equipment may be provided through geographic information systems and other partners. Staff and resources are assigned to support emergency evacuation and essential transportation routes.

4.3 Access and Functional Needs Populations

During mass evacuations, jurisdictions will work with local volunteer organizations to provide transport for persons, including individuals with access and functional needs, provided they meet the following criteria:

- Evacuees can be accommodated at both embarkation points and destination general population shelters.
- Evacuees can travel on commercial long-haul buses, aircraft, passenger trains, or lift-equipped buses.
- Evacuees do not have medical needs indicating that they should be transported by specialized medical transport.

4.4 Coordination with Other EFs

The following EFs support transportation-related activities:

- **EF 3 – Construction and Engineering:** Support in maintenance, assessment, and restoration of the transportation network, including debris clearance.
- **EF 13 – Law Enforcement:** Assist in traffic control and escort of emergency supplies.

5 EF Annex Development and Maintenance

The County Public Works/Roads Department will be responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 1 Resources
- Appendix B – Roles and Responsibilities Checklist

Appendix A EF 1 Resources

The following resources provide additional information regarding EF 1 and transportation-related issues at the local, State, and federal level:

City

- Mutual Aid / Resource Sharing Agreements
- Emergency Transportation Routes

County

- Mutual Aid / Resource Sharing Agreements
- Regional Emergency Transportation Routes
- County Health and Social Services Agency maintains a small transportation fleet
- County Schools
- Lassen County Transportation Commission has approximately 10 buses available
- Several active and decommissioned airstrips are maintained within the County

State

- Standardized Emergency Management System (SEMS)
- California Disaster and Civil Defense Master Mutual Aid Agreement
- California Emergency Plan: EF 1 – Transportation

Federal

- National Response Framework
  - ESF 1 – Transportation
- Homeland Security Presidential Directives
  - No. 7: Identification of and prioritization for protection of critical infrastructure

Appendix B Roles and Responsibilities

The following checklist identifies key roles and responsibilities for this annex. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support transportation concerns. All tasked agencies should maintain agency-specific plans and procedures that allow them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place **before** an emergency occurs and include plans or preparations to save lives and help response and recovery operations. Preparedness roles and responsibilities for transportation include the following:

- ❑ Develop plans and procedures to support EF 1 activities, as appropriate.
- ❑ Participate in EF 1–related trainings and exercises as appropriate.
- ❑ Coordinate regular review and update of the EF 1 annex with supporting agencies.
- ❑ Facilitate collaborative planning to ensure capability to support EF 1 activities.
- ❑ Develop and maintain an emergency/disaster transportation plan or plans that address the following:
  - Providing for logistics and resource transportation needs
  - Conducting and/or facilitating damage assessments of owned/maintained transportation infrastructure
- ❑ Maintain operational capacity of the EOC to support transportation activities.
- ❑ Ensure that staff are identified and adequately trained to fulfill their various EOC positions.
- ❑ Maintain a list of transportation resources and capabilities.
- ❑ Identify transportation needs to support emergency response.
- ❑ Conduct and maintain current resource inventories, including fuel; categorize resources; establish agreements for acquiring needed resources; managing information systems; and developing processes for mobilizing and demobilizing resources associated with EF activities.
- ❑ Establish and maintain liaison with State and adjacent jurisdictions and Operational Area transportation officials.
- ❑ Estimate logistics requirements (e.g., personnel, supplies, equipment, facilities, communications) during the planning process and through emergency planning exercises.

Response

Response activities take place **during** an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 1 include the following:

- ❑ Provide situational updates to the EOC as required to maintain situational awareness and establish a common operating picture.
- ❑ Provide a representative to the EOC, when requested, to support EF 1 activities.
- ❑ Coordinate all transportation-related missions in support of the EOC.
- ❑ Identify transportation needs required by the situation.

- ❑ Identify, obtain, prioritize, and allocate available transportation resources, and communicate this information to the EOC.
- ❑ Provide transportation-related public information and mapping support to the EOC during response and recovery activities.
- ❑ Clear and establish lifeline routes.
- ❑ Plan for transportation support for mobilization sites, staging areas, evacuation, shelters, and distribution points.
- ❑ Provide barriers and signage to aid missions.
- ❑ Provide personnel on scene to assist with road closures, traffic redirection, and other activities.
- ❑ Support damage assessment of transportation routes.
- ❑ Track the use of transportation resources through the EOC Finance Section.

Local Airports and Heliports

- ❑ Assess usability of airport and heliport facilities to support response missions.
- ❑ Conduct and/or coordinate emergency operations as required during large-scale incidents in accordance with established plans, policies, and procedures.
- ❑ Establish air traffic control for response missions.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to normal or even safer conditions following an emergency. Recovery roles and responsibilities for EF 1 include the following:

- ❑ Demobilize response activities.
- ❑ Keep detailed records of expenses in accordance with SEMS for reimbursement assistance.
- ❑ Participate in all after-action activities and implement corrective actions as appropriate.
- ❑ Provide support to recovery planning.
- ❑ Coordinate and/or facilitate pre-/post-damage assessment activities.
- ❑ Continue to render transportation support when and where required, as long as emergency conditions exist.
- ❑ Continue to monitor and restore transportation systems in support of recovery.
- ❑ Prioritize the repair and restoration of transportation infrastructure so that essential services such as fire, emergency medical services, law enforcement, and waste management will be given first priority.
- ❑ Coordinate all after-action activities and implement corrective actions as appropriate.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 1 include the following:

- ❑ Participate in the hazard/vulnerability identification and analysis process.

- ❑ Take steps to correct deficiencies identified during the hazard/vulnerability identification and analysis process as appropriate.
- ❑ Regularly inspect streets, public roadways, and rights-of-way for deterioration and make necessary repairs to keep them in good condition.
- ❑ Keep equipment in operating condition.

THIS PAGE LEFT BLANK INTENTIONALLY

EF 2 – Communication

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 2-1
1.1 Purpose ..... EF 2-1
1.2 Scope ..... EF 2-1
1.3 Policies and Authorities ..... EF 2-2

2 Situation and Assumptions ..... EF 2-2
2.1 Situation ..... EF 2-2
2.2 Assumptions ..... EF 2-3

3 Roles and Responsibilities ..... EF 2-3

4 Concept of Operations ..... EF 2-4
4.1 General ..... EF 2-4
4.2 Warning Systems ..... EF 2-4
4.3 Response Systems ..... EF 2-5
4.4 Interoperability ..... EF 2-6
4.5 Access and Functional Needs Populations ..... EF 2-6
4.6 Coordination with Other EFs ..... EF 2-6

5 Annex Development and Maintenance ..... EF 2-6

6 Appendices ..... EF 2-7
Appendix A EF 2 Resources ..... EF 2-8
Appendix B Roles and Responsibilities ..... EF 2-9

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	Sheriff's Office
Supporting County Agency(s)	California Department of Forestry and Fire Protection (CAL FIRE), Health and Human Services Department
Primary City Agency(s)	*Sheriff's Office
Supporting City Agency(s)	Fire Department, Police Department
Community Partner(s)	Amateur Radio Emergency Services
State Agency(s)	California Governor's Office of Emergency Services – Public Safety Communications Office
Federal Agency(s)	Department of Homeland Security

1 Introduction

1.1 Purpose

Emergency Function (EF) 2 describes how the County and City will provide for, support, and enhance the requisite technology (hardware and software) for emergency communications systems; alert, warning, and notification systems; and redundant communications systems during all phases of the emergency management cycle, including response and recovery operations.

Operational priorities for EF 2 include:

- Maintain situational awareness and provide situational updates up the chain of command to develop a common operating procedure.
- Establish and maintain interoperable communications capacity to support response operations by all response partners.
- Restore and maintain service on critical communications networks.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete these priorities are listed in Appendix B.

1.2 Scope

This function emphasizes the technical considerations of communication functions. Collection, control, and dissemination of emergency public information are covered by EF 15 – Public Information.

The following activities are within the scope of EF 2:

- Maintain a reliable alert, warning, and notification system.
- Establish and maintain an effective communications system, including owned and commercially leased systems, for use in a disaster.
- Coordinate the provision of redundant and temporary communications as required. Impacts to cellular services, external internet connectivity, local phone services, etc. are dependent upon the vendor services utilizes.

- Monitor and report on the overall status of the communications infrastructure during a disaster.
- Maintain critical information technology infrastructure, including, but not limited to, the provision of cybersecurity measures. *See EF 18 – Cybersecurity for more information.*

1.3 Policies and Authorities

1.3.1 Policies

The following communication-related policies are currently in place:

- The National Warning System (NAWAS) is the primary method of communicating alert and warning messages from national authorities to state authorities and between state authorities and local authorities or warning points.
- The Emergency Alert System (EAS) is the primary method of communicating alert and warning messages to the public.

1.3.2 Agreements

The following agreements are currently in place:

- The Lassen County Sheriff's Office serves as the public safety answering point for all 9-1-1 calls within the County, which are then dispatched to the appropriate agency.
- Firenet Lassen provides fire and emergency medical services dispatching via a contract with CAL FIRE through the Susanville Interagency Fire Center.
- Amateur radio operators are available to augment City and County communications. In addition, the County Health and Social Services Agency maintains trained operators and equipment.

2 Situation and Assumptions

2.1 Situation

The area is faced with a number of hazards that may require communications support. The following considerations should be taken into account when planning for and implementing activities:

- For the purposes of this document, "communication" is defined as the transference of information, and may involve the representation, transfer, interpretation, and processing of data among persons, places, and machines. The term may also refer to the transmission, emission, or reception of signs, signals, writing, images, and sounds or intelligence of any nature by wire, radio, optical, or other electromagnetic system.
- An emergency can disrupt or even destroy communications systems by damaging antennas, repeaters, power supplies, or other components. During hazardous conditions, access to, and functionality of, communications equipment and infrastructure may be limited and prevent the timely restoration of services.
- The distribution of accurate and timely information is a critical component of any effective emergency response.

- A large-scale incident may result in a surge of user requests for utilization access to the local telecommunications infrastructure (e.g., jammed cell and landline phone switches, high-speed internet bandwidth degradation, etc.).
- During emergencies, heavy demand for communication services can quickly exceed the capacity of existing systems, limiting user access or shutting them down entirely.
- Response agencies often maintain and operate their own radio systems and may use different frequencies, potentially hindering timely and effective response/coordination unless interoperable communication systems are in place.
- Protection/restoration of emergency communications is one of the highest priorities in an emergency. Priority communications include emergency 9-1-1 calls and dispatch; interoperable communications among responders and supporting agencies; Emergency Operations Center (EOC) contact with field units; and communication with the public and media.

2.2 Assumptions

EF 2 is based on the following planning assumptions:

- Local jurisdictions will require accurate and timely information on which to base their decisions and focus their response actions.
- Routine, day-to-day modes of communication will continue to be utilized to the degree that they survive the disaster.
- There are identified frequencies that will be used for primary direction and control.
- Normal forms of communication may be severely interrupted during the early phases of an emergency or disaster and may reduce or eliminate the effectiveness of the EOC public information lines, as well as the majority of departments.
- The management and logistics of communications support is highly situational and requires flexibility, adaptability, and redundancy of systems.
- Significant incidents may require evacuation of significant numbers of affected populations. Such evacuations may require extensive coordination of inter- and intra-jurisdiction communications and may exceed normal radio communication capabilities.
- In the event of an emergency or disaster that damages the digital radio system, a backup analog system may be utilized.
- Local amateur radio operators have the ability to set up field communications to support or augment public safety operations, as appropriate. One use of this amateur radio system may be for providing communications between the EOC and Red Cross shelters.
- At a time when the need for real-time electronically processed information is greatest, the capability to produce it may be seriously restricted or nonexistent due to widespread damage to communications and power systems facilities.
- If electronic emergency information systems are not available, paper logs may be used to record events, communications and messages, damage assessments, situation reports, resources utilized, staff hours expended, etc.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

When communication-related activities are staffed in the EOC, the communication representative will be responsible for the following:

- Serve as a liaison with supporting agencies and community partners.
- Provide a primary entry point for situational information related to communication.
- Share situation status updates related to communication to inform development of Situation Reports.
- Participate in, and provide communication-specific reports for, EOC briefings.
- Assist in development and communication of communication-related actions to tasked agencies.
- Monitor ongoing communication-related actions.
- Share communication-related information with the Public Information Officer to ensure consistent public messaging.
- Coordinate communication-related staffing to ensure that the function can be staffed across operational periods.

4.2 Warning Systems

4.2.1 Emergency Notifications

- 9-1-1 calls may be answered by the Sheriff's Office and transferred to the appropriate responding agency for both City and County departments.
- Emergency messages may be received via radio or telephone and will be distributed according to departmental procedures.
- The EOC becomes the primary coordination point for incident response, amateur radio, and satellite telephone communications.

4.2.2 Employee Notification

Employees are notified using:

- Phone-based systems—group voice mail, paging networks, faxes, employee information line, and communication notification technology
- Computer network systems
- Department notification procedures—each department is responsible for establishing and maintaining internal emergency communications
- Instant messaging/texting
- Web pages
- Social media

4.2.3 Public Notification

4.2.3.1 CodeRED

CodeRED is a reverse call emergency notification system utilized to inform residents and business owners of local emergencies that may impact them. Notifications can be made to both landlines and wireless services.

4.2.3.2 Emergency Alert System

The EAS is used when a life-threatening hazard requires immediate protective action, with participating broadcast stations and cable operators transmitting the emergency alert over their networks. EAS messages may not exceed two minutes and are designed to provide a brief, initial warning to be followed by more detailed information.

Residents are encouraged to monitor local radio and television broadcasts for emergency information. The North American Oceanic and Atmospheric Administration Weather Alert Net also provides effective emergency warning for weather-related hazards.

4.2.3.3 National Warning System

NAWAS is a government-to-government warning system that connects the National Warning Center at Colorado Springs to each state and, in turn, to the designated warning points in each county.

4.3 Response Systems

A variety of emergency response communications systems are used, including the following:

- Cellular and landline telephones, pagers, voicemail, and fax.
- Computer networks, Intranet, Internet, and email.
- Radio voice and data nets (very high frequency [VHF], 800 megahertz [MHz], mobile data communications, and both alpha-numeric and two-way pagers).
- Satellite phones and amateur radio expand field and EOC communications capabilities.
- Instant messaging/texting.
- Most marked police vehicles and most fire vehicles are equipped with mobile or hand-held public address systems that may be used for alert and warning.
- Door-to-door alert may be necessary in the event of a rapidly emerging incident that poses a clear threat to public safety. Residents will be directed to temporary areas of safety such as a shelter depending on the weather and the expected duration of the emergency.

4.3.1 Amateur Radio Emergency Services

HAM radio is a critical element of emergency communications, particularly since other communications systems may be unavailable or overloaded in an emergency. Amateur radio volunteers are federally licensed and registered as emergency service workers and provide emergency voice and data communications.

Amateur radio operators provide a robust, reliable communication network until usual communications channels and services can be restored.

4.4 Interoperability

Interoperability is the ability of public and private agencies, departments, and other organizations to operate and communicate effectively together through the use of systems, personnel, and equipment. In recognition that successful emergency management and incident response operations require the continuous flow of critical information among jurisdictions, disciplines, organizations, and agencies, interoperability plans or procedures should be developed that include training and exercises, standard operating procedures, new technology, and considerations of individual agency governance, as well as consideration of use within a stressful and often chaotic context of a major response. Interoperable voice, data, or video-on-demand communications systems allow emergency management/response personnel to communicate within and across agencies and jurisdictions in real time, when needed, and when authorized.

The core emergency communications system is an ultra high frequency (UHF) and VHF radio system; the following should be noted:

- Interoperability remains a challenge, as many agencies utilize their own systems for communications.
- Amateur radio operators are available to assist in augmenting communications.

4.5 Access and Functional Needs Populations

Access and Functional Needs Populations may require targeted outreach to be communicated with following an incident. The City and County's Public Information Officer and Joint Information Center will ensure that public messaging and communications are accessible to these populations through targeted tactics such as:

- Provide sign language interpreters for individuals who are deaf or hard of hearing, as available (use of signage if personnel are unavailable).
- Provide alternatives to signage for individuals who are blind or have poor vision (braille, support personnel, recordings).
- Provide translation services for persons with limited English proficiency or for non-English-speaking individuals.

4.6 Coordination with Other EFs

The following EFs support communication-related activities:

- **All EFs:** Support interoperable and redundant communications systems to ensure that responding agencies can communicate with each other and the EOC.

5 Annex Development and Maintenance

The Sheriff's Office is responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks as well as testing equipment, backup EOC sites, and overall coordination of technical and communication requirements with the EOC and Dispatch Center.

6 Appendices

- Appendix A – EF 2 Resources
- Appendix B – Roles and Responsibilities

Appendix A EF 2 Resources

The following resources provide additional information regarding EF 2 and communications-related issues at the local, state, and federal level:

City

- None at this time

County

- Tactical Interoperable Communications Plan
- Susanville Interagency Fire Center Radio Call Plan

State

- California Emergency Plan: EF 2 – Communications and EF 15 – Public Information
- California Statewide Communications Interoperability Plan

Federal

- National Response Framework
- National Emergency Communications Plan
- Executive Order 13636, Improving Critical Infrastructure Cybersecurity

Appendix B Roles and Responsibilities

The following checklist identifies key roles and responsibilities for EF 2 – Communications. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support all tasked agencies should maintain agency-specific plans and procedures that allow them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place **before** an emergency occurs and include plans or preparations made to save lives and help response and recovery operations. Preparedness roles and responsibilities for EF 2 include the following:

- ❑ Develop plans and procedures for EF 2 activities, as appropriate.
- ❑ Participate in EF 2–related trainings and exercises as appropriate.
- ❑ Maintain interoperable and redundant communications equipment.
- ❑ Develop plans, procedures, and protocols for communications in accordance with the National Incident Management System (NIMS), Standardized Emergency Management System (SEMS), State of California, and local ordinances, and existing agreements.
- ❑ Ensure that redundant communications systems are available.
- ❑ Coordinate common communications procedures.
- ❑ Develop and test emergency procedures.
- ❑ Develop written mutual aid agreements as needed to ensure coordination within the Operational Area.
- ❑ Develop and/or review procedures for requesting additional crisis resources.
- ❑ Review departmental plans and procedures and maintain personnel call-up lists.
- ❑ Develop and conduct training to improve all-hazard incident management capability for response communications.
- ❑ Develop exercises and drills of sufficient intensity to challenge management and operations and to test the knowledge, skills, and abilities of individuals and organizations for response communications.
- ❑ Participate in emergency management training and exercises.
- ❑ Develop and maintain a communications resource inventory.
- ❑ Coordinate regular review and update of this annex with supporting agencies.
- ❑ Facilitate collaborative planning to ensure the capability to support EF 2 activities.
- ❑ Coordinate with telephone service providers.
- ❑ Evaluate and recommend improvements to EOC communications capability.

Response

Response activities take place **during** an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 2 include the following:

- ❑ Provide situational updates to the City and County EOC as required to maintain situational awareness and foster a common operating picture.

- ❑ Provide a representative to the County EOC, when requested, to support EF 2 activities.
- ❑ Use established common response communications language (i.e., plain English) to ensure that information dissemination is timely, clear, acknowledged, and understood by all receivers.
- ❑ Monitor the status of the County's communication infrastructure during or following any disaster.
- ❑ Coordinate and assign resources necessary to respond to an incident that impacts the communications infrastructure.
- ❑ Establish or confirm communications methods.
- ❑ When necessary, coordinate provision of a temporary or interim communications capability as required.
- ❑ Implement incident communications interoperability plans and protocols.
- ❑ Communicate incident response information.
- ❑ Request external resources using mutual aid processes.
- ❑ Ensure that all critical communications networks are functioning.
- ❑ Establish and maintain response communications systems on site.
- ❑ Maintain existing equipment and follow established procedures for communicating with organization personnel performing field operations.
- ❑ Implement procedures for inspecting and protecting communications equipment.
- ❑ Arrange for emergency communications equipment repair service 24 hours/day.
- ❑ Ensure that redundant communications are available for use in the event that the equipment is out of service.
- ❑ Establish and ensure radio connectivity between the Incident Command Post and the EOC. Keep the EOC informed of field operations as much as possible.
- ❑ Ensure that adequate dispatchers are staffed to handle radio communications for the incident.

Amateur Radio Services

- ❑ Augment communications capabilities through use of amateur radio operators and systems.
- ❑ Develop and maintain an Emergency Communications Plan.
- ❑ Provide trained personnel and equipment.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 2 include the following:

- ❑ Demobilize response activities.
- ❑ Maintain incident documentation to support public and individual assistance processes.
- ❑ Prepare to support recovery operations by identifying community needs.
- ❑ Demobilize, as appropriate.
- ❑ Continue to perform tasks necessary to expedite restoration and recovery operations.
- ❑ Clean, repair, and perform maintenance on all equipment before returning to normal operations or storage.

- ❑ Compile and keep all documentation collected relating to the management of communication equipment and software.
- ❑ Coordinate all after-action activities and implement corrective actions as appropriate.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 2 include:

- ❑ Participate in the hazard/vulnerability identification and analysis process.
- ❑ Take steps to correct deficiencies identified during the hazard/ vulnerability identification and analysis process as appropriate.
- ❑ Test all communications and warning equipment to ensure that it is operating.
- ❑ Develop and maintain back-up systems, including back-up power ability.
- ❑ Attempt to construct/place new equipment away from possible hazards.
- ❑ Ensure that methods are in place to protect communications equipment, including cyber and telecommunications resources.

THIS PAGE LEFT BLANK INTENTIONALLY

EF 3 – Construction and Engineering

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 3-1
1.1 Purpose ..... EF 3-1
1.2 Scope ..... EF 3-1
1.3 Policies and Authorities ..... EF 3-2

2 Situation and Assumptions ..... EF 3-2
2.1 Situation ..... EF 3-2
2.2 Assumptions ..... EF 3-3

3 Roles and Responsibilities ..... EF 3-4

4 Concept of Operations ..... EF 3-4
4.1 General ..... EF 3-4
4.2 Pre-Disaster Operations ..... EF 3-4
4.3 Disaster Response ..... EF 3-4
4.4 Debris Management ..... EF 3-4
4.5 Contractors ..... EF 3-5
4.6 Access and Functional Needs Populations ..... EF 3-5
4.7 Coordination with Other EFs ..... EF 3-5

5 Annex Development and Maintenance ..... EF 3-5

6 Appendices ..... EF 3-5
Appendix A EF 3 Resources ..... EF 3-7
Appendix B Roles and Responsibilities ..... EF 3-9

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	Public Works/Roads Department
Supporting County Agency(s)	Lassen Municipal Utility District, Sanitation District
Primary City Agency(s)	Public Works Department
Supporting City Agency(s)	Lassen Municipal Utility District, Sanitation District
Community Partner(s)	Pacific Gas and Electric Company, Plumas Sierra Rural Electric, Surprise Valley Electric
State Agency(s)	California Government Operations – Department of General Services
Federal Agency(s)	Department of Defense/U.S. Army Corps of Engineers Department of Homeland Security

1 Introduction

1.1 Purpose

Emergency Support Function (EF) 3 describes how the County and City will provide the resources (human, technical, equipment, facilities, materials, and supplies) to support infrastructure and engineering services during a time of a major emergency or disaster.

Operational priorities for EF 3 include:

- Clear debris from roadways, and culverts and streams endangering bridges and other structures, as soon as possible, prioritizing vital and essential roadways, bridges, and facilities.
- Temporarily repair and stabilize arterial roadways and bridges.
- Restore vital and essential public facilities.
- Prohibit public access to roadways, other transportation infrastructure, and facilities determined unsafe as a result of current emergency conditions or damage, as directed.
- Provide equipment and operators to assist in life-saving activities.
- Ensure safe movement of vehicle traffic during response operations.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete these priorities are listed in Appendix B.

1.2 Scope

The following activities are within the scope of EF 3:

- Monitor, assess, restore, and repair disaster-related impacts to construction and engineering infrastructure.
- Provide for inspection and repair of essential facilities.
- Determine the levels of damage to the following public owned systems (e.g., water, electrical, natural gas, sanitary sewage, storm water collection, generating, distribution systems, dams, levees, water control structures).

- Prioritize and initiate recovery efforts to restore, repair, and mitigate publicly owned infrastructure and systems (e.g., water, electrical, natural gas, sanitary sewage, storm water collection, generating, distribution systems, dams, levees, water control structures).
- Maintain undamaged or repaired construction and engineering infrastructure to ensure that additional hazards do not occur.
- Demolish or stabilize damaged structures (public and private) to facilitate search and rescue and/or protect the public's health and safety.
- Coordinate disaster debris management activities, including clearance of debris from construction and engineering infrastructure and development and initiation of emergency collection, sorting, and disposal routes and sites for debris cleared from public and private property.
- Prioritize and initiate recovery efforts to restore, repair, and mitigate the impact of the construction and engineering needs listed above.
- Provide technical assistance to response teams with respect to flooding, water management, structure integrity assessment, and impact assessments of infrastructure.

1.3 Policies and Authorities

1.3.1 Policies

The following policies are currently in place:

- California Government Code, Title 2, Division 1, Chapter 7 (California Emergency Services Act)
- Title 2, Division 1, Chapter 7.5 (California Natural Disaster Assistance Act)
- California Code of Regulations, Title 19, Division 2 (Standardized Emergency Management System Regulations)

1.3.2 Agreements

The following agreements are currently in place:

- The County maintains informal agreements with the California Department of Transportation to provide support to construction and engineering–related emergency operations.

2 Situation and Assumptions

2.1 Situation

Considerations that should be taken into account when planning for and implementing EF 3 activities include, but are not limited to, the following:

- Access to potable water and effective wastewater management plays a significant role in maintaining the health and safety of the public.
- A significant disaster or emergency situation may overwhelm local assessment and engineering capacity.

- Unsafe and unknown conditions may persist throughout a community as weakened or destroyed structures, homes, public buildings, roads, and bridges await assessment from engineers and emergency personnel.
- Debris may make transportation routes impassable, and local standardized equipment may not be capable of removing it, thus making it difficult or impossible to reach construction and engineering infrastructure or get necessary equipment to sites in need of repair/restoration.
- Local equipment used for repair and removal may have been damaged or inadequate for the disaster or emergency event.
- Local personnel may have personal safety and health concerns following a disaster or emergency event that make it impossible for them to perform their duties.

2.2 Assumptions

EF 3 is based on the following planning assumptions:

- A major emergency or disaster may cause extensive damage to property and infrastructure. Structures may be destroyed or severely weakened. Homes, public buildings, bridges, and other facilities may have to be reinforced or demolished to ensure safety. Debris may make streets and highways impassable. Public utilities may be damaged or be partially or fully inoperable.
- Each construction and engineering agency will utilize its existing directives and procedures in responding to major emergencies/disasters while working within the framework of their applicable emergency plans.
- Access to disaster-impacted construction and engineering infrastructure may depend on either the repair (permanent or temporary) of transportation routes or the establishment of ad-hoc alternatives.
- In many locations, debris clearance and emergency road repairs will be given top priority to support immediate life-saving emergency response activities.
- Damage to construction and engineering infrastructure may result in a public health emergency (e.g., lack of potable water, damage to wastewater systems).
- Damage assessment of the disaster area will be required to determine potential workload.
- Assistance may be needed to clear debris, perform damage assessments and structural evaluations, make emergency repairs to essential public facilities, reduce hazards by stabilizing or demolishing structures, and provide emergency water for human health needs and firefighting.
- Debris may include many different types of materials, including hazardous materials that require specialized equipment and personnel to remove.
- Following disasters that cause significant debris, existing disposal sites may not provide effective debris management solutions because of capacity limitations and their need to provide continuous waste management operations for day-to-day debris generation.
- Local contractors will be utilized by construction and engineering agencies in supplementing emergency response and recovery capabilities.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

When construction and engineering–related activities are staffed in the Emergency Operations Center (EOC), the construction and engineering representatives will be responsible for the following:

- Serve as a liaison with supporting agencies and community partners.
- Provide a primary entry point for situational information related to construction and engineering.
- Share situation status updates related to construction and engineering to inform development of Situation Reports.
- Participate in, and provide construction and engineering–specific reports for, EOC briefings.
- Assist in development and communication of construction and engineering–related actions to tasked agencies.
- Monitor ongoing construction and engineering–related actions.
- Share construction and engineering–related information with the Public Information Officer to ensure consistent public messaging.
- Coordinate construction and engineering–related staffing to ensure that the function can be staffed across operational periods and into short-term recovery.

4.2 Pre-Disaster Operations

During the mitigation and preparedness phases, departments should develop internal emergency procedures to handle daily situations while also preparing for larger-scale events. This includes developing and maintaining emergency call-out lists, and contributing to and participating in the development and exercise of their jurisdictions' Emergency Operations Plans (EOPs) for major emergencies and disasters. Pre-disaster planning should include the development of mutual aid agreements and documentation of conditions, including photographic documentation of facilities, major culverts, bridges, etc. for Federal Emergency Management Association reimbursement purposes.

4.3 Disaster Response

Construction and engineering response will include all activities to restore vital lifeline systems to the community, focusing on critical bridges, roads, potable water systems, and wastewater systems. Protection of life will be the priority, which in many response situations will mean that construction and engineering departments will be providing direct support to police and fire units in rescue, evacuation, and traffic control.

4.4 Debris Management

Procedures to support the following should be developed:

- Coordinating debris collection and removal.
- Providing debris management instructions to the public.
- Identifying temporary storage trash collection and storage sites, as well as final landfill sites.

4.5 Contractors

Departments will use local contractors to supplement their emergency response capabilities, escalating unmet needs through the EOC and/or mutual aid partners.

4.6 Access and Functional Needs Populations

The County will seek technical assistance to ensure that accessibility standards are addressed during infrastructure restoration and activities. Existing plans and procedures will be used to reestablish critical human services for children, as well as others with access and functional needs.

4.7 Coordination with Other EFs

The following EFs support EF-3–related activities:

- **EF 1 – Transportation**. Identify impacts to the transportation infrastructure and develop priorities for repair and restoration.
- **EF 10 – Hazardous Materials.** Identify impacts to hazardous materials and hazardous waste sites and develop priorities for repair and restoration.
- **EF 12 – Utilities.** Identify impacts to utility infrastructure and develop priorities for repair and restoration.

5 Annex Development and Maintenance

The County Public Works/Roads Department will be responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 3 Resources
- Appendix B – Roles and Responsibilities

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix A EF 3 Resources

The following resources provide additional information regarding EF 3 and construction and engineering–related issues at the local, state, and federal level:

City

- None at this time

County

- None at this time

State

- Standardized Emergency Management System (SEMS)
- Disaster and Civil Defense Master Mutual Aid Agreement
- Emergency Plan: EF 1 – Transportation, EF 3 – Construction & Engineering, EF 12 – Utilities, and EF 14 – Recovery

Federal

- National Response Framework
- National Infrastructure Protection Plan
- Response Federal Interagency Operational Plan

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix B Roles and Responsibilities

The following checklist identifies key roles and responsibilities for EF 3 – Construction and Engineering. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support EF 3 activities. All tasked agencies should maintain agency-specific plans and procedures that allow them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place **before** an emergency occurs and include plans or preparations made to save lives and help response and recovery operations. Preparedness roles and responsibilities for EF 3 include the following:

- ❑ Maintain an inventory of available resources, including personnel and training within each department.
- ❑ Develop and maintain emergency notification lists of department personnel.
- ❑ Develop and maintain operating procedures for disaster response, including evacuation transportation requirements.
- ❑ Ensure that employees fully understand their obligations as emergency responders to report to work as soon as possible in the event of a major emergency or disaster.
- ❑ Provide appropriate training to personnel on the general concept of disaster response and self-preservation techniques and for utilization of the Incident Command System in disaster procedures for damage assessment.
- ❑ Ensure that employees are aware of the need for a family preparedness plan that will assist them and their families in dealing with the results of all hazards.
- ❑ Develop plans and procedures for EF 3 activities, as appropriate.
- ❑ Participate in EF 3–related trainings and exercises as appropriate.
- ❑ Identify vital and essential roadways, bridges, and facilities to establish repair priority in the event that any of these become damaged.
- ❑ Establish contact with private resources that could provide support during an emergency.
- ❑ Designate an emergency management program liaison that will be responsible for the department's mitigation and preparedness activities, including participating in the development, maintenance, and exercise of the EOP.
- ❑ Designate one or more employees who will serve as EOC staff in support of EF 3 tasks whenever the EOC is activated, for the purpose of training, exercising, or coordinating an actual response to a major emergency or disaster. Staff shall also be responsible for developing and maintaining a working knowledge of resources available to the department through other local, State, and federal agencies for disaster response.
- ❑ Participate in training exercises to test the EOP.

Response

Response activities take place **during** an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 3 include the following:

- ❑ Document personnel and other costs related to the emergency or disaster response for possible federal disaster assistance reimbursement.
- ❑ Provide a representative to operate from the EOC or other command location to ensure coordination with other agencies, as necessary.
- ❑ Provide staff to operate from the EOC or other command location to ensure coordination with other agencies, as necessary.
- ❑ Immediately recall off-duty personnel.
- ❑ Relocate equipment as necessary.
- ❑ Inspect bridges and report other infrastructure for structural damage immediately following the occurrence of a natural hazard such as earthquake or flood.
- ❑ Clear debris from roads, streets, culverts, and streams endangering bridges and other structures and coordinate with the EOC in matters of debris disposal.
- ❑ Perform temporary repairs of arterial routes and bridges.
- ❑ Make recommendations regarding the priority of repairs.
- ❑ Coordinate restoration of public facilities, roads, and bridges.
- ❑ Demolish or stabilize damaged and/or unsafe infrastructure.
- ❑ Furnish equipment and operators to assist fire and police in rescue operations.
- ❑ Close roads and construct barricades to secure areas of damaged infrastructure as directed to minimize health and safety risks.
- ❑ Support traffic control measures and provide signing for detours, shelters, routes, security, trespassing, etc.
- ❑ Ensure that emergency response activities and emergency public information are coordinated with the EOC, when it is operational.
- ❑ Keep other departments informed of construction and engineering–related aspects of the emergency or disaster.
- ❑ Support public messaging related to EF 3–related activities.
- ❑ Report suspicious devices found on infrastructure to Incident Command.
- ❑ Provide personnel and equipment to support emergency operations.
- ❑ Provide damage assessment information to EOC, as applicable.
- ❑ Notify regulatory agency or agencies, as appropriate.

Recovery Phase

Recovery activities take place **after** an emergency occurs and include actions to return to normal or even safer conditions following an emergency. Recovery roles and responsibilities for EF 3 include the following:

- ❑ Demobilize response activities.
- ❑ Provide support to recovery planning
- ❑ Maintain incident documentation to support any applicable public and/or individual assistance claims. Continue to repair infrastructure and buildings on a priority basis.
- ❑ Continue to repair infrastructure and buildings on a priority basis.
- ❑ Continue all activities in coordination with the EOC based on the requirements of the incident.
- ❑ Provide information concerning dangerous areas or other existing problems.
- ❑ Provide liaison between local agencies and federal damage assessment activities.

- ❑ Assist other agencies with recovery operations and damage assessment, as appropriate.
- ❑ Return the focus of service to maintenance of the publicly owned infrastructure as soon as possible, releasing personnel and equipment for return to normal operations.
- ❑ Establish control measures related to emergency solid waste disposal.
- ❑ Coordinate all after-action activities and implement corrective actions as appropriate.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 3 include the following:

- ❑ Participate in the hazard/vulnerability identification and analysis process.
- ❑ Take steps to correct deficiencies identified during the hazard/vulnerability identification and analysis process as appropriate.
- ❑ Identify and seek funds for retrofitting critical facilities and providing auxiliary power.
- ❑ Recommend changes in planning, zoning, and building codes to prevent or lessen the effect of future disasters.
- ❑ Regularly maintain equipment to ensure it is in good running order.

THIS PAGE LEFT BLANK INTENTIONALLY

EF 4 – Fire and Rescue

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 4-1
1.1 Purpose ..... EF 4-1
1.2 Scope ..... EF 4-1
1.3 Policies and Authorities ..... EF 4-1

2 Situation and Assumptions ..... EF 4-2
2.1 Situation ..... EF 4-2
2.2 Assumptions ..... EF 4-2

3 Roles and Responsibilities ..... EF 4-3

4 Concept of Operations ..... EF 4-3
4.1 General ..... EF 4-3
4.2 Access and Functional Needs ..... EF 4-3
4.3 Coordination with Other EFs ..... EF 4-3

5 EF Annex Development and Maintenance ..... EF 4-3

6 Appendices ..... EF 4-3
Appendix A EF 4 Resources ..... EF 4-5
Appendix A EF 4 Capabilities ..... EF 4-7
Appendix B Roles and Responsibilities ..... EF 4-9

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	Local Fire Districts and Departments, Operational Area Fire Rescue Coordinator
Supporting County Agency(s)	County Office of Emergency Services
Primary City Agency(s)	Susanville Fire Department
Supporting City Agency(s)	N/A
Community Partner(s)	National Park Service
State Agency(s)	California Governor's Office of Emergency Services – Fire and Rescue Division, CAL FIRE
Federal Agency(s)	U.S. Department of Agriculture /Fire Service, Bureau of Land Management

1 Introduction

1.1 Purpose

Emergency Function (EF) 4 describes how the County and City will detect and suppress urban, rural, and wildland fires resulting from, or occurring coincidentally with, a significant disaster condition or incident.

Operational priorities for EF 4 include:

- Protect human health and safety and support actions taken to mitigate life-safety risk during response operations.
- Provide mutual aid support as able.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete these priorities are listed in Appendix B.

1.2 Scope

The following activities are within the scope of EF 4:

- Coordinate support for firefighting activities, including detection of fires on State and private lands.
- Provide personnel, equipment, and supplies in support of all agencies involved in rural and urban and wildland firefighting operations.

1.3 Policies and Authorities

1.3.1 Policies

The following policies are currently in place:

- None at this time.

1.3.2 Agreements

The following agreements are currently in place:

- Local mutual aid agreements are maintained with neighboring state and federal wildland fire service agencies to support wildland fire operations.
- California Fire Assistance Agreement
- California Cooperative Wildland Fire Management and Stafford Act Response Agreement
- California Disaster and Civil Defense Master Mutual Aid Agreement
- County Fire Mutual Aid

2 Situation and Assumptions

2.1 Situation

The following considerations should be taken into account when planning for and implementing EF 4 activities:

- Fires are often a secondary hazard after a large-scale disaster such as an earthquake. These hazards often overwhelm a community's response capabilities and can exacerbate already dangerous situations as resources become overstretched.
- Dealing with fires involving hazardous materials may require the use of specialized equipment and training.
- All fire personnel are trained in the Incident Command System (ICS)/National Incident Management System (NIMS), and Standardized Emergency Management System (SEMS).

2.2 Assumptions

EF 4 is based on the following planning assumptions:

- Urban, rural, and wildland fires will be significant secondary hazards after a major, widespread disaster such as an earthquake.
- In a disaster, some firefighting resources may become scarce or damaged. Assistance from mutual aid agreements, neighboring jurisdictions, and State and federal resources may be relied upon.
- Wheeled-vehicle access may be hampered by road or bridge failures, landslides, etc., making conventional travel to the fire locations extremely difficult or impossible. Aerial attack by air tankers, helicopters, and smoke jumpers may be needed in these situations.
- Wildland firefighting techniques may have to be applied to rural and urban fire situations, particularly where water systems are inoperative. Aerial delivery of fire retardants or water for structural protection may be essential. In the case of multiple fires, firebreaks may be cleared, and burning-out and backfiring techniques may be used.
- Efficient and effective mutual aid among partners requires the use of ICS together with compatible firefighting equipment and communications.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

- Fire departments share resources using automatic and/or mutual aid and also exchange resources with other fire agencies in the region.
- Fire departments are responsible for designated Fire Districts. The first fire responder unit to arrive at the incident location assumes Incident Command responsibility.
- Structural fires become emergencies when their numbers, size, or rates of spread make them difficult or impossible to control without additional resources.
- The Emergency Operations Center (EOC) provides support to the Incident Commander and/or Fire Chief, activating the EOC if requested or needed to coordinate emergency operations with cities, special districts, regional partners, and State agencies.
- The EOC or Incident Command may request resource assistance whenever available resources (including mutual aid) will be insufficient to meet incident needs. The EOC Command coordinates the recommendation for a declaration of emergency and request for assistance with the Fire Chief.

4.2 Access and Functional Needs

Fire and rescue operations that require dissemination of emergency public information or evacuation operations will take into account populations with access and functional needs.

4.3 Coordination with Other EFs

The following EFs support firefighting-related activities:

- **EF 1 – Transportation.** Assist in moving firefighting resources and personnel to the incident.
- **EF 6 – Care and Shelter.** Provide mass care support for residents displaced by a fire incident.
- **EF 13 – Law Enforcement.** Support evacuations and scene security.

5 EF Annex Development and Maintenance

Fire Rescue Operational Area Coordinator and City Fire Chief will be responsible for ensuring regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 4 Resources
- Appendix B – Capabilities
- Appendix C – Roles and Responsibilities

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix A EF 4 Resources

The following resources provide additional information regarding EF 4–related issues at the local, state, and federal level:

City

- None at this time

County

- Hazardous Materials Response Plan
- Hazard Mitigation Plan (in progress)
- Lightning Coordination Areas Plan
- Cooperative Fire Protection Agreement – Operating Plan

State

- California Fire Plan
- California Cooperative Wildland Fire Management and Stafford Act Response Agreement
- California Fire Assistance Agreement
- California Strategic Plan
- California Emergency Plan: EF 4 – Fire and Rescue

Federal

- National Response Framework

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix A EF 4 Capabilities

The following capabilities are available:

- City of Susanville Fire Department
  - Medical aid
  - Swift Water Team (not complete – 4 individuals)
  - Low Angle Rescue
  - Type 2 Hazmat Response Vehicle
- County Fire Districts
  - Thermal Imagery
  - Compressed Air Trailer (Janesville FD)

- CALFIRE – Lassen Modoc Unit
  - Air Rescue – Hoist
  - Low Angle Rescue

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix B Roles and Responsibilities

The following checklist identifies key roles and responsibilities for EF 4 – Fire and Rescue. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support the fire services function. All tasked agencies should maintain agency-specific plans and procedures that allow them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place **before** an emergency occurs and include plans or preparations made to save lives and help response and recovery operations. Preparedness roles and responsibilities for EF 4 include the following:

- ❑ Develop plans and procedures for EF 4 activities, as appropriate.
- ❑ Participate in EF 4–related trainings and exercises as appropriate.
- ❑ Appoint a representative to assist in the EOC when requested.
- ❑ Develop procedures and protocols for coordinating protective action communications with the at-risk population on scene.
- ❑ Review, revise, and develop plans, programs, and agreements on fire-related public safety protection activities, including region-wide mutual aid response protocols.
- ❑ Establish criteria for relocating fire operations in the event that present facilities must be evacuated.
- ❑ Establish communication links with law enforcement agencies for coordinating warning and evacuation confirmation functions.
- ❑ Encourage active participation of inter-agency preparedness organizations.
- ❑ Identify response zones, potential staging areas, and potential medical facilities with local and regional search and rescue teams and establish specialized teams.
- ❑ Develop procedures and protocols for coordinating protective action communications with the at-risk population on scene.
- ❑ Develop plans, procedures, and protocols for resource management in accordance with NIMS resource typing, including pre-positioning of resources to efficiently and effectively respond to an event.
- ❑ Establish procedures for coordinating all public information releases through the Public Information Officer (PIO).
- ❑ Establish criteria for relocating fire operations in the event that present facilities must be evacuated.
- ❑ Establish communication links with law enforcement agencies for coordinating warning and evacuation confirmation functions.
- ❑ Maintain liaison with support agencies.

Mutual Aid Partners

- ❑ Establish procedures for coordinating all public information releases through the PIO.

Response

Response activities take place **during** an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 4 include the following:

All Tasked Agencies

- ❑ Provide situational updates to the EOC as required to maintain situational awareness and foster a common operating picture.

Command and Control

- ❑ SEMS is the system required by California Government Code § 8607(a) for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS incorporates the use of ICS, the Master Mutual Aid Agreement, existing mutual aid systems, the Operational Area concept, and multi-agency or inter-agency coordination. It creates a measure of performance by which responses to emergencies can be evaluated and improved.
- ❑ ICS has been adopted and is used by many first responders and local jurisdictions in the State to manage incidents and events. The purpose of ICS is to establish command and control with a system recognized by all responders, using the same organization and nomenclature.
- ❑ The ranking member of the first arriving response unit assumes command until relieved. An Incident Command Post is established as the focal point for all emergency operations.
- ❑ Upon determination of fire protection responsibility and the need for additional resources, management responsibility may pass from local to State or federal agencies.
- ❑ In a disaster, several ICS units may be established to manage the significant areas of need. The Incident Commander should adapt the management structure to reflect the need and complexity of the incident. A Unified Command may be established.
- ❑ The Incident Commander may also take other management steps such as requesting that the EOC be activated and that a Fire Coordinator within the EOC coordinate fire response activities.
- ❑ The EOC may provide support to the Incident Commander(s) in evacuation, communications, transportation, shelter, and any other resources required.
- ❑ A situation map may be maintained by the EOC Planning Section to illustrate the affected areas and any other pertinent information such as anticipated fire and rescue activity and possible evacuation routes.
- ❑ Fire agencies may request activation of the Local Incident Support Team or a State or federal Incident Management Team to assist with managing the incident.
- ❑ Fire agencies may request activation of other local agency resources such as search and rescue units or law enforcement. These resources may be made available if they are not otherwise engaged. All non-traditional resource requests should be directed to the County EOC.
- ❑ Law enforcement may provide traffic control, establish scene security, and assist with movement of people and animals in the case of evacuation.

- ❑ Activate the EOC and coordinate emergency warning(s). Coordinate with appropriate agencies, including government, public service, and private and volunteer organizations.
- ❑ Notify key staff based on information received from the Communications Center and/or the EOC.
- ❑ Activate emergency operating procedures.
- ❑ Respond to calls for fire, rescue/extrication, emergency medical assistance, hazardous material response, and evacuation.
- ❑ Provide temporary power and emergency lighting at emergency scenes when needed.
- ❑ Assist in warning the public of evacuations, traffic routing, and/or traffic control, when possible.
- ❑ Initiate mutual aid contingency plans, when needed.
- ❑ Track personnel assignments/locations. Relocate fire apparatus as conditions warrant.
- ❑ Support emergency operations as defined in agency emergency operations procedures or as requested by the EOC, such as damage assessment.

Mutual Aid-Partners

- ❑ Respond to calls for support under established agreements, including, but not limited to, fire, rescue/extrication, emergency medical assistance, hazardous material response, and evacuation.
- ❑ Support emergency operations as defined in agency emergency operations procedures or as requested by the EOC, such as damage assessment.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 4 include the following:

- ❑ Continue to render support when and where required as long as emergency conditions exist.
- ❑ Demobilize any communication staging areas, mobile communication centers, and other applicable response operations according to established plans, policies, and procedures and return to normal day-to-day activities.
- ❑ Keep detailed records of expenses in case there is potential for federal and State reimbursement assistance.
- ❑ Initiate a financial reimbursement process for response activities when such support is available.
- ❑ Updates plans and procedures based on critiques and lessons learned during an actual event.
- ❑ Participate in all after-action activities and implement corrective actions as appropriate.
- ❑ Return vehicles and equipment to regularly assigned locations.
- ❑ Assist the public in recovery operations as resources allow.
- ❑ Support other recovery efforts as requested by the EOC.
- ❑ Provide critical payroll and other financial information for cost recovery through appropriate channels.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 4 include the following:

- ❑ Participate in the hazard/vulnerability identification and analysis process.
- ❑ Take steps to correct deficiencies identified during the hazard/vulnerability identification and analysis process as appropriate.
- ❑ Conduct fire code inspections and coordinate with appropriate personnel for building inspections and compliance strategies.
- ❑ Conduct fire education and life safety training and education programs.
- ❑ Conduct building plan reviews to reduce or eliminate hazards.
- ❑ Develop plans to overcome identified vulnerabilities (e.g., new equipment, training, and mutual aid procedures).
- ❑ Ensure that all equipment is regularly checked and maintained for instant deployment.

EF 5 – Management

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 5-1
1.1 Purpose ..... EF 5-1
1.2 Scope ..... EF 5-1
1.3 Policies and Authorities ..... EF 5-2

2 Situation and Assumptions ..... EF 5-2
2.1 Situation ..... EF 5-2
2.2 Assumptions ..... EF 5-2

3 Roles and Responsibilities ..... EF 5-3

4 Concept of Operations ..... EF 5-3
4.1 General ..... EF 5-3
4.2 Developing Incident and Planning Objectives ..... EF 5-3
4.3 Incident Management Software ..... EF 5-4
4.4 Access and Functional Needs Populations ..... EF 5-4
4.5 Coordination with Other EFs ..... EF 5-4

5 Annex Development and Maintenance ..... EF 5-4

6 Appendices ..... EF 5-4
Appendix A EF 5 Resources ..... EF 5-5
Appendix B Roles and Responsibilities ..... EF 5-7

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	County Office of Emergency Services
Supporting County Agency(s)	Sheriff's Office, Health and Social Services Agency
Primary City Agency(s)	Fire Department
Supporting City Agency(s)	Police Department
Community Partner(s)	N/A
State Agency(s)	California Governor's Office of Emergency Services
Federal Agency(s)	Department of Homeland Security/Federal Emergency Management Agency (FEMA)

1 Introduction

1.1 Purpose

Emergency Function (EF) 5 describes how the County and City will support incident information and planning needs to develop and maintain a common operating picture to support response and recovery activities.

Operational priorities for EF 5 include:

- Establish and maintain a common operating picture during response operations.
- Document incident-related information, including expenses, to support the public and individual assistance processes.
- Facilitate requests from local governments for additional response resources.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete these priorities are listed in Appendix B.

1.2 Scope

The following activities are within the scope of EF 5:

- Serve as a hub for the receipt and dissemination of emergency management–related information.
- Collect, process, analyze, and disseminate information to guide response and recovery activities.
- Coordinate with on-scene Incident Commanders and County, State, regional, and private-sector emergency management organizations to facilitate the flow of situational information.
- Collect and aggregate situational awareness and track local declarations.
- Coordinate incident planning and support in the Emergency Operations Center (EOC), including development of information products for public information, notification and messaging.

1.3 Policies and Authorities

1.3.1 Policies

The following policies are currently in place:

- California Government Code, Title 2, Division 1, Chapter 7 (California Emergency Services Act).
- Title 2, Division 1, Chapter 7.5 (California Natural Disaster Assistance Act).
- California Code of Regulations, Title 19, Division 2 (Standardized Emergency Management System Regulations).

1.3.2 Agreements

The following agreements are currently in place:

- California Emergency Management Mutual Aid Agreement

2 Situation and Assumptions

2.1 Situation

The following considerations should be taken into account when planning for and implementing EF 5 activities:

- The administration and logistics for emergency response and recovery operations will be provided by emergency services and support agencies that routinely manage these procedures during non-emergency operations. These agencies will be coordinated using established procedures expedited for administrative assistance and logistics support during emergency operations.
- During major emergencies or disasters, communication can be hampered by the loss of telecommunication infrastructure, requiring that procedures exist to capture and coordinate information and resources needed to effectively respond.

2.2 Assumptions

EF 5 is based on the following planning assumptions:

- For major emergencies and disasters requiring a multi-agency, multi-jurisdictional response, the Standardized Emergency Management System (SEMS) and, in some instances, a Unified Command may be implemented immediately by responding agencies and expand as needed.
- In the event of a major emergency or disaster, there will be an immediate and continuing need to collect, process, and disseminate situational information. It will be essential to identify urgent response requirements before, during, and immediately following such an event in order to plan for continuing response, recovery, and mitigation activities.
- Assessment of damage impacts and EOC operations may be delayed due to minimal staffing.
- Information may be sparse, vague, and incomplete during the early stages of an incident, and the need to verify this information may challenge response support.

- Normal forms of communications may be severely delayed or interrupted during the early phases of an emergency or disaster.
- Transportation to affected areas may be cut off due to weather conditions or damage to roads, bridges, and other transportation means.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

Plans and procedures developed by the primary and supporting agencies provide the framework for carrying out emergency management activities. Requests for assistance with emergency management resources will be generated one of two ways: they will be forwarded to the EOC, or they will be issued in accordance with established mutual aid agreements.

The EOC will provide guidance for the coordination of emergency management resources. Emergency management support requirements that cannot be met at the local level should be forwarded to the State for assistance. If needed, federal assistance may be requested by the Governor.

4.2 Developing Incident and Planning Objectives

Objectives are the backbone for conducting all planning, response, and recovery activities. The first step in developing good objectives for an incident response is to understand the priorities, as follows:

- Priorities define overarching requirements—what to accomplish in order of importance.
- Objectives must be based on incident priorities.
- Priorities guide the precedence by which objectives are addressed.
- Initial priorities may be driven in part by the delegation of authority.
- Every plan, incident, response, and recovery situation has its priorities. Priorities should be based on the whole community's core capabilities.

The next stage of developing good objectives involves the following steps:

- Frame the problem—what are the essential elements of the issue to be addressed?
- Use the objective to describe what is to be accomplished—and where, if possible—but not how or by whom.
- Provide enough detail to make the objective meaningful.
- Allow the necessary flexibility—ensure that the objective and its results can be used as a metric.
- Ask, "is the objective attainable?" Determine whether the objective can be met with available resources.
- Ask, "what is the objective's priority when compared to other identified issues?" Order the objectives based on the order of priority or urgency.

Adapted from FEMA's Incident Action Planning Guide.

4.3 Incident Management Software

CalEOC software is utilized in the EOC to help gather, analyze, and disseminate information in the EOC. The County Emergency Services Chief is responsible for training EOC staff on the use of software, and a user's manual is maintained in the EOC.

4.4 Access and Functional Needs Populations

Provision of information and planning-related activities will take into account populations with access and functional needs. Access and Functional Needs Populations shall be identified and planned for as directed by policy makers and according to State and federal regulations and guidance.

4.5 Coordination with Other EFs

The following EFs support information and planning–related activities:

- **All EFs.** All functions will provide situation status updates to EF 5 to guide incident action planning activities.

5 Annex Development and Maintenance

County OES will be responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 5 Resources
- Appendix B – Roles and Responsibilities

Appendix A EF 5 Resources

City

- None at this time

County

- None at this time

State

- Emergency Plan: EF 5 – Management

Federal

- National Response Framework

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix B Roles and Responsibilities

The following checklist identifies key roles and responsibilities for EF 5 – Information and Planning. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support the information and planning function. All tasked agencies should maintain agency-specific plans and procedures that allow them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place **before** an emergency and include plans or preparations to save lives and help response and recovery operations. Preparedness roles and responsibilities for EF 5 include the following:

- ❑ Maintain an inventory of personnel and resources available to support emergency operations.
- ❑ Maintain department-specific data, statistics, and plans that may inform incident planning and damage assessment activities.
- ❑ Develop plans and procedures for EF 5 activities, as appropriate.
- ❑ Identify any deficiencies in emergency plans and execute appropriate corrective action recommendations.
- ❑ Maintain continuity of operations for lines of succession.
- ❑ Participate in EF 5–related trainings and exercises as appropriate.
- ❑ Prepare a standard template for proclamations of emergency or disaster.
- ❑ Prepare standardized reporting formats and forms, and establish reporting procedures that include development of display boards.
- ❑ Maintain emergency management program, plans, and procedures.
- ❑ Advise and assist other agencies and local governments in the development of emergency or disaster plans and programs in compliance with applicable County, State, or federal laws, rules, regulations, and executive orders.
- ❑ Coordinate emergency- and disaster-related training and orientation to County and local officials to meet SEMS and National Incident Management System (NIMS)/Incident Command System (ICS) requirements and to familiarize them with emergency- or disaster-related responsibilities, operational concepts, and procedures.
- ❑ Establish and maintain systems for incident data management and information sharing.
- ❑ Establish and maintain an Emergency Public Information Program to disseminate information to the public and the news media regarding personal safety or survival, emergency response actions, and details of disaster assistance programs. After an emergency or major disaster declaration, local information programs should be coordinated with those of State or federal government.
- ❑ Establish and maintain capability to provide warning to the public through available warning systems such as the Emergency Alert System, radio/television, sirens, and telephone notification systems.

Response

Response activities take place **during** an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 5 include the following:

- ❑ Assess the status of and impacts to agency-specific systems, infrastructure, customers, etc.
- ❑ Provide situational updates to the EOC, if activated, as required to maintain situational awareness and establish a common operating picture.
- ❑ Provide a representative to the EOC, when requested, to support EF 5 activities.
- ❑ Support emergency response operations.
- ❑ Ensure that agency-specific data are entered into any utilized incident management software.
- ❑ Collect, display, and document the information provided to the EOC staff; this documentation is necessary for the recovery process.
- ❑ Assesses the information provided and share with the appropriate EOC representative or the State, as needed.
- ❑ Assesses the information provided and develop and recommend action strategies.
- ❑ Coordinate and prepare periodic situation reports and distribute them as required.
- ❑ Request special information from local governments and volunteer organizations, as necessary.
- ❑ Review Public Information Officer (PIO) statements for accuracy.
- ❑ Prepare the declaration of emergency and any needed amendments.
- ❑ Receive and process requests from local government for specific State and federal emergency- and disaster-related assets and services.
- ❑ Coordinate County assets to support local government and agencies in need of supplemental emergency or disaster assistance.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 5 include the following:

- ❑ Continue to provide situation status updates as requested by the Emergency Management Executive Committee or the EOC, if activated.
- ❑ Maintain incident documentation to support public and individual assistance processes.
- ❑ Support major emergency or disaster recovery operations.
- ❑ Participate in the damage assessment and disaster recovery processes, as appropriate.
- ❑ Provide technical assistance and resources to support recovery activities upon request.
- ❑ Track disaster-related expenditures.
- ❑ Participate in all after-action activities and implement corrective actions as appropriate.
- ❑ Continue to gather information and prepare and distribute situation reports, as needed. Review the PIO's statements for accuracy.
- ❑ Prepare the elected official's declaration terminating the declaration of emergency.

- ❑ Create and coordinate an ad hoc Recovery Task Force from local representatives to assist with recovery phase operations and continuity of operations plans.
- ❑ Coordinate public and individual assistance programs with local, State, and federal government as needed.
- ❑ Coordinate and conduct a post-disaster situation analysis to review and determine the effectiveness of the pre-established tasks, responsibilities, and reporting procedures and formats to document any crucial lessons learned and to revise plans as needed for future events.
- ❑ Procure all available documentation of event for archiving.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 5 include the following:

- ❑ Participate in the hazard mitigation planning process for the City.
- ❑ Provide agency and incident data to inform development of mitigation projects to reduce hazard vulnerability.
- ❑ Administer the local natural hazard mitigation program.
- ❑ Implement and administer federal and State disaster mitigation programs.
- ❑ Identify potential mitigation opportunities based on an analysis of damage assessment information, along with City, County, State, and federal mitigation priorities.
- ❑ Provide information and limited assistance to incorporated cities in developing and maintaining their mitigation plans.
- ❑ Apply for funding through federal and State pre- and post-disaster mitigation grant programs for prioritized mitigation projects identified in the Hazard Mitigation Plan.
- ❑ Upon grant approval, implement and administer federal and State pre- and post-disaster mitigation funds.
- ❑ Provide education and awareness regarding mitigation to the public sector, including businesses, private nonprofit groups, and the general public.

THIS PAGE LEFT BLANK INTENTIONALLY

EF 6 – Care and Shelter

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 6-1
1.1 Purpose ..... EF 6-1
1.2 Scope ..... EF 6-1
1.3 Policies and Authorities ..... EF 6-2

2 Situation and Assumptions ..... EF 6-2
2.1 Situation ..... EF 6-2
2.2 Assumptions ..... EF 6-3

3 Roles and Responsibilities ..... EF 6-4

4 Concept of Operations ..... EF 6-4
4.1 General ..... EF 6-4
4.2 Shelters and Mass Care Facilities ..... EF 6-4
4.3 Feeding ..... EF 6-5
4.4 Bulk Distribution ..... EF 6-5
4.5 Housing ..... EF 6-5
4.6 Crisis Counseling and Mental Health ..... EF 6-5
4.7 Access and Functional Needs Populations ..... EF 6-6
4.8 Care of Response Personnel and EOC Staff ..... EF 6-7
4.9 Coordination with Other EFs ..... EF 6-7

5 Annex Development and Maintenance ..... EF 6-7

6 Appendices ..... EF 6-7
Appendix A EF 6 Resources ..... EF 6-9
Appendix B Roles and Responsibilities ..... EF 6-11

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	Health and Social Services Agency (HSS)
Supporting County Agency(s)	County Office of Emergency Services
Primary City Agency(s)	*HSS
Supporting City Agency(s)	Fire Department
Community Partner(s)	American Red Cross, School Districts
State Agency(s)	California Health and Human Services Agency
Federal Agency(s)	Department of Health and Human Services

*City does not maintain capabilities to address health and social services.

1 Introduction

1.1 Purpose

Emergency Function (EF) 6 describes how the County will address the mass care, emergency assistance, temporary housing, and human services needs of people impacted by disasters.

Operational priorities for EF 6 include:

- Provide fully stocked and Americans with Disabilities Act–compliant mass care shelters for all County residents who are evacuated and lack their own resources for emergency housing.
- Provide emergency supplies of food, water, clothing, and first aid for all those who have been displaced by a disaster.
- Address the needs of children, the elderly, people with access and functional or medical needs, and people of different cultures and religions during evacuation, mass care, and sheltering.
- Support response operations by providing food and water for emergency workers.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete these priorities are listed in Appendix B.

1.2 Scope

The following activities are within the scope of EF 6:

- Mass care
  - Sheltering for the general population and populations with access and functional needs
- Collecting and providing information on those affected by the disaster to family members
- Family reunification
- Housing:

  - Providing short-term housing solutions for those affected by the disaster. This may include rental assistance, repairs, loans, manufactured housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance.
- Human services:
  - Assist as able in disaster unemployment insurance
  - Disaster legal services
  - Veteran's support
  - Services for access and functional needs populations
  - Other needs for assistance as they arise

The following are not covered in this EF:

- Medical sheltering is addressed in EF 8.
- Animal sheltering is addressed in EF 17:
  - Feeding operations
  - Emergency first aid
  - Bulk distribution of emergency relief items

1.3 Policies and Authorities

1.3.1 Policies

The following policies are currently in place:

- California Government Code, Title 2, Division 1, Chapter 7 (California Emergency Services Act)
- Title 2, Division 1, Chapter 7.5 (California Natural Disaster Assistance Act)
- California Code of Regulations, Title 19, Division 2 (Standardized Emergency Management System Regulations)
- All appropriate governmental and volunteer agency resources will be used as available.
- All services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
- Tracking of displaced residents will be accomplished by Red Cross Disaster Welfare Inquiry procedures.

1.3.2 Agreements

The following agreements are currently in place:

- The Red Cross supports shelter and mass care activities through informal agreements.

2 Situation and Assumptions

2.1 Situation

The following considerations should be taken into account when planning for and implementing EF 6 activities:

- Hazards may affect widespread areas, and emergency care personnel in unaffected neighboring communities may be overwhelmed with victims from neighboring communities.
- Evacuees may contribute to the scarcity of resources, as an influx of evacuees can increase the population of a receiving community during a significant disaster or emergency event.
- Mass care needs may range from emergency sheltering operations for a limited number of visitors and citizens to more intermediate and long-term housing.
- In accordance with the Red Cross's organizational documents and charter, ratified by the United States Congress on January 5, 1907, as well as the Disaster Relief Act of 1974, the Red Cross (national organization and local chapters) provides an array of "Mass Care Services" to emergency and disaster victims routinely under its own authority. Furthermore, the Red Cross is tasked as the primary agency responsible for federally supported Mass Care Services per the National Response Framework (Emergency Support Function 6) despite being a nongovernmental organization.
- Disaster conditions are likely to require evacuation and care of domestic animals and livestock. Animals (with the exception of service animals) are not allowed in public shelters.
- The diverse nature of the area will be reflected by shelter populations and will likely include a significant number of persons experiencing access and functional needs (e.g., elderly, persons with language barriers, physical challenges, or other limiting medical or mental health condition) and/or persons who are vulnerable to becoming marginalized or those with specialized needs (e.g., students, inmates, registered sex offenders, the indigent, persons with chemical dependency concerns, etc.).

2.2 Assumptions

EF 6 is based on the following planning assumptions:

- Residents are relatively self-sufficient, and many will not utilize shelters when activated.
- Widespread damages may necessitate the relocation of victims and the need for mass care operations.
- Some victims will go to shelters, while others will find shelter with friends and relatives. Some may stay with or near their damaged homes.
- Shelters may have to be opened with little notice. Local government personnel will have to manage and coordinate shelter and mass care activities. They may be supported by Red Cross personnel, if available, and assume responsibility for managing such shelters.
- The demand for shelters may prove to be higher than what is available.
- Volunteer and faith-based organizations may open shelters. Some of these organizations and groups may coordinate their efforts with the local government and Red Cross, while others may operate these facilities independently.
- Public and private services will be continued during mass care operations. However, for an incident that requires a large-scale shelter and mass care operation, normal activities at schools, community centers, places of worship, and other facilities used as shelters may have to be curtailed.

- Emergency operations for most human services organizations (mass care, individual assistance, sheltering, special medical needs, and access and functional needs) will be an extension of normal programs and services.
- Essential public and private services will be continued during mass care operations. However, for a major evacuation that generates a large-scale shelter and mass care operation, normal activities at schools, community centers, churches, and other facilities used as shelters may have to be curtailed.
- Volunteer organizations that normally respond to emergency situations will assist in mass care operations.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

On-Scene Command will request that HSS be notified as they are the primary agency responsible for coordinating care and shelter activities. Command will determine the at-risk area, estimate the number of people involved, and identify any critical needs. HSS and the Red Cross, if involved, will use this information to coordinate shelter activation with potential providers.

If the Red Cross takes on the sheltering responsibility, Emergency Operations Center (EOC) staff will help coordinate shelter support, including logistics, security, communications, transportation, public health, behavioral health, and social services. Care and shelter support requirements that cannot be met at the local level should be forwarded to the State for assistance. If needed, federal assistance may be requested by the Governor.

On-Scene Command will determine whether evacuees have been exposed to chemical, biological, radiological, nuclear, or explosive agents or other hazardous materials and will manage decontamination operations prior to victims leaving the incident scene if exposure has occurred, or provide transport to a healthcare facility where the evacuee may be decontaminated.

4.2 Shelters and Mass Care Facilities

The Red Cross may have agreements in place for use of specific shelters that can be activated by alerting the local chapter. This information will be available to the EOC during a major emergency or disaster. The Red Cross may assist in the registration of evacuees and, as applicable, will coordinate information with appropriate government agencies regarding evacuees who are housed in Red Cross–supported shelters.

Options for temporary shelter during an incident may include the following:

- The County may initially open a reception center and distribute hotel vouchers if necessary, then determine the need for larger sheltering options.
- Pre-determined sheltering sites and supplies available through the Red Cross.
- General purpose tents available through the National Guard.

- If a Presidential declaration has been made, temporary buildings or offices requested through the Federal Coordinating Officer (the President's appointed officer to manage the Federal response operations for the presidentially declared disaster).

Law enforcement agencies will provide security at shelter facilities where possible and will also support back-up communications if needed.

4.3 Feeding

Food is provided to victims through a combination of fixed sites, mobile feeding units, and bulk distribution. Feeding operations are based on nutritional standards and should include meeting requirements of victims with special dietary needs, if possible. The Red Cross will coordinate all mass feeding and other services needed at open Red Cross shelters.

4.4 Bulk Distribution

Emergency relief items to meet urgent needs are distributed via established sites within the affected area. Distribution of food, water, and ice through federal, State, local, and nongovernmental organizations is coordinated at these sites. Agencies and organizations involved in supporting and managing bulk distribution include:

- Red Cross
- Salvation Army
- Private-sector partners
- Faith-based organizations
- Disaster assistance personnel, paid, and volunteer staff

4.5 Housing

Housing needs identified during and following emergency incidents or disasters impacting the area will be coordinated through the EOC. Liaisons will be assigned to the command staff to manage and coordinate resources and activities with regional, State, federal, and private-sector entities. In some disaster situations, the federal government may be requested to provide emergency housing. Disaster victims will be encouraged to obtain housing with family or friends or in commercial facilities.

4.6 Crisis Counseling and Mental Health

Agencies and organizations involved with providing crisis counseling and mental health support to victims and families, the first responder community, and special needs populations include:

- County Mental Health Department
- Area hospitals
- Volunteer organizations

The County Mental Health Department will coordinate mental health services to the general public. Specific concerns within the first responder community can also be addressed through the Police Chaplaincy and California Office of the State Fire Marshal, which coordinate mental health and crisis counseling services for first responders.

See EF 8 – Health and Medical for additional details.

4.7 Access and Functional Needs Populations

Provision of mass care–related activities will take into account access and functional needs populations. The needs of children and adults who experience disabilities or access and functional needs shall be identified and planned for as directed by policy makers and according to State and federal regulations and guidance.

Agencies and organizations involved in managing, transporting, and communicating with access and functional needs populations during an emergency and pertaining to mass care include the following:

- Area hospitals
- Private clinics and care facilities
- Red Cross and other volunteer agencies
- Local radio stations serving the surrounding areas

4.7.1 Sheltering Service and Companion Animals

Groups providing sheltering and mass care will comply with the Americans with Disability Act requirements for service animals, with the facility owners' limitations and health code requirements.

Whenever possible, the County will consider preparedness, evacuation, shelter operations, and public outreach and education activities that identify issues particular to household pets and service animals. In particular, these issues may include:

- **Preparedness.** Program and planning activities that relate to the needs of household pets and service animals. This includes involving members of the community familiar with pet and service animal issues.
- **Shelter.** Identifying resources for food, crates, and staffing needed to supervise household pets.
- **Public Outreach and Education.** Promoting personal preparedness among families with pets and at local pet rescue agencies.

4.7.2 Nursing Homes and Residential Care Facilities

Nursing homes and residential care facilities are required to have disaster and emergency plans in place that ensure the transfer of clients to appropriate facilities.

4.7.3 Shelter Categories

- **Hospitalization –** Persons who require recurring professional medical care, special medical equipment, and/or continual medical surveillance. Examples include persons who are dependent on ventilators, IVs, or oxygen supplementation; those with chest pain or shortness of breath; and others requiring the intensity of services provided at a hospital or skilled nursing facility.
- **Special Needs Shelter** – Includes persons who require some medical surveillance and/or special assistance. These are individuals whose age, frailty, mobility, or functional or medical disabilities make them particularly vulnerable in disaster situations. They may have medical impairments but have been able to maintain some independence prior to the

disaster or emergency situation. Examples are those with mental illness, severely reduced mobility, or medical impairment that does not preclude activities with some assistance.

- **General Shelter** – Includes persons who are independent prior to the disaster or special emergency or who may have pre-existing health problems that do not impede activities of daily living. Examples are persons with prostheses or hearing or speech impediments, wheelchair users with no medical needs, or those with controlled diseases such as diabetes, muscular dystrophy, or epilepsy.

4.8 Care of Response Personnel and EOC Staff

Arrangements for the feeding and sheltering of EOC staff are the responsibility of the Logistics Section. As space allows, EOC staff will sleep and eat near the EOC. Sleeping areas may also be set up in other facilities.

Response personnel will be released to their homes or stations to sleep. If necessary, space may be arranged in a shelter. This shelter should be different than the one used for disaster victims or evacuees.

Families of response personnel may be sheltered together in the event of an extended incident involving a major shelter operation. This will facilitate keeping families informed and improve the morale of response personnel.

4.9 Coordination with Other EFs

The following EFs support mass care–related activities:

- **EF 8 – Public Health and Medical.** Coordinate health inspections of mass care facilities; coordinate sheltering of populations with medical needs.
- **EF 11 – Food and Agriculture.** Coordinate food and water to support mass care operations.
- **EF 13 – Law Enforcement.** Provide security for mass care facilities.
- **EF 15 – Public Information.** Inform the public about mass care operations.
- **EF 17 – Volunteers and Donations Management.** Coordinate volunteers and donated goods to support mass care operations.

5 Annex Development and Maintenance

HHS will be responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 6 Resources
- Appendix B – Roles and Responsibilities

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix A EF 6 Resources

The following resources provide additional information regarding EF 6 and mass care–related issues at the local, state, and federal level:

City

- None at this time

County

- None at this time

State

- California Animal Response Emergency System (CARES) Plan, California Department of Food and Agriculture, 2000
- California Emergency Plan: EF 6 – Care and Shelter

Federal

- National Response Framework: ESF 6 – Mass Care, Emergency Assistance, Housing, and Human Services

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix B Roles and Responsibilities

The following checklist identifies key roles and responsibilities for EF 6 – Care and Shelter. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support the Care and Shelter function. All tasked agencies should maintain agency-specific plans and procedures that allow them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place **before** an emergency occurs and include plans or preparations made to save lives and help response and recovery operations. Preparedness roles and responsibilities for EF 6 include the following:

- ❑ Develop plans and procedures for EF 6 activities, as appropriate.
- ❑ Participate in EF 6–related trainings and exercises as appropriate.
- ❑ Coordinate regular review and update of the EF 6 annex with supporting agencies.
- ❑ Facilitate collaborative planning to ensure the capability to support EF 6 activities.
- ❑ Coordinate pre-incident public health inspections of shelters and verify sanitary conditions as required.
- ❑ Identify local government's authority, responsibility, and role in providing long-term or temporary emergency housing for disaster victims.
- ❑ Coordinate emergency preparedness planning and exercise activities with the Red Cross.
- ❑ Identify mass care facilities (temporary lodging and emergency feeding sites) and protective shelters.
- ❑ Obtain the cooperation of facility owners for use as mass care facilities and protective shelters.
- ❑ Develop facility setup plans for potential shelters.
- ❑ Identify emergency feeding supplies.
- ❑ Recruit and train volunteers for mass care operations.
- ❑ Develop a liaison with other community service organizations for providing mass care to the public.
- ❑ Identify population groups requiring special assistance during an emergency (e.g., senior citizens, those with access and functional needs, etc.) and ensure that preparations are made to provide assistance.
- ❑ Appoint a representative to assist in the EOC.
- ❑ Implement a public education campaign regarding the importance of family disaster plans and 72-hour preparedness kits.
- ❑ Develop and test emergency plans and procedures.
- ❑ Participate in emergency management training and exercises.

Response

Response activities take place **during** an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 6 include the following:

- ❑ Provide situational updates to the EOC as required to maintain situational awareness and establish a common operating picture.
- ❑ Provide a representative to the EOC, when requested, to support EF 6 activities.
- ❑ Notify key personnel to allow immediate review and implementation of plans and checklists.
- ❑ Partially or fully activate the EOC, if necessary.
- ❑ Open designated mass care shelters and begin to stock them with food, water, medical supplies, cots, blankets, and administrative supplies.
- ❑ Notify HSS officials of evacuation of residents for identification, location, and continued availability of services for children under State care or supervision, as well as evacuation of medical facilities for resources and support and for potential non-medical, nursing, and mental health staff needs to assist Red Cross personnel at mass care shelters.
- ❑ Coordinate with local law enforcement for security at the shelter locations.
- ❑ Provide trained staff as appropriate at evacuation centers and shelter(s).
- ❑ Establish primary and back-up communications between mass care shelters and the Red Cross office. Communications should be established with the EOC if the Red Cross office is affected by the emergency.
- ❑ Establish and coordinate appropriate traffic control measures on evacuation routes to reception centers and mass care shelters.
- ❑ Coordinate the release of public information announcements and advisories regarding the need to evacuate, evacuation routes, reception center locations, and personal items to be brought to the shelters (pets are excluded from Red Cross shelters).
- ❑ Arrange transportation to shelters for those experiencing access and functional needs and for those without transportation.
- ❑ Alert hotels and motels in neighboring unaffected jurisdictions so that those facilities can prepare for an influx of evacuees not wishing to utilize public mass care shelters.

The following actions should be taken after the onset of a disaster or emergency:

- ❑ Take the actions listed above, if they have not yet been accomplished.
- ❑ Maintain communications between reception centers, mass care shelters, and the Red Cross District Office.
- ❑ Advise the EOC of the number and condition of the evacuees housed in each shelter.
- ❑ Provide the following for those in the affected area who are not housed in mass care shelters:
    - o Emergency supplies of food, water, clothing, and first aid
    - o Temporary congregate feeding facilities, if necessary
- ❑ Provide food and water for emergency workers.
- ❑ Coordinate the release of public announcements concerning:
    - o The condition and whereabouts of persons in or evacuated from disaster areas
    - o The availability of emergency supplies of food, water, and clothing

  - The locations of reception centers and mass care shelters.
- ❑ Assist with registration of evacuees and victims.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 6 include the following:

- ❑ Demobilize response activities.
- ❑ Maintain incident documentation to support public and individual assistance processes.
- ❑ Activate family reunification systems, such as the Red Cross Safe and Well Website or the Federal Emergency Management Agency's National Emergency Family Registration and Locator System, as soon as possible.
- ❑ Continue to utilize multiple means of communicating public information and education.
- ❑ Ensure the availability of mental and behavioral health professionals.
- ❑ Continue EOC operations until it is determined that EOC coordination is no longer necessary.
- ❑ Provide public information regarding safe re-entry to damaged areas. Assist evacuees in returning to their homes if necessary.
- ❑ Help provide temporary housing for those who cannot return to their homes.
- ❑ Deactivate shelters and mass care facilities and return them to normal use.
- ❑ Clean and return shelters to their original condition; keep detailed records of any damages.
- ❑ Consolidate mass care shelter costs and submit these statements to the appropriate authorities for possible reimbursement.
- ❑ Coordinate Individual Assistance. Inform the public of any follow-up recovery programs that may be available.
- ❑ Form a long-term recovery assistance team to help ensure that individuals and families affected by the disaster continue to receive assistance for serious needs and necessary expenses.
- ❑ Return staff, clients, and equipment to regularly assigned locations. Provide critical payroll and other financial information for cost recovery through appropriate channels.
- ❑ Participate in after-action critiques and reports.
- ❑ Update plans and procedures based on critiques and lessons learned during an actual event.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 6 include the following:

- ❑ Participate in the hazard/vulnerability identification and analysis process.
- ❑ Take steps to correct deficiencies identified during the hazard/vulnerability identification and analysis process as appropriate.

- ❑ Implement a public education campaign regarding the importance of having adequate homeowners and renters insurance.
- ❑ Encourage shelter considerations in architectural design.
- ❑ Conduct training and education.
- ❑ Conduct practice drills.
- ❑ Convey public information in multiple formats and languages. Identify volunteer organizations that could assist in shelter and mass care operations and develop cooperative agreements.

EF 7 – Resources

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 7-1
1.1 Purpose ..... EF 7-1
1.2 Scope ..... EF 7-1
1.3 Policies and Authorities ..... EF 7-2

2 Situation and Assumptions ..... EF 7-2
2.1 Situation ..... EF 7-2
2.2 Assumptions ..... EF 7-3

3 Roles and Responsibilities ..... EF 7-3

4 Concept of Operations ..... EF 7-3
4.1 General ..... EF 7-3
4.2 Resource Allocation Priorities ..... EF 7-3
4.3 Mutual Aid ..... EF 7-4
4.4 Emergency Operations Center Resource Management ..... EF 7-4
4.5 Access and Functional Needs Populations ..... EF 7-4
4.6 Coordination with Other EFs ..... EF 7-4

5 Annex Development and Maintenance ..... EF 7-5

6 Appendices ..... EF 7-5
Appendix A EF 7 Resources ..... EF 7-7
Appendix B Roles and Responsibilities ..... EF 7-9

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	County Office of Emergency Services (OES)
Supporting County Agency(s)	Sheriff's Office, Health and Human Services Department, Public Works/Roads Department, County Auditor
Primary City Agency(s)	Fire Department
Supporting City Agency(s)	Police Department, Public Works Department, City Treasurer
Community Partner(s)	American Red Cross
State Agency(s)	California Government Operations Agency, Department of General Services
Federal Agency(s)	Department of Homeland Security/Federal Emergency Management Agency

1 Introduction

1.1 Purpose

Emergency Function (EF) 7 describes how the County and City will provide logistical and resource support during emergencies, as well as financial tracking and records management of the overall costs of the response.

The primary operational priority for EF 7 is to:

- Support response operations through resource identification and logistics.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete this priority are listed in Appendix B.

1.2 Scope

The following activities are within the scope of EF 7:

- Coordinate the procurement and provision of government and private-sector resources during a disaster.
- Receive and coordinate response to resource requests from departments and local response partners.
- Provide logistical and resource support for needs not specifically addressed in other EFs.
- Monitor and track available and committed resources involved in the incident.
- Monitor and document mutual aid and the financial costs of providing resources, including costs of using government resources, purchasing or contracting goods and services, transportation, and above normal staffing.

1.3 Policies and Authorities

1.3.1 Policies

The following policies are currently in place:

- California Government Code, Title 2, Division 1, Chapter 7 (California Emergency Services Act)
- Title 2, Division 1, Chapter 7.5 (California Natural Disaster Assistance Act)
- California Code of Regulations, Title 19, Division 2 (Standardized Emergency Management System Regulations)

1.3.2 Agreements

The following agreements are currently in place:

- None at this time.

2 Situation and Assumptions

2.1 Situation

The following considerations should be taken into account when planning for and implementing EF 7 activities:

- Upon request, EF 7 provides the resource support needed to maintain the response capacity of response partners.
- Equipment and supplies are provided from current stocks or, if necessary, from commercial sources, using locally available sources when possible. EF 7 does not stockpile supplies.
- During response operations, acquisition of these resources may be supported by preexisting memorandums of understanding, memorandums of agreement, and interagency agreements and contracts.
- Resource management consists of providing assistance to each other as well as nongovernmental and private-sector response efforts in the form of:
    - Emergency relief supplies
    - Facility space
    - Office equipment and supplies
    - Telecommunications support
    - Contracting assistance
    - Transportation services
    - Personnel required to support immediate response activities
    - Support for requirements not specifically identified in other EFs, including excess and surplus property
    - Equipment and supplies are provided from current stocks or, if necessary, from commercial sources, using locally available sources when possible. EF 7 does not stockpile supplies.

2.2 Assumptions

EF 7 is based on the following planning assumptions:

- Local partners will exhaust local and mutual aid resource support mechanisms prior to requesting support from the County and State. A request may be issued if exhaustion of local resources is imminent.
- Normal forms of communications may be severely interrupted during the early phases of an emergency or disaster.
- Transportation to affected areas may be cut off due to weather conditions or damage to roads, bridges, airports, and other transportation means.
- Donated goods and supplies will be managed and utilized as necessary.
- The management and logistics of resource support is highly situational and requires flexibility and adaptability.
- Local governments will expend resources and implement mutual aid agreements under their own authorities.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

Efficient resource management is one of the pre-requisites for effective incident management. This includes knowing: 1) what resources are available and their capabilities and/or inventory; 2) how to access those resources; 3) how to allocate resources to satisfy incident priorities; and 4) anticipating what resources are or may become critical during an incident.

Initial resource requirements will be met using locally owned, contracted, and mutual aid resources. Resources are normally obtained and used in the following sequence:

1. Resources owned or employed by local government.
2. Mutual aid agreements.
3. Contractors, commercial sources, and private industry.
4. Volunteer groups or agencies.
5. State resources.
6. Federal resources.

4.2 Resource Allocation Priorities

The resource prioritization concept is to “do the most good for the most people” in order to alleviate disaster impacts on residents and public entities.

During emergencies, resources are allocated according to the following priorities:

1. Preserving life.
2. Stabilizing the incident/containing the hazard.
3. Protecting critical infrastructure, property, and the environment.

4.3 Mutual Aid

Day-to-day incident response agencies (fire, law enforcement, emergency medical services) have pre-coordinated mutual aid agreements embodied in dispatch protocols. When an on-scene response agency needs additional resources, they simply request them through dispatch and assume automatic approval to the extent that the protocols allow. Mutual aid is an important component of incident resource management and can take several forms, outlined in the following sections.

4.3.1 Automatic Mutual Aid

Automatic Mutual Aid provides for the immediate mobilization of response resources (fire, law enforcement, emergency medical services) via pre-coordinated agreements. These agreements allow of the automatic mobilization of resources without a formal request from responders. Automatic mutual aid is normally discipline-specific and has no provision for reimbursement of lender expenses.

4.4 Emergency Operations Center Resource Management

All four Emergency Operations Center (EOC) sections (Operations, Planning, Logistics, and Finance) collaborate on managing incident resources.

- The Operations Section identifies resource needs and directs staging and deployment of assigned resources.
- The Planning Section helps Operations anticipate resource needs and tracks available resource status and capabilities.
- The Logistics Section, in collaboration with Operations, confirms resource needs and coordinates acquisition, reception, and allocation. Logistics also manages volunteer resources and is the point of contact for donations management.
- The Finance Section coordinates funding sources and tracks costs; negotiates emergency contracts/agreements using emergency procurement procedures; and advises EOC Command regarding the ongoing financial impact of the emergency.

4.5 Access and Functional Needs Populations

Provision of resource support–related activities will take into account populations with access and functional needs. The needs of children and adults who experience access and functional needs shall be identified and planned for as directed by policy makers and according to state and federal regulations and guidance.

4.6 Coordination with Other EFs

The following EFs support resource support–related activities:

- **EF 17 – Volunteers and Donations Management.** Coordinate provision of donated goods and services.

5 Annex Development and Maintenance

County OES will be responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 7 Resources
- Appendix B – Roles and Responsibilities

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix A EF 7 Resources

The following resources provide additional information regarding EF 7 resource support–related issues at the local, state, and federal level:

City

- None at this time

County

- None at this time

State

- California Emergency Plan, EF 7 Annex

Federal

- National Response Framework
- NIMS Resource Typing Guides

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix B Roles and Responsibilities

The following checklist identifies key roles and responsibilities for EF 7 – Resource Support. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support the Resource Support function. All tasked agencies should maintain agency-specific plans and procedures that allow them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place **before** an emergency occurs and include plans or preparations made to save lives and help response and recovery operations. Preparedness roles and responsibilities for EF 7 include the following:

- ❑ Participate in EF 7–related trainings and exercises as appropriate.
- ❑ Develop plans, procedures, and protocols for resource management in accordance with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), and include pre-positioning of resources to efficiently and effectively respond to an event.
- ❑ Establish plans and systems for resource identification, typing, and inventorying.
- ❑ Establish plans and systems for acquiring and ordering resources, including contingency contracts.
- ❑ Establish plans and systems for mobilizing and allocating resources.
- ❑ Establish plans and systems for resource recovery and reimbursement.
- ❑ Establish plans and procedures for coordinating with nongovernmental and private-sector organizations to obtain resources.
- ❑ Develop and maintain inventories of local and partner resources available to assist in emergency response.
- ❑ Develop plans for the establishment of logistic staging areas for internal and external response personnel, equipment, and supplies.
- ❑ Estimate logistical requirements (e.g., personnel, supplies and equipment, facilities, and communications) during the planning process and through exercise.
- ❑ Participate in exercises and training to validate this annex and supporting plans and procedures.
- ❑ Ensure that all EF 7 personnel are trained in their responsibilities according to departmental plans and procedures.

Response

Response activities take place **during** an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 7 include the following:

- ❑ Provide situational updates to the EOC as required to maintain situational awareness and establish a common operating picture.
- ❑ Provide a representative to the EOC, when requested, to support EF 7 activities.

- ❑ Establish communication between the EOC and response agencies to determine the resources needed to support incident response and operations.
- ❑ Identify internal, jurisdiction-specific resources available to support response and recovery operations.
- ❑ Make a determination regarding the need for additional external resources and the implementation of a critical resource logistics and distribution plan.
- ❑ Provide logistical support for the operation and requests of the Incident Commander and EOC.
- ❑ Coordinate distribution of stockpile assets.
- ❑ Coordinate the handling and transporting of affected persons requiring assistance.
- ❑ Provide and coordinate the use of emergency power generation services at critical facilities.
- ❑ Identify and negotiate leases for emergency facilities to house local agencies displaced by a disaster.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 7 include the following:

- ❑ Demobilize response activities.
- ❑ Maintain incident documentation to support public and individual assistance processes.
- ❑ Continue to render support when and where required as long as emergency conditions exist.
- ❑ Recover all deployed resources that are salvageable.
- ❑ Return resources to their issuing locations.
- ❑ Account for all resource use and expenditures.
- ❑ Use established regulations and policies to deal with resources that require special handling and disposition, such as biological waste, contaminated supplies, debris, and equipment.
- ❑ Prioritize the repair and restoration of infrastructure so that essential services may be given first priority.
- ❑ Ensure that all agencies involved in the recovery effort perform detailed cost accounting in the event of a declared disaster and that there is a potential for federal and State assistance.
- ❑ Coordinate and conduct a post-disaster situation analysis to review and determine the effectiveness of the pre-established tasks, responsibilities, reporting procedures/ guidelines, and formats to document any crucial lessons learned and revise plans as needed for future events.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 7 include the following:

- ❑ Participate in the hazard/vulnerability identification and analysis process.
- ❑ Take steps to correct deficiencies identified during the hazard/vulnerability identification and analysis process as appropriate.
- ❑ Develop internal Continuation of Operations Plans to identify resource needs and resources that can be provided to local agencies during response and recovery phases of an emergency or disaster event.
- ❑ A Continuity of Operations plan for internal and external resources should include, but is not limited to, the following:
    - Identify essential personnel and staffing for internal and external support requirements.
    - Identify emergency supplies needed for personnel.
    - Identify essential records, equipment, and office supply needs.
    - Identify essential office space requirements.
    - Identify additional transportation requirements in support of an emergency or disaster.

THIS PAGE LEFT BLANK INTENTIONALLY

EF 8 – Public Health and Medical

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 8-1
1.1 Purpose ..... EF 8-1
1.2 Scope ..... EF 8-1
1.3 Policies and Authorities ..... EF 8-2

2 Situation and Assumptions ..... EF 8-3
2.1 Situation ..... EF 8-3
2.2 Assumptions ..... EF 8-3

3 Roles and Responsibilities ..... EF 8-4

4 Concept of Operations ..... EF 8-4
4.1 General ..... EF 8-4
4.2 Access and Functional Needs ..... EF 8-5
4.3 Coordination with Other EFs ..... EF 8-5

5 EF Annex Development and Maintenance ..... EF 8-5

6 Appendices ..... EF 8-5
Appendix A EF 8 Resources ..... EF 8-7
Appendix B EF 8 Responsibilities by Phase of Emergency Management ..... EF 8-9

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	Health and Social Services (including Public Health, Environmental Health, and Behavioral Health)
Supporting County Agency(s)	County Office of Emergency Services
Primary City Agency(s)	***County Health and Social Services Agency (HHS) (including Public Health, Environmental Health, and Behavioral Health)
Supporting City Agency(s)	Fire Department
Community Partners	American Red Cross, Sierra Medical Services Alliance, Hospitals, air medical providers
Primary State Agency(s)	California Health and Human Services Agency
Primary Federal Agency(s)	U.S. Department of Health and Human Services

*City does not maintain capabilities to address health and social services.

1 Introduction

1.1 Purpose

Emergency Function (EF) 8 describes how the County will work to protect and promote the health of its residents during a time of emergency.

Operational priorities for EF 8 include:

- Facilitate a coordinated response by the medical and mental health systems to public health and other emergencies.
- Protect public health by implementing disease control and prevention measures and responding to environmental health threats.
- Support evacuation and sheltering of medical patients.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete these priorities are listed in Appendix B.

1.2 Scope

The following activities are within the scope of the EF 8:

- Support local assessment and identification of public health and medical needs and implement plans to address those needs.
- Coordinate and support stabilization of the public health and medical system.
- Support sheltering of persons with medical needs.
- Monitor and coordinate resources to support care and movement of persons with medical needs in impacted areas.
- Support monitoring, investigating, and controlling potential or known threats and impacts to human health through surveillance, delivery of medical countermeasures, and non-medical interventions.

- Support monitoring, investigating, and controlling potential or known threats to human health of environmental origin.
- Develop, disseminate, and coordinate accurate and timely public health and medical information.
- Monitor the need for, and coordinate resources to support, fatality management services.
- Monitor the need for and coordinate resources to support disaster behavioral health services.
- Support responder safety and health needs.
- Provide public health and medical technical assistance and support

See EF Annex 11 – Food and Agriculture for information regarding incidents/disasters potentially or actually impacting the health of livestock, wildlife, and other animals.

1.3 Policies and Authorities

1.3.1 Policies

The following policies are currently in place:

- Section 1158 of the State of California Health and Safety Code was renumbered to 101310 and states: "In the event a health emergency is declared by the Board of Supervisors in a county, or in the event a county health emergency is declared by the county health officer pursuant to Section 101080, the local health officer shall have supervision and control over all environmental health and sanitation programs and personnel employed by the county during the state of emergency."
- The Public Health Officer may declare a local health emergency whenever there is an imminent and proximate threat of the introduction of any contagious, infectious, or communicable disease, chemical agent, noncommunicable biologic agent, toxin, or radioactive agent; the director may declare a health emergency and the local health officer may declare a local health emergency in the jurisdiction or any area thereof affected by the threat to the public health.as per Health & Safety Code Section 101080. In addition, the Public Health Officer may execute an order authorizing first responders to immediately isolate exposed individuals who have been exposed to biological, chemical, toxic or radiological agents that may spread to others.
- California Government Code, Title 2, Division 1, Chapter 7 (California Emergency Services Act).
- Title 2, Division 1, Chapter 7.5 (California Natural Disaster Assistance Act).
- California Code of Regulations, Title 19, Division 2 (Standardized Emergency Management System Regulations).
- California Health and Safety Code 1797.153, allows the establishment of the Medical Health Operational Area Coordinator (MHOAC).
    - Appointed jointly by the Health Officer and Local Emergency Medical Services Agency Administrator in a medical disaster at the Operational Area level.

1.3.2 Agreements

The following agreements are currently in place:

- None at this time.

2 Situation and Assumptions

2.1 Situation

The following considerations should be taken into account when planning for and implementing EF 8 activities:

- Hazards may result in mass casualties or fatalities; disruption of food and/or water distribution and utility services; loss of water supply, wastewater, and solid waste disposal services; and other situations that could create potential health hazards or serious health risks.
- One of the primary concerns of public health officials is disease control. This involves the prevention, detection, and control of disease-causing agents; maintaining safe water and food sources; and continuation of wastewater disposal under disaster conditions.
- Disaster and mass-casualty incidents take many forms. Proper emergency medical response must be structured to provide optimum resource application without total abandonment of day-to-day responsibilities.
- Large-scale morgue and remains disposal is a significant issue for communities of any size.
- Traditional public health measures will likely to be taken in these instances. These measures include epidemiological investigations to determine the source and nature of the disease or agent.

2.2 Assumptions

EF 8 is based on the following assumptions:

- Emergencies and disasters may occur without warning at any time of day or night and may cause mass casualties.
- Use of nuclear, chemical, or biological weapons of mass destruction could produce a large number of injuries requiring specialized treatment that could overwhelm the local and State health and medical system.
- Emergency health and medical services should be an extension of normal duties. Health/ medical care will be adjusted to the size and type of disaster.
- Public and private medical, health, and mortuary services resources located in the County will be available for use during emergency situations; however, these resources may be adversely impacted by the emergency.
- Hospitals, nursing homes, ambulatory care centers, pharmacies, and other facilities for medical/health care and Access and Functional Needs Populations may be damaged or destroyed in major emergency situations.
- If hospitals and nursing homes are damaged, it may be necessary to relocate significant numbers of patients to other comparable facilities elsewhere.
- Health and medical facilities that survive emergency situations with little or no damage may be unable to operate normally because of a lack of utilities or because staff are unable to report for duty as a result of personal injuries or damage to communications and transportation systems.

- Medical and health care facilities that remain in operation and have the necessary utilities and staff could be overwhelmed by the "walking wounded" and seriously injured victims transported to facilities in the aftermath of a disaster.
- Uninjured persons who require frequent medications such as insulin and anti-hypertensive drugs, or regular medical treatment such as dialysis, may have difficulty obtaining these medications and treatments in the aftermath of an emergency situation due to damage to pharmacies and treatment facilities and disruptions caused by loss of utilities and damage to transportation systems.
- In a major catastrophic event (including, but not limited to, epidemics, pandemics, and bioterrorism attacks), medical resources may be insufficient to meet demand, specialized equipment and/or treatment materials may be unavailable, and transportation assets may also be restricted due to contamination. No emergency plan can ensure the provision of adequate resources in such circumstances.
- Disruption of sanitation services and facilities, loss of power, and the concentration of people in shelters may increase the potential for disease and injury.
- Damage to chemical plants, sewer lines, and water distribution systems, and secondary hazards such as fires, could result in toxic environmental and public health hazards that pose a threat to response personnel and the general public. This includes exposure to hazardous chemicals, biological and/or radiological substances, contaminated water supplies, crops, livestock, and food products.
- The public may require guidance on how to avoid health hazards caused by the disaster or arising from its effects.
- Some types of emergency situations, such as earthquakes, hurricanes, and floods, may affect a large proportion of the County, making it difficult to obtain mutual aid from the usual sources.
- The damage and destruction caused by a natural or technological event may produce urgent needs for mental health crisis counseling for victims and emergency responders.
- Emergency responders, victims, and others affected by emergency situations may experience stress, anxiety, and other physical and psychological symptoms that may adversely affect their daily lives. In some cases, disaster mental health services may be needed during response operations.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

Requests for assistance with public health and medical services resources will be generated one of three ways: they will be forwarded to the Emergency Operations Center (EOC), forwarded to the MHOAC, or issued in accordance with established mutual aid agreements. The EOC will provide guidance for the coordination of public health and medical services resources.

Public health and medical services support requirements that cannot be met at the local level should be forwarded to the State for assistance. If needed, federal assistance may be requested by the Governor.

4.2 Access and Functional Needs

Provision of public health and medical related activities will take into account access and functional needs populations. The needs of children and adults who experience access and functional needs shall be identified and planned for as directed by policy makers and according to State and federal regulations and guidance.

4.3 Coordination with Other EFs

The following EFs support public health and medical–related activities:

- **EF 1 – Transportation.** Support transportation of medical resources to impacted areas.
- **EF 6 – Mass Care.** Coordinate with EF 8 for health and medical support to shelter operations.
- **EF 9 – Search and Rescue.** Coordinate medical care for disaster victims.
- **EF 10 – Hazardous Materials.** Provide for decontamination and medical of disaster victims contaminated by hazardous materials.
- **EF 11 – Food and Water.** Provide for the safety of the food and water supply.

5 EF Annex Development and Maintenance

HHS will be responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 8 Resources
- Appendix B – Roles and Responsibilities

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix A EF 8 Resources

The following resources provide additional information regarding EF 8–related issues at the local, state, and federal level:

City

- None at this time

County

- Mass Fatality Plan
- Medical Counter Measures Pan
- Pandemic Influenza Response Plan
- Crisis and Emergency Risk Communication Plan

State

- California Emergency Plan: EF 8 – Public Health and Medical
- California Public Health and Medical Emergency Operations Manual (July 2011)

Federal

- National Response Framework: EF 8 – Public Health and Medical Services
- NIMS Implementation Objectives for Healthcare Facilities
- Hospital Incident Command System
- Homeland Security Presidential Policy Directive No. 21
- The National Health Security Strategy
- Centers for Disease Control and Prevention (CDC)
    - CDC Public Health Capabilities
    - CDC Healthcare Capabilities
- Department of Health and Human Services Assistant Secretary for Preparedness and Response Hospital Preparedness Program: Tier 2 Healthcare Coalition Guide
- National Response Team Biological and Chemical Quick Reference Guides
- Strategic National Stockpile Plan

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix B EF 8 Responsibilities by Phase of Emergency Management

This appendix describes general roles and responsibilities in support of EF 8. Specific activities will vary depending on the type of event, length of the warning period, resources available, and duration of the incident.

Preparedness

Preparedness activities take place **before** an emergency occurs and include plans or preparations made to save lives and help response and recovery operations. Preparedness roles and responsibilities for EF 8 include the following:

- ❑ Conduct planning with support agencies in accordance with the California Public Health Emergency Operations Manual and MHOAC program.
- ❑ Ensure that lead agency personnel are trained in their responsibilities and duties as well as SEMS and National Incident Management System (NIMS)/Incident Command System (ICS).
- ❑ Develop and implement emergency response and health and medical strategies.
- ❑ Identify population groups requiring special assistance during an emergency (e.g., senior citizens, special needs, etc.) and ensure that preparations are made to provide assistance for them.
- ❑ Maintain adequate medical supplies.
- ❑ Pre-position response resources when it is apparent that health and medical resources will be necessary.
- ❑ Relocate health and medical resources when it is apparent that they are endangered by the likely impacts of the emergency situation.
- ❑ Appoint a representative to assist in the EOC.
- ❑ Participate in emergency management training and exercises.

Response

Response activities take place **during** an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 8 include the following:

- ❑ SEMS is the system required by California Government Code § 8607(a) for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS incorporates the use of the ICS, the Master Mutual Aid Agreement, existing mutual aid systems, the Operational Area concept, and multi-agency or inter-agency coordination. It creates a measure of performance in which responses to emergencies can be evaluated and improved.
- ❑ Activate emergency plans and mobilize emergency health personnel.
- ❑ Conduct rapid assessments for immediate response objectives.
- ❑ Determine the number and type of casualties, request additional assistance, establish staging areas, and initiate triage procedures.

- ❑ Identify hospital and nursing home bed vacancies.
- ❑ Determine which normal activities and facility accommodations can be curtailed or shifted to allow for increased emergency capacity.
- ❑ Arrange for the provision of medical personnel, equipment, and supplies to health and medical facilities, as needed.
- ❑ Coordinate morgue operations as required and appropriate.
- ❑ Provide staff and services for monitoring public health conditions.
- ❑ Determine needs for health surveillance programs.
- ❑ Implement disease control and prevention measures.
- ❑ Coordinate lab testing and evaluations of community environmental health conditions and provide health advisories as required or appropriate.
- ❑ Coordinate prescription drug access for healthcare facilities and individuals needing medication refills.
- ❑ Partially or fully activate the EOC, if necessary.
- ❑ Assist with patient evacuation and post-event relocation.
- ❑ Provide nursing staff for special needs shelters.
- ❑ Initiate on-site public education programs on the health problems associated with the emergency or disaster.
- ❑ Provide emergency public information on the health aspects of the situation in conjunction with EOC/Joint Information Center.
- ❑ Coordinate the release of public health information with County and State Public Information Officers.
- ❑ Monitor food and drug safety, as well as radiological, chemical, and biological hazards.
- ❑ Coordinate and monitor the potability of water, wastewater disposal, solid waste disposal, and vector control monitoring.
- ❑ Coordinate victim identification and mortuary services with the coroner.
- ❑ Coordinate mental health services as appropriate for victims and/or emergency responders.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 8 include the following:

- ❑ Health authorities determine if a continuing health problem exists that requires an ongoing commitment of resources or if there is a potential for new problems to develop.
- ❑ Restore essential health and medical components of delivery systems and permanent medical facilities to operational status.
- ❑ Monitor environmental and epidemiological systems.
- ❑ Assist the California Environmental Protection Agency Department of Toxic Substances Control in determining suitable sites and acceptable procedures for the disposal of hazardous materials.
- ❑ Monitor public and private food supplies, water, sewage, and solid waste disposal systems.
- ❑ Continue to provide public information on sewage and waste control, food and water supplies, and control of insects, rodents, and diseases.

- ❑ Continue to utilize multiple means of communicating public information and education.
- ❑ Support emergency services staff and operations until the local system is self-sustaining; maintain provision of long-term emergency environmental activities.
- ❑ Ensure the availability of mental and behavioral health professionals
- ❑ Continue EOC operations until it is determined that EOC coordination is no longer necessary.
- ❑ Restore pharmacy services to operational status.
- ❑ Inform the public of any follow-up recovery programs that may be available.
- ❑ Form a long-term recovery assistance team to help ensure that individuals and families affected by the disaster continue to receive assistance for serious needs and necessary expenses.
- ❑ Identify populations requiring event-driven health, medical, or social services after the event.
- ❑ Return staff, clients, and equipment to regularly assigned locations.
- ❑ Provide critical payroll and other financial information for cost recovery through appropriate channels.
- ❑ Participate in after-action critiques and reports.
- ❑ Update plans and procedures based on critiques and lessons learned during an actual event.
- ❑ Initiate financial reimbursement process for support services.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 8 include the following:

- ❑ Report post-disaster analysis of the performance of essential health and medical facilities that can be used in future mitigation measures to strengthen these facilities.
- ❑ Provide personnel with the appropriate expertise to participate in activities designed to reduce or minimize the impact of future disasters.
- ❑ Survey and map all emergency medical services within the Mutual Aid Region III.
- ❑ Increase the use of geographical information systems to identify the location of all vulnerable sites or populations.
- ❑ Gather and evaluate intelligence regarding epidemics and assist in detection of communicable diseases.
- ❑ Administer immunizations.
- ❑ Conduct continuous health inspections.
- ❑ Promote and encourage the use of the blood donation program.
- ❑ Conduct normal public health awareness programs.
- ❑ Conduct training and education.
- ❑ Conduct practice drills.
- ❑ Convey public information in multiple formats and languages.

THIS PAGE LEFT BLANK INTENTIONALLY

EF 10 –Hazardous Materials

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 10-1
1.1 Purpose ..... EF 10-1
1.2 Scope ..... EF 10-1
1.3 Policies and Authorities ..... EF 10-1

2 Situation and Assumptions ..... EF 10-2
2.1 Situation ..... EF 10-2
2.2 Assumptions ..... EF 10-2

3 Roles and Responsibilities ..... EF 10-3

4 Concept of Operations ..... EF 10-3
4.1 General ..... EF 10-3
4.2 Basic Priorities ..... EF 10-3
4.3 Information Sources ..... EF 10-3
4.5 Training Levels ..... EF 10-4
4.6 Access and Functional Needs ..... EF 10-5
4.7 Coordination with Other EFs ..... EF 10-5

5 Annex Development and Maintenance ..... EF 10-5

6 Appendices ..... EF 10-5
Appendix A EF 10 Resources ..... EF 10-6
Appendix B Roles and Responsibilities ..... EF 10-7

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	County OES, Shasta Cascade Hazardous Materials Response Team Hazardous Materials Response Team (Type 2)
Supporting County Agency(s)	Local Fire Districts, Lassen County Department of Health and Social Services (Environmental Health), Hazardous Materials Response Team (Type 2)
Primary City Agency(s)	Fire Department (Hazardous Materials Response Team – Type 2)
Supporting City Agency(s)	N/A
Community Partners	National Guard 9th Civil Support Team, Federal Emergency Management Agency Region 9 Decontamination Team, U.S. Environmental Protection Agency (EPA) Region 9 Superfund Technical Assessment and Response Team
Primary State Agency(s)	California Environmental Protection Agency, Department of Toxic Substances Control California Governor's Office of Emergency Services, Fire and Rescue Division, Hazardous Materials Section
Primary Federal Agency(s)	EPA

1 Introduction

1.1 Purpose

Emergency Support Function (EF) 10 outlines roles and responsibilities in responding effectively to a hazardous materials release or threatened release and provides a framework for response and mitigation activities to prevent or minimize injuries, environmental impact, and property damage.

Operational priorities for EF 10 include:

- Protect public and responder safety and health following releases of hazardous materials.
- Minimize environmental damage as a result of hazardous materials releases and response operations.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete these priorities are listed in Appendix B.

1.2 Scope

Hazardous materials incidents may occur during the manufacture, use, storage, or transport of hazardous materials, or they may be deliberately caused by vandalism, sabotage, or terrorism.

1.3 Policies and Authorities

1.3.1 Policies

The following policies are currently in place:

- California Government Code, Title 2, Division 1, Chapter 7 (California Emergency Services Act).
- Title 2, Division 1, Chapter 7.5 (California Natural Disaster Assistance Act).
- California Code of Regulations, Title 19, Division 2 (Standardized Emergency Management System Regulations).
    - Chapter 4, Article 3
- California Health and Safety Code, Article 1.

1.3.2 Agreements

The following agreements are currently in place:

- Shasta Cascade Regional Hazardous Materials Team – Letter of Understanding

2 Situation and Assumptions

2.1 Situation

The following considerations should be taken into account and implement EF 10–related activities:

- Hazardous materials are transported through the County, creating a relatively high risk of potential hazardous materials incidents. An incident could occur anywhere, in rural and urban areas, and at any time throughout the County.
- Major roadways within the County are used for routine transportation of hazardous materials, with Highway 395 used the most heavily.
- Hazardous material incidents can threaten public health and safety, as well as the environment. While most hazardous material incidents involve smaller volumes of material, they do require specific approaches to different types of chemical and waste releases. It is important to assess the characteristics of the hazard, acquire the necessary resources, and develop a site-specific emergency response plan.
- The commencement of emergency response operations for hazardous material incidents may require multiagency and multidisciplinary responses. Disciplines involved may include fire response, law enforcement, environmental containment and cleanup, fish and wildlife, emergency medical services, environmental health, and others if needed.
- Some incidents may not have immediately obvious impacts on life, property, and the environment but may still have subtle long-term consequences for human health and the environment that will require further remediation.
- The California Governor's Office of Emergency Services, Fire and Rescue Division, Hazardous Materials Section coordinates statewide implementation of hazardous materials accident prevention and emergency response programs for all types of hazardous materials incidents and threats.
- The emergency field response to incidents including hazardous materials spills and releases is the responsibility of the fire services or in the case of State highways, the California Department of Transportation and/or California Highway Patrol.

2.2 Assumptions

EF 10 is based on the following planning assumptions:

- A natural or technological disaster could result in one or more situations in which hazardous materials are released into the environment.
- Fixed facilities (chemical plants, tank farms, laboratories, and industries operating hazardous waste sites that produce, generate, use, store, or dispose of hazardous materials) could be damaged so that existing spill control apparatus and containment measures are not effective.
- Hazardous materials that are transported may be involved in railroad accidents, highway collisions, or airline incidents.
- Damage to, or rupture of, pipelines transporting materials that are hazardous if improperly released will present serious problems.
- Emergency exemptions may be needed for disposal of contaminated materials.
- Laboratories responsible for analyzing hazardous material samples may be damaged or destroyed in a disaster.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

The County Hazardous Materials Team #2 will be the primary agency responsible for coordinating oil and hazardous materials activities. Plans and procedures developed by the primary and supporting agencies provide the framework for carrying out those activities.

4.2 Basic Priorities

- **Life Safety**. In all hazardous incidents, the primary concern is life safety, starting with the life safety of the emergency responders.
- **Protecting the Environment**. Protection of the environment should be considered ahead of protecting property and equipment because property and equipment can be replaced.
- **Protecting Property and Equipment**. Because the environment, like human life, cannot be replaced, protecting property and equipment is the lowest priority for an effective, properly handled response to a hazardous material incident.

4.3 Information Sources

4.3.1 Chemical Transportation Emergency Center

The Chemical Transportation Emergency Center (CHEMTREC) (800-424-9300) provides 24-hour immediate advice by telephone with data on 350,000 chemicals. CHEMTREC will:

- Contact the shipper and manufacturer of the hazardous materials to advise them of the spill.
- Notify the National Response Center (NRC) if requested.
- Can provide a phone link between the hazardous materials teams and several different chemical experts and send hard copy via computer or fax.

- Serve as the National Poison Antidote Center. By contacting CHEMTREC, a conference call can be established with toxicologists from several poison control centers.

4.3.2 National Response Center

The NRC (800-424-8802), which is operated by the U.S. Coast Guard, receives reports from spillers and acts as the notification, communications, technical assistance, and coordination center for the National Response Team. The NRC is a single access point for accessing all federal agencies involved with hazardous materials. Being operated by the U.S. Coast Guard, it is the contact point for accessing the Pacific Strike Team, a specially trained and equipped hazardous materials team with expertise in handling water related spills.

4.3.3 California Poison Control System

The California Poison Control System (800-222-1222) provides emergency information 24 hours a day, seven days a week on the following:

- Swallowing poison
- Eye or skin irritation from toxic substances
- Inhalation of noxious fumes or vapors
- Animal, insect, snake, and spider bites
- Food or mushroom poisoning
- Drug reactions
- Attempted suicides or drug overdoses

4.4.4 Safety Data Sheets

Safety Data Sheets are the primary communications link between chemical manufacturers and users. They provide brief information about the hazards that may be anticipated in an emergency situation involving a particular substance.

Safety Data Sheets provide a good source of information, but definitive answers on toxicity and treatment for exposed victims should be sought from the California Poison Control System.

4.4.5 Computer Aided Management of Emergency Operations

Computer Aided Management of Emergency Operations (CAMEO) is a collection of 22 integrated programs and databases developed by the National Oceanic and Atmospheric Administration for persons dealing with hazardous materials. CAMEO also has a plume-modeling program to visualize vapor dispersion patterns. Most HazMat teams have CAMEO installed in vehicles.

4.5 Training Levels

Per Occupational Safety and Hazard Administration 29 Code of Federal Regulations 1910.120, County and City employees shall not work outside their scope of training, knowledge, and skill level.

- Individuals who are likely to witness or discover a hazardous substance release will be trained to the First Responder Awareness level. This group should include police officers and Public Works field personnel.

- Individuals that respond to releases will be trained to the First Responder Operations level. This includes fire service personnel.
- Fire service agencies will have personnel trained to the On-Scene Incident Commander level. Personnel trained to this level will respond and take command of a hazardous materials incident as soon as possible. Note: the first arriving unit will take command until personnel trained to the On-Scene Incident Commander level arrive.

4.6 Access and Functional Needs

Provision of hazardous materials–related response activities will take into account populations with access and functional needs. The needs of children and adults who experience access and functional needs shall be identified and planned for as directed by policy makers and according to State and federal regulations and guidance.

4.7 Coordination with Other EFs

The following EFs support hazardous materials–related activities:

- **EF 4 – Firefighting.** Provide specialized resources to support hazardous materials operations.
- **EF 8 – Health and Medical.** Provide emergency first aid to contaminated victims.
- **EF 16 – Law Enforcement.** Provide specialized resources to support hazardous materials operations.

5 Annex Development and Maintenance

CAL FIRE will ensure that this annex and supporting plans and documents are reviewed and updated at least every two years or when changes occur, such as lessons learned from exercises or actual incidents.

6 Appendices

- Appendix A – EF 10 Resources
- Appendix B – Roles and Responsibilities

Appendix A EF 10 Resources

The following resources provide additional information regarding EF 10 and hazardous materials–related issues at the local, state, and federal level:

City

- None at this time.

County

- Hazardous Materials Response Plan

State

- California Public Health Medical and Health Emergency Operations Manual (2011)
- California Hazardous Materials Incident Tool Box (January 2011)
- California Emergency Plan: EF 10 – Hazardous Materials

Federal

- National Response Framework
- National Contingency Plan
- National Fire Protection Association 472/473 – Standards for Competence of Responders to Hazardous Materials Incidents/Emergency Medical Services Personnel

Appendix B Roles and Responsibilities

The following checklist identifies key roles and responsibilities for EF 10 – Hazardous Materials. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support the hazardous materials function. All tasked agencies should maintain agency-specific plans and procedures that allow them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place **before** an emergency occurs and include plans or preparations made to save lives and help response and recovery operations. Preparedness roles and responsibilities for EF 10 include the following:

- ❑ Develop and refine procedures to be used in hazardous materials assessments.
- ❑ Prepare and maintain plans and procedures, resource inventories, personnel rosters, and resource mobilization information necessary for the lead agency to carry out its responsibilities.
- ❑ Maintain liaison relationships with support agencies.
- ❑ Ensure that personnel are appropriately trained and equipped to deal with hazardous materials incidents.
- ❑ Conduct vulnerability analysis at critical facilities and make recommendations to improve hazardous material storage.
- ❑ Pre-position response resources when it is apparent that hazardous materials response resources will be necessary.
- ❑ Conduct, coordinate, and participate in all exercises involving hazardous materials operations.
- ❑ Develop mutual aid procedures to support response to a hazardous substance incident.
- ❑ Estimate logistical requirements (e.g., personnel, supplies and equipment, facilities, and communications) during the planning process and through exercise.
- ❑ Participate in exercises and training to validate this annex and supporting plans and procedures.
- ❑ Ensure that all hazardous materials personnel are trained in their responsibilities according to the departmental plans and procedures.

Response

Response activities take place **during** an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 10 include the following:

- ❑ Upon notification, attempt to confirm the material involved, estimated quantity released, and location of the incident.
- ❑ Activate the Standardized Emergency Management System (SEMS) and Incident Command System (ICS) and appoint a Safety Officer.
- ❑ Establish an isolation area and move all people out of that area.
- ❑ Establish perimeter control/area security.

- ❑ Establish and identify command post and staging locations. Take measures to protect the public and the safety of responders.
- ❑ Deploy appropriately trained personnel to the incident area.
- ❑ Seek assistance, when necessary, from appropriate agencies.
- ❑ Coordinate with the California Highway Patrol on the response to oil and hazardous material incidents on State highways and County roads.
- ❑ Ensure that public health departments are advised and incorporated into the command system.
- ❑ Establish adequate zones for decontamination.
- ❑ Ensure that personnel are adequately protected and equipped to handle hazardous material incidents.
- ❑ Monitor and direct hazardous materials resources and response activities.
- ❑ Participate in Emergency Operations Center briefings, Incident Action Plans, Situation Reports, and meetings.
- ❑ Coordinate with support agencies, as needed, to support emergency activities.
- ❑ Coordinate with other agencies to obtain resources and to facilitate an effective emergency response among all participating agencies.
- ❑ Once all local resources have been utilized and expended, coordinate with the Logistics Section to assist in locating additional support resources.
- ❑ Work with appropriate agencies to determine site safety and when to declare the incident over and allow people back into the affected area.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 10 include the following:

- ❑ Continue to provide support as required for the recovery phase of the incident through the appropriate Incident Commander.
- ❑ Continue to monitor personnel and the affected area for contamination.
- ❑ Support community recovery activities.
- ❑ Participate in after-action briefings and develop after-action reports.
- ❑ Initiate the financial reimbursement process for these activities when such support is available.
- ❑ Make necessary changes to this EF Annex and supporting plans and procedures to improve future operations.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 10 include the following:

- ❑ Maintain an accurate and current listing of all fixed facilities that produce or store hazardous materials.

- ❑ Prepare site-specific plans for each facility that produces or stores extremely hazardous substances and update these plans annually or as necessary throughout the year.
- ❑ Participate in the hazard identification process and identify ways to improve the process.
- ❑ Continue to train personnel for hazardous material incidents.
- ❑ Develop radiological awareness programs for responders, the public, and industry.
- ❑ Develop emergency preparedness programs for hazardous materials incidents.
- ❑ Identify deficiencies or areas to be improved and seek funds to enhance protective measures to lessen the impact on vulnerable populations and/or minimize damage to critical facilities.

EF 11 – Food and Agriculture

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 11-1
1.1 Purpose ..... EF 11-1
1.2 Scope ..... EF 11-1
1.3 Policies and Authorities ..... EF 11-2

2 Situation and Assumptions ..... EF 11-2
2.1 Situation ..... EF 11-2
2.2 Assumptions ..... EF 11-2

3 Roles and Responsibilities ..... EF 11-3

4 Concept of Operations ..... EF 11-3
4.1 General ..... EF 11-3
4.2 Access and Functional Needs ..... EF 11-4
4.3 Coordination with Other EFs ..... EF 11-4

5 EF Annex Development and Maintenance ..... EF 11-4

6 Appendices ..... EF 11-4
Appendix A EF 11 Resources ..... EF 11-5
Appendix B EF 11 Responsibilities by Phase of Emergency Management ..... EF 11-7

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	Health and Social Services Agency (HHS), Lassen County Agriculture Department
Supporting County Agency(s)	County OES Sheriff's Office/Animal Control
Primary City Agency(s)	***County Health and Social Services Agency
Supporting City Agency(s)	Fire Department
Community Partners	University of California Cooperative Extension, Red Cross, Lassen National Park
Primary State Agency(s)	California Department of Food and Agriculture
Primary Federal Agency(s)	Department of Homeland Security/Federal Emergency Management Agency

*City does not maintain capabilities to address health and social services.

1 Introduction

1.1 Purpose

Emergency Function (EF) 11 focuses on activities related to food and agriculture and provides information for human mass care shelters, food supply lists, emergency food assistance, and the California Animal Response in Emergency System Program. EF Annex 11 includes information regarding emergency response and recovery of impacts to animal and plant diseases and pests, as well as control and eradication of outbreaks of highly contagious or economically devastating livestock diseases and animal and vector control. It also supports production agriculture commodities to move.

See EF Annex 6 for procedures for evacuating and sheltering household pets and service animals.

Operational priorities for EF 11 include:

- Protect public health during animal disease emergencies.
- Contain risks to animal-based industries, agriculture, and the economy.
- Manage and direct evacuation of livestock and pets from risk areas.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete these priorities are listed in Appendix B.

1.2 Scope

The following activities are within the scope of EF 11:

- Assessment of food and water needs for areas impacted by disaster.
- Identification of food and water resources.
- Storage of food and water resources.

- Monitoring the collection and sorting of all food and water supplies and establishing procedures to ensure that they are safe for consumption.
- Coordinating provisions of food, water, shelter, evacuation and transportation resources, and care for animals/livestock.

1.3 Policies and Authorities

1.3.1 Policies

The following policies are currently in place:

- California Food and Agricultural Code, Section 9101
- Code of Federal Regulations, Title 9, Section 161.4(f)

1.3.2 Agreements

The following agreements are currently in place:

- None at this time.

2 Situation and Assumptions

2.1 Situation

The following considerations should be taken into account when planning for and implementing EF 11 activities:

- Numerous plant and animal diseases exist that could impact the area through natural, accidental, or intentional introduction.
- The area has significant numbers of animals, ranging from household pets to commercial livestock operations. The vulnerability of these animals in the event of a disaster or emergency can have impacts at both the individual and commercial levels, with the potential for long-range effects on the local economy.
- A significant emergency may deprive substantial numbers of local residents of access to safe and reliable supplies of food and water.
- An emergency may cause or be caused by the spread of a contagious disease through the food and water supply systems or from animals to people.
- Some animal diseases are very contagious (such as foot and mouth disease) and would be very difficult to identify, isolate, control, and eradicate. In addition, many agents are zoonotic, affecting both animals and people.
- Some plant diseases are highly infectious to other plants and can be very difficult to identify, isolate, control, and eradicate.
- Any displacement or evacuation of people from their homes may cause household pets and livestock to be placed at risk for food, shelter, and care.

2.2 Assumptions

EF 11 is based on the following planning assumptions:

- Livestock, wildlife, birds, plants, and crops may be affected by a disease or insect outbreak. Plants and animals may die of such an outbreak or need to be destroyed/ depopulated.
- Production capability and/or value may become severely limited. Such an event could greatly impact the economic stability and viability of the County, State of California (State), and, possibly, the nation.
- The time between the reporting of a disease and its identification as an emergency is critical. A highly contagious disease could spread rapidly through a county and state via markets, product movement, and fomites (people, vehicles, etc.).
- Resources would be rapidly depleted if the outbreak involved multiple facilities or large areas.
- Positive and prompt actions by local, State, and (possibly) federal authorities will be required in order to stop a highly contagious disease. Control and eradication of such a disease will involve many county, State, and federal agencies, not just those involved with agricultural activities.
- Some land owners, individuals, or groups may strenuously object to depopulation of animals or destruction of plants. Some people may not consider the threat of the disease spread valid and may take actions counterproductive to control and eradication efforts.
- First responders may not be familiar with the special conditions of an animal or plant health emergency. These include quarantine, bio-security precautions, personal protection equipment, decontamination, etc.
- Any prolonged power outage will place fresh or frozen food at immediate risk or render it unsafe.
- An earthquake may break water distribution pipes, contaminating potable water systems.
- Displaced persons will be cared for in emergency shelters. Food and water inventories of these shelters will be quickly depleted. Food banks and other charitable food sources will not have sufficient inventories to meet other food needs.
- Truck delivery of bulk supplies may be cut off. Distribution of non-local donated goods may not be possible.
- Emergency shelters will not have the facilities to care for household pets.
- Volunteers will want to help and can make a significant contribution to the effort.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

When food and agriculture–related activities are staffed in the Emergency Operations Center (EOC), the appointed EF 11 representative will be responsible for the following:

- Serve as a liaison with supporting agencies and community partners.
- Provide a primary entry point for situational information related to food and agriculture.
- Share situation status updates related to food and agriculture to inform development of the Situation Report.
- Participate in, and provide food and agriculture-specific reports for, EOC briefings.

- Assist in development and communication of food and agriculture–related actions to tasked agencies.
- Monitor ongoing food and agriculture–related actions.
- Share food and agriculture–related information with EF 14 – Public Information to ensure consistent public messaging.
- Coordinate food and agriculture–related staffing to ensure that the function can be staffed across operational periods.

4.2 Access and Functional Needs

Provision of food and agriculture–related activities will take into account populations with access and functional needs. The needs of children and adults who experience access and functional needs shall be identified and planned for as directed by policy makers and according to State and federal regulations and guidance.

4.3 Coordination with Other EFs

The following EFs support food and water–related activities:

- **EF 3 – Construction and Engineering.** Coordinate repair and restoration of the drinking water system.
- **EF 6 – Care and Shelter.** Coordinate distribution of food and water supplies to impacted populations.
- **EF 7 – Resources.** Identify food and water resources and coordinate staging of resources for distribution. Assist in transportation of food and water supplies to impacted areas.
- **EF 8 – Public Health and Medical.** Ensure that proper procedures are in place to ensure food and water safety.
- **EF 17 – Volunteers and Donations Management.** Coordinate donated food and water supplies. Assist in the transportation of food and water supplies to impacted areas.

5 EF Annex Development and Maintenance

HHS will be responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 11 Resources
- Appendix B – Roles and responsibilities

Appendix A EF 11 Resources

The following resources provide additional information regarding EF 11–related issues at the local, state, and federal level:

City

- None at this time

County

- None at this time

State

- California Emergency Plan: EF 11 – Food and Agriculture

Federal

- National Response Framework
- United States Department of Agriculture, Animal and Plant Health Inspection Service, 9 Code of Federal Regulations
- Food and Nutrition Service USDA Foods Program Disaster Manual (https://www.fns.usda.gov/sites/default/files/FDDDisasterManual.pdf)

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix B EF 11 Responsibilities by Phase of Emergency Management

The following checklist identifies key roles and responsibilities for EF 11 – Food and Agriculture. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support the food and water function. All tasked agencies should maintain agency-specific plans and procedures that allow them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place **before** an emergency occurs and include plans or preparations made to save lives and help response and recovery operations. Preparedness roles and responsibilities for EF 11 include the following:

- ❑ Develop plans, procedures, and checklists to support agriculture and natural resources activities.
- ❑ Maintain an accurate roster and activation procedures of personnel assigned to perform agriculture and natural resources duties during a disaster.
- ❑ Maintain current food resource directories, including points of contact.
- ❑ Identify likely transportation needs and coordinate with appropriate agencies to meet these needs.
- ❑ Identify pet boarding facilities and private organizations that may provide emergency shelters for animals.
- ❑ Identify local agribusiness operators with equipment and personnel to assist with animal stop movement and quarantine activities.
- ❑ Establish an Animal/Agriculture Working Group and conduct meetings of this group as appropriate.
- ❑ Develop mutual aid agreements with government agencies, professional associations, and private agencies and organizations with personnel and equipment to support agriculture and natural resources response.
- ❑ Identify and schedule disaster response training for agriculture and natural resources personnel. Areas to be covered should include, but not be limited to, response protocol, Incident Command System (ICS), bio-security, personal protection, quarantine, access control, depopulation, disposal, decontamination, and potential human impacts.
- ❑ Ensure that all agriculture and natural resources personnel are trained in their responsibilities according to departmental plans and procedures.
- ❑ Participate in exercises and training to validate this annex and supporting plans and procedures.

Response

Response activities take place **during** an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 11 include:

- ❑ Activate plans.

- ❑ Establish an Incident Command Post and activate the local EOC.
- ❑ Establish communication between the EOC and Incident Management Team to determine the resources needed to support incident response and operations.
- ❑ Request appropriate declarations of emergency.
- ❑ Monitor and determine the economic and public health impacts of any animal disease emergency and providing public information and potential preventative strategies.
- ❑ Issue quarantines and establish movement control procedures.
- ❑ Initiate bio-security measures.
- ❑ Develop an incident-specific communications plan.
- ❑ Establish response personnel support needs and coordinate local support capabilities.
- ❑ Identify existing internal, jurisdiction-specific resources available to support response and recovery operations.
- ❑ Contact key collaborating agencies.
- ❑ Obtain equipment and supplies needed for operations.
- ❑ Complete notifications of response personnel and agency directors.
- ❑ Develop an Incident Action Plan that includes at least the following functions: bio-security and decontamination, movement control and quarantine, depopulation and disposal, surveillance and epidemiology, personnel safety, demobilization and recovery, and inter/intra-agency communications. Develop public service announcements for release to the media.
- ❑ Identify appropriate locations for disposal, and obtain appropriate permits for animal depopulation and crop operations.
- ❑ With the help of local public works services, identify the locations of public disinfection sites and roadblocks.
- ❑ Conduct on-site operations.
- ❑ Provide assistance to established pet shelters.
- ❑ Move, detain, or restrict the movement of animals, equipment, products, and personnel as necessary to control and eradicate animal or plant disease.
- ❑ Manage and direct the evacuation of animals from risk areas and provide technical assistance to prevent animal injury and the spread of disease.
- ❑ Provide and/or receive appropriate mutual aid.
- ❑ Provide situation reports to the command structure on the status of operations.
- ❑ Coordinate donations and volunteers wishing to assist in operations.
- ❑ Respond to protestors who desire to interfere with or stop operations.
- ❑ Maintain records of all activities conducted, costs, and hours worked by paid and volunteer personnel.
- ❑ Ensure that communication lines are established and participants are clear on what actions need to be taken if a highly contagious disease or insect is suspected or confirmed.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 11 include the following:

- ❑ Provide immediate assistance as needed to land owners affected by an animal/plant health emergency.
- ❑ Assist in decontamination efforts and ensure that cleanup is completed.
- ❑ Help maintain movement restrictions as required by local, State, and federal authority.
- ❑ Assist in issuing and tracking special permits and licenses.
- ❑ Work with producer groups to assist in recovery efforts.
- ❑ Submit necessary records and paperwork to local and State officials for tracking and reimbursing costs incurred by the County and City in handling the emergency.
- ❑ Participate in follow-up reports and critiques of the portion of the Emergency Operations Plan related to animal/plant health emergencies, and make any necessary changes and improvements to the plan.
- ❑ Continue to render support when and where required as long as emergency conditions exist.
- ❑ Restore equipment and restock supplies to their normal state of readiness.
- ❑ Participate in after-action reports and meetings.
- ❑ Make changes to plans and procedures based on lessons learned.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 11 include the following:

- ❑ Provide surveillance for a foreign animal disease or an animal-borne poison or toxin that may pose a threat to animal-based industries, the economy, or public health.
- ❑ Provide for surveillance of plant pests of unknown or questionable origin that may pose a potential threat to agriculture, horticulture, the economy, or public health.
- ❑ Organizations that will be operating shelters and providing food for the public during an emergency operation need to make agreements with the owners of the facilities from which they intend to operate and possibly pre-stock some supplies.
- ❑ Conduct training and awareness campaigns to inform local veterinarians, game wardens, game biologists, and other animal professionals of the basic clinical signs of a highly contagious disease or other diseases or insects of concern.
- ❑ Develop a program to ensure that all personnel who may be involved in an animal/plant health emergency understand their responsibilities and expected actions.
- ❑ Provide training in bio-security for those involved in livestock and crop enterprises.
- ❑ Enhance and expand bio-security measures on farms, ranches, feedlots, markets, mills, etc.
- ❑ Develop or enhance public information regarding highly contagious diseases or insects and other diseases of concern for producers, brokers, transporters, and other parties who may be involved in raising, selling, buying, or transporting livestock, poultry/birds, wildlife, or agricultural products.

THIS PAGE LEFT BLANK INTENTIONALLY

EF 12 – Utilities

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 12-1
1.1 Purpose ..... EF 12-1
1.2 Scope ..... EF 12-1
1.3 Policies and Authorities ..... EF 12-2

2 Situation and Assumptions ..... EF 12-2
2.1 Situation ..... EF 12-2
2.2 Assumptions ..... EF 12-2

3 Roles and Responsibilities ..... EF 12-3

4 Concept of Operations ..... EF 12-3
4.1 General ..... EF 12-3
4.2 Repair and Restoration ..... EF 12-3
4.3 Access and Functional Needs ..... EF 12-3
4.4 Coordination with Other EFs ..... EF 12-3

5 Annex Development and Maintenance ..... EF 12-4

6 Appendices ..... EF 12-4
Appendix A EF 12 Resources ..... EF 12-5
Appendix B Roles and Responsibilities ..... EF 12-7

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	Public Works/Roads Department
Supporting County Agency(s)	Lassen Municipal Utility District, Susanville Consolidated Sanitary District
Primary City Agency(s)	Public Works Department
Supporting City Agency(s)	N/A
Community Partner(s)	Pacific Gas and Electric Company, Plumas Sierra Rural Electric Cooperative, Surprise Valley Electric, Lassen Municipal Utility District, AT&T, Verizon, Frontier Communications, Honey Lake Power
State Agency(s)	California Natural Resources Agency California Utility Emergency Association
Federal Agency(s)	U.S. Department of Energy

1 Introduction

1.1 Purpose

Emergency Function (EF) 12 describes how the County and City will coordinate plans, procedures, and resources to support response to and recovery from damaged utility infrastructure and accompanying systems.

Operational priorities for EF 12 include:

- Restore utility services as soon as possible, prioritizing services to vital and essential facilities.
- Coordinate provision of temporary or alternate sources of power, fuel, water, and wastewater services to support response operations and protect public health and safety.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete these priorities are listed in Appendix B.

1.2 Scope

The following activities are within the scope of EF 12:

- Coordinate with utilities operating to ensure that the integrity of the supply systems is maintained during emergency situations and that any damages that may be incurred are repaired and services restored in an efficient and expedient manner afterward.
- Monitor and coordinate the restoration of utilities for normal community functioning.
- Monitor and coordinate the availability of electric generating capacity and reserves, the availability and supply of natural gas, and the supply of generation fuels.

- Coordinate with private-sector providers of energy and transportation fuels such as propane, fuel oil, diesel fuel, and gasoline.
- Assist departments and agencies in obtaining fuel for transportation, communications, emergency operations, and other critical functions.
- Help utilities obtain equipment, specialized labor, and transportation to repair or restore utility systems, including energy, water, gas, sewer, and telephone services.

1.3 Policies and Authorities

1.3.1 Policies

The following policies are currently in place:

- None at this time.

1.3.2 Agreements

The following agreements are currently in place:

- Memorandum of Understanding with the California Office of Emergency Services and the California Utility Emergency Association to provide emergency operations support for gas, electric, water, wastewater, telecommunications (including wireless), and petroleum pipeline utilities.

2 Situation and Assumptions

2.1 Situation

The following considerations should be taken into account when planning for and implementing EF 12 activities:

- Emergencies, both natural and human-caused, can have significant effects on public and privately owned utilities in a community. The ability to quickly restore damaged water, power, natural gas, telephone, and sewer systems is essential to minimizing a disaster's impacts on the safety, public and environmental health, and economy of the area.
- The electrical power industry is organized into a network of public and private generation and distribution facilities. Through such networks, the electrical power industry has developed a capability to provide, reroute, and restore power under even the most extreme circumstances.
- A major disaster could destroy or disrupt all or a portion of the energy and utility systems.

2.2 Assumptions

EF 12 is based on the following planning assumptions:

- A major disaster could destroy or damage portions of a region's energy and utility systems and disrupt local petroleum supplies.
- Widespread and possibly prolonged electric power failures could occur in a major disaster.
- The transportation and telecommunications infrastructures will be affected.

- Delays in the production, refining, and delivery of petroleum-based products may occur as a result of transportation infrastructure problems and loss of commercial power.
- There may be extensive distribution failure in water, wastewater, and gas utilities. These may take hours, days, or even weeks to repair.
- There may be panic hoarding of fuel in areas served by severed pipelines or by individuals from neighboring jurisdictions where shortages have occurred.
- Natural gas lines may break, causing fire, danger of explosion, or health hazards such as inhalation of toxic substances.
- Water pressure may be low, hampering firefighting and impairing sewer system function.
- County and City departments, under an emergency proclamation, may require the authority to enter private property to evaluate and shut off utilities that jeopardize public and private property or threaten public health, safety, or the environment. It is preferred that agencies coordinate with utilities as needed to evaluate the need for shut off.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

Utility failures generally occur with little or no warning. Fortunately, they will likely be isolated to portions of the County or City. If the incident involves a government-owned utility, i.e., water or sanitary sewer, County or City responsibilities cover all phases of the planning process, including the development and maintenance of each department's standard operating procedures. For other utility failures, such as natural gas, electrical power, and telephone service, the planning responsibility includes coordination with the utility(s) affected, as well as evacuation and shelter planning for the affected population.

4.2 Repair and Restoration

If utility problems are created as a result of the disaster, agencies will coordinate with local utilities to repair and prioritize the restoration of vital utility services. If required, the County and City will coordinate safety inspections with local utilities before the general public is allowed to return to impacted areas.

4.3 Access and Functional Needs

Provision of EF 12–related activities will take into account populations with access and functional needs. The needs of children and adults who experience disabilities or access and functional needs shall be identified and planned for as directed by policy makers and according to State and federal regulations and guidance.

4.4 Coordination with Other EFs

The following EFs support EF 12–related activities:

- **EF 1 – Transportation:** Identify impacts to transportation infrastructure and develop priorities for repair and restoration.

- **EF 2 – Communications:** Identify impacts to communication infrastructure and develop priorities for repair and restoration.
- **EF 15 – Public Information:** Provide situation status updates and subject matter expertise to inform development of public messaging.

5 Annex Development and Maintenance

The County Public Works/Roads Department will be responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 12 Resources
- Appendix B – Roles and Responsibilities

Appendix A EF 12 Resources

The following resources provide additional information regarding EF 12 and utility-related issues at the local, state, and federal level:

City

- None at this time

County

- None at this time

State

- State of California Blackout Power Restoration Plan
- California Emergency Plan: EF 12 – Utilities

Federal

- National Response Framework

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix B Roles and Responsibilities

The following checklist identifies key roles and responsibilities for EF 12 – Utilities. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support the volunteers and donations function. All tasked agencies should maintain agency-specific plans and procedures that allow them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place before an emergency occurs and include plans or preparations made to save lives and help response and recovery operations. Preparedness roles and responsibilities for EF 12 include the following:

- ❑ Develop and maintain a complete directory of all utility services and products associated with this EF.
- ❑ Ensure the availability of necessary equipment to support energy and utilities activities.
- ❑ Coordinate the establishment of priorities to repair damaged energy services and the provision of temporary, alternate, or interim sources of portable generators and other utilities.
- ❑ Promote mutual assistance agreements with the vendors of all utility services.
- ❑ Develop and maintain alert rosters, plans, policies, and procedures necessary to support the implementation of this annex.
- ❑ Identify, train, and assign personnel to execute missions in support of restoration of energy and utility systems.
- ❑ Participate in an exercise at least annually to validate this annex and supporting annexes.

Response

Response activities take place during an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 12 include the following:

- ❑ Establish communication with the EOC to determine resource needs to support incident response and operations.
- ❑ Assess the affected areas to determine operational priorities and emergency repair procedures with utility field personnel.
- ❑ Mobilize and transport resources for utility repairs and restoration.
- ❑ Prioritize utility rebuilding processes if necessary to restore utilities in the affected areas.
- ❑ Administer statutory authorities for utility priorities, as needed.
- ❑ Apply local, State, and federal resources as necessary, in accordance with established priorities to restore utility services.
- ❑ Provide emergency information, education, and conservation guidance to the public in coordination with the Public Information Officer.
- ❑ Assist local, State, and federal agencies and departments with obtaining fuel for transportation and communications in support of emergency operations.
- ❑ Coordinate with law enforcement for security and protection of supplies.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 12 include the following:

- ❑ Continue all activities in coordination with the EOC, based on the requirements of the incident.
- ❑ Support restoration activities.
- ❑ Replenish supplies and repair damaged equipment.
- ❑ Participate in after-action briefings and develop after-action reports.
- ❑ Make necessary changes to this EF Annex and supporting plans and procedures.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 12 include the following:

- ❑ Based on known hazards, identify and correct vulnerabilities in the energy and utilities function.
- ❑ When repairing damages, every attempt should be made to reduce the likelihood and severity of future damages.
- ❑ Implement a public awareness campaign regarding energy and utilities safety in emergencies.
- ❑ Develop internal Continuation of Operations Plans to identify resource needs and resources that can be provided to local agencies during response and recovery phases of an emergency or disaster event.

EF 13 – Law Enforcement

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction 13-1
1.1 Purpose 13-1
1.2 Scope 13-1
1.3 Policies and Authorities 13-2

2 Situation and Assumptions 13-2
2.1 Situation 13-2
2.2 Assumptions 13-3

3 Roles and Responsibilities 13-3

4 Concept of Operations 13-3
4.1 General 13-3
4.2 Access and Functional Needs 13-4
4.3 Coordination with Other EFs 13-4

5 Annex Development and Maintenance 13-4

6 Appendices 13-4
Appendix A EF 13 Resources 13-5
Appendix B Roles and Responsibilities 13-7

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	Sheriff's Office
Supporting County Agency(s)	County OES
Primary City Agency(s)	Police Department
Supporting City Agency(s)	Fire Department
Community Partner(s)	Surrounding Sheriff's Offices, Police Departments, Local fire agencies, mutual aid partners
State Agency(s)	California Governor's Office of Emergency Services, Law Enforcement Division California Highway Patrol
Federal Agency(s)	Department of Justice

1 Introduction

1.1 Purpose

Emergency Function (EF) 13 describes how the County and City will support law enforcement activities during a time of emergency.

Operational priorities for EF 13 include:

- Assist in efforts to protect public health and safety during response operations.
- Secure incident sites during response.
- Coordinate response actions by partner law enforcement agencies.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete these priorities are listed in Appendix B.

1.2 Scope

The following activities are within the scope of EF 13:

- Facilitate damage assessment of law enforcement facilities.
- Provide for the protection of life and property, traffic control, crowd control, communications, emergency first aid, site security, and security for vital facilities and critical infrastructure.
- Provide access control/site security to support local efforts to control access to incident sites, critical facilities, and/or critical infrastructure.
- Secure and escort key emergency resources and assets when deployed.
- Assist in the facilitation of evacuation operations.

1.3 Policies and Authorities

1.3.1 Policies

The following policies are currently in place:

- California Government Code, Title 2, Division 1, Chapter 7 (California Emergency Services Act).
- Title 2, Division 1, Chapter 7.5 (California Natural Disaster Assistance Act).
- California Standardized Emergency Management System Code of Regulations, Title 19, Division 2 (Regulations).

1.3.2 Agreements

The following agreements are currently in place:

- California Department of Corrections and Rehabilitation
- Sierra Army Depot
- City of Susanville: Mutual Aid Agreement maintained with Reno, Nevada Department of Veteran's Affair Police.

2 Situation and Assumptions

2.1 Situation

Considerations that should be taken into account when planning for and implementing EF 13 activities include:

- Routine law enforcement emergencies are managed by the respective jurisdictional agency using internal and mutual aid resources. Law enforcement response priorities are to protect the safety of emergency responders, the public, and critical infrastructure and facilities, perform investigations, and arrest and detain perpetrators.
- Significant disasters and emergency situations have the ability to damage infrastructure and lifelines that can overwhelm local abilities to meet basic human needs and enforce law and order.
- Law enforcement may be faced with tremendous challenges in meeting the increased need for public assistance and aid and maintaining community security. This is often exacerbated by the presence of personnel unfamiliar with the area and local customs.
- Emergency situations may lead to increased 9-1-1 call volume, injuries and fatalities of civilians, rescue requests, looting, and violent crime.
- Local law enforcement professionals may be preoccupied with securing their own families' situations and unable to fulfill their required functions during an event. This can also lead to increased mental fatigue and stress.
- The concentration of people in public shelters and other mass gathering spots may require law enforcement personnel to maintain security. Additional security may be required to prevent looting or other crimes and unlawful entry to areas or buildings in evacuated areas or to control crowds at incident locations.
- A health emergency may require security at hospitals, shelters, pharmaceutical supply sites, dispensing sites, morgues, or other health care facilities.

- Civil disturbances and terrorist incidents may involve large, angry crowds; explosives and weapons of mass destruction; bomb threats; arson; kidnapping; or assassination threats or attempts. All incidents of this type may require resources that greatly exceed those available on a day-to-day basis.
- Routine law enforcement activities not directly related to life safety may have to be curtailed in a major emergency. Private security organizations may be used to supplement local law enforcement capabilities.

2.2 Assumptions

EF 13 is based on the following planning assumptions:

- General law enforcement problems are compounded by disaster-related community disruption, restriction of movement, impacted communications and facilities, and a shortage of law-enforcement resources.
- Generally, law enforcement within the disaster/emergency area remains the responsibility of local authorities along established jurisdictional boundaries, unless State assistance is requested or required by statute.
- The capabilities of local law enforcement agencies may be quickly exceeded. Supplemental assistance should be requested through local and State emergency management and mutual aid agreements.
- The availability of resources will have a profound effect on agencies' abilities to perform tasked activities.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

All responding law enforcement agencies have the responsibility to ensure operational capabilities. Law enforcement agencies is responsible for coordinating law enforcement services, including the following tasks:

- Assess the situation, determine its impact on law enforcement operations, and identify additional resource needs.
- Secure the area to prevent additional injury or damage.
- Provide traffic and crowd control.
- Evaluate the credibility of intelligence information.
- Investigate crime scenes.
- Coordinate warning and evacuation/shelter-in-place operations.
- Provide security for evacuated areas, critical facilities, and resources.
- Provide situation reports to the Emergency Operations Center (EOC).
- Enforce mandatory health measures.
- Report road damage or blockage to the EOC Damage Assessment Unit.
- Establish traffic control points to divert traffic from damaged or overloaded roads.
- Deny entry to evacuated or dangerous areas by unauthorized persons.

- Provide additional security, if necessary, for:
  - Transportation and sheltering of prisoners from the jail and youth from Juvenile Department programs.
  - Public shelters or other mass care facilities.
  - Critical facilities such as field medical operations, health and medical providers, point-of-dispensing operations (including escorting Strategic National Stockpile supplies), chain-of-custody environmental samples, utility installations, food distribution centers, storage locations, distribution sites, and government offices.
- Coordinate with the District Attorney and presiding judge(s) when incidents impact the arrest, prosecution, incarceration, or release of prisoners, or delay due process.

When the need for multiple agency response becomes apparent or several jurisdictions become involved, Incident Command may transition from field operations to the EOC. If appropriate, a Unified Command will be established. EOC activities will be determined by the Incident Commander and may include: 1) identifying incident objectives and priorities; 2) assigning, monitoring, and coordinating incident resources, and 3) determining the need for additional resources.

4.2 Access and Functional Needs

Provision of EF 13–related activities will take into account populations with access and functional needs. The needs of children and adults who experience access and functional needs shall be identified and planned for as directed by policy makers and according to State and federal regulations and guidance.

4.3 Coordination with Other EFs

The following Emergency Functions support EF 13–related activities:

- **EF 1 – Transportation.** Support clearance of emergency transportation routes.
- **EF 3 – Construction and Engineering.** Support crowd and traffic control operations.

5 Annex Development and Maintenance

The Sheriff's Office will be responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 13 Resources
- Appendix B – Roles and Responsibilities

Appendix A EF 13 Resources

The following resources provide additional information regarding EF 13 and law enforcement–related issues at the local, state, and federal level:

City

- None at this time

County

- None at this time

State

- California Law Enforcement Mutual Aid Plan (9th Edition, April 2014)
- California Emergency Plan: EF 13 – Public Safety and Security

Federal

- National Response Framework
- Terrorism Incident Law Enforcement and Investigation Annex (https://www.fema.gov/media-library/assets/documents/25560)

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix B Roles and Responsibilities

The following checklist identifies key roles and responsibilities for EF 13 – Law Enforcement. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support the law enforcement function. All tasked agencies should maintain agency-specific plans and procedures that allow for them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place **before** an emergency occurs and include plans or preparations made to save lives and to help response and recovery operations. Preparedness roles and responsibilities for EF 13 include:

- ❑ Develop and maintain plans, procedures, and checklists to support emergency law enforcement operations.
- ❑ Ensure that emergency personnel call-up and resource lists are current and available to emergency management.
- ❑ Strive to ensure that all law enforcement personnel within the jurisdiction, including regulars and auxiliaries, are trained to the appropriate Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS)/Incident Command System (ICS) level in traffic control and evacuation procedures and in search and rescue operations.
- ❑ Coordinate and maintain liaison with support agencies and State and federal law enforcement agencies.
- ❑ Review plans and procedures and ensure that all law enforcement personnel are informed of existing or revised procedures.
- ❑ Ensure that mutual aid agreements with surrounding jurisdictions are current.
- ❑ Develop and maintain mutual aid agreements with local private-sector resources that could be used to augment local law enforcement capabilities.
- ❑ Ensure the availability of necessary equipment to support law enforcement activities.
- ❑ Participate in emergency management training and exercises.

Response

Response activities take place **during** an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 13 include:

- ❑ Assist with the dissemination of warnings and notifications as time and resources allow.
- ❑ Establish communication between the EOC and Incident Management Team to determine the resources needed to support incident response and operations.
- ❑ Respond as required on a priority basis.
- ❑ Secure the prisoner population(s) in the detention center(s) during a disaster situation.
- ❑ Secure incident site(s).
- ❑ Activate mutual aid if needed.
- ❑ Support damage assessment activities.

- ❑ Coordinate activities with other responding agencies.
- ❑ Coordinate law enforcement agencies responding from outside the jurisdiction.
- ❑ Alert or activate off-duty and auxiliary personnel as required by the emergency.
- ❑ Conduct other specific response actions as dictated by the situation.
- ❑ Document expenditures for disaster/emergency-related activities and report to the EOC.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 13 include:

- ❑ Continue to render support when and where required as long as emergency conditions exist.
- ❑ Demobilize resources.
- ❑ Return equipment and vehicles to response-ready condition.
- ❑ Document costs and provide copies to the EOC.
- ❑ Review plans and procedures with key personnel and make revisions and changes as needed.
- ❑ Participate in after-action briefings and develop after-action reports.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 13 include:

- ❑ Participate in the hazard/vulnerability identification and analysis process.
- ❑ Take steps towards correcting deficiencies identified during the hazard/vulnerability identification and analysis process as appropriate.

EF 14 – Recovery

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 14-1
1.1 Purpose ..... EF 14-1
1.2 Scope ..... EF 14-1
1.3 Policies and Authorities ..... EF 14-2

2 Situation and Assumptions ..... EF 14-2
2.1 Situation ..... EF 14-2
2.2 Assumptions ..... EF 14-2

3 Roles and Responsibilities ..... EF 14-3

4 Concept of Operations ..... EF 14-3
4.1 General ..... EF 14-3
4.2 Coordination with Other EFs ..... EF 14-3

5 Annex Development and Maintenance ..... EF 14-3

6 Appendices ..... EF 14-3
Appendix A EF Resources ..... EF 14-4
Appendix B Roles and Responsibilities ..... EF 14-5

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	County OES, Health and Human Services
Supporting County Agency(s)	Sheriff's Office, County Board of Supervisors Public Works
Primary City Agency(s)	Fire Department
Supporting City Agency(s)	Police Department, City Council, Public Works
Community Partners	American Red Cross, Local Nonprofits
Primary State Agency(s)	State and Consumer Services Agency Business Transportation Housing Agency
Primary Federal Agency(s)	U.S. Department of Homeland Security/Federal Emergency Management Agency

1 Introduction

1.1 Purpose

This Emergency Function (EF) Annex provides information regarding the coordination of long-term community recovery and mitigation efforts to return the County and City to its normal, pre-emergency state.

The primary operational priority for EF 14 is to:

- Coordinate an efficient and timely recovery that addresses community planning and capacity building and impacts to the economy, health and social services, housing, infrastructure systems, and natural and cultural resources; complies with federal and state documentation and reporting requirements; and promotes individual and community resilience.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete this priority are listed in Appendix B.

1.2 Scope

The following activities are within the scope of EF 14:

- Long-term recovery will consist primarily of some combination of damage assessment, identification of sources of recovery funding, performance of long-term recovery, and identification of opportunities for future risk reduction (mitigation).
- Recovery for private property is not explicitly addressed by this EF; however, estimates of damage to private property are used in the disaster declaration process, and assistance to private property owners is included in certain State of California (State) and federal disaster assistance programs.
- This annex is not intended to address short-term recovery, which is the return of vital life-support systems to minimum operating standards. For the most part, short-term recovery is accomplished under the other emergency functions and the immediate emergency

response, e.g., the provision of emergency medical care (EF 8); restoring interrupted utility and other essential services (EFs 3 and 12); reestablishing transportation routes (EF 1); and providing food and shelter for those displaced (EF 6).

1.3 Policies and Authorities

1.3.1 Policies

The following policies are currently in place:

- None at this time.

1.3.2 Agreements

The following agreements are currently in place:

- None at this time.

2 Situation and Assumptions

2.1 Situation

The area is vulnerable to a host of disasters that could cause public and private property loss and damage, death and injury, damage to the environment, and prolonged disruption of commercial activity. In the event that such damage occurs, planned damage assessment and recovery procedures are essential for returning the community to normal after a major emergency or disaster. Disaster recovery typically lasts much longer and costs significantly more than preparedness and response activities.

The Robert T. Stafford Disaster Relief and Emergency Assistance Act authorizes federal disaster assistance to individuals and to governmental entities in the aftermath of a major emergency or disaster and outlines the types of assistance that may be made available. The majority of federal disaster assistance programs are administered by State agencies.

2.2 Assumptions

EF 14 is based on the following planning assumptions:

- All appropriate disaster declarations will be made in a timely manner.
- Given limited resources for recovery operations, State and federal governments will play a major role in assisting with such operations, substantially supplementing local efforts.
- Depending on the type and scope of the incident, federal resources and/or funds may be available for public and/or private (individual and businesses) assistance.
- Long-term shelters may be needed to house residents and other populations following a disaster.
- A long-term recovery plan will be developed based on the impacts of the specific disaster or emergency, the duties and responsibilities outlined in the other functional and hazard-specific annexes and appendices to this plan, and the planning considerations addressed in this annex.
- Long-term recovery planning and activities could include mitigation efforts to reduce the potential hazard of similar disasters in the future.

- Many types of public, private, and volunteer assistance will be offered following an extreme emergency that will involve unique management challenges and test sheltering and feeding capacities.
- Depending on the incident, it may be more appropriate for some recovery functions to be tasked to a specific department rather than an Emergency Operations Center (EOC) section. Specially qualified persons/agencies from the public and private sectors may be appointed to perform functions unique to large-scale recovery operations.
- Under certain conditions, such as a lengthy recovery from a flood or earthquake, local governments will seek inclusion in a Presidential Declaration so as to qualify for assistance in the form of federal emergency funds and equipment.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

Requests for assistance with recovery resources will be generated one of two ways: they will be forwarded to the EOC, or they will be issued in accordance with established mutual aid agreements. The EOC will provide guidance for the coordination of recovery resources.

Recovery support requirements that cannot be met at the local level should be forwarded to the State for assistance. If needed, federal assistance may be requested by the Governor.

4.2 Coordination with Other EFs

The following EFs support EF 14–related activities:

- **EF 1 – Transportation.** Support restoration of transportation infrastructure.
- **EF 3 – Engineering and Construction.** Support in damage assessment and debris clearance.
- **EF 12 – Utilities.** Restoration of utility infrastructure and develop priorities for repair and restoration.

5 Annex Development and Maintenance

CAL FIRE will be responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 14 Resources
- Appendix B – Roles and Responsibilities

Appendix A EF Resources

The following resources provide additional information regarding EF 14–related issues at the local, state, and federal level:

City

- None at this time

County

- None at this time

State

- California Emergency Plan: EF 14 – Recovery

Federal

- National Response Framework

Appendix B Roles and Responsibilities

This appendix describes general roles and responsibilities in support of EF 14. Specific activities will vary depending on the type of event, length of the warning period, resources available, and duration of the incident.

Preparedness

Preparedness activities take place **before** an emergency occurs and include plans or preparations made to save lives and help response and recovery operations. Preparedness roles and responsibilities for EF 14 include the following:

- ❑ Develop and maintain a liaison with County, City, State, and federal agencies and organizations that can provide assistance in recovery and restoration activities.
- ❑ Develop and maintain procedures for recovering from emergencies and disasters, including documentation of disaster-related costs.
- ❑ Assess disaster risk to government facilities from likely hazards and take measures to reduce the vulnerability of facilities.
- ❑ Identify damage assessment team members. Ensure that all personnel are aware of their emergency responsibilities.
- ❑ Develop and maintain plans, procedures, and checklists to support recovery activities.
- ❑ Ensure that personnel notification and call-up lists are current.
- ❑ Include disaster recovery activity in exercises and training.

Response

Response activities take place **during** an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 14 include the following:

- ❑ Identify all damages and losses and prepare an action plan for recovery activities.
- ❑ Activate the County EOC or other facility to coordinate recovery activities.
- ❑ Assemble and forward all necessary reports and requests for assistance to appropriate federal and State agencies.
- ❑ Coordinate recovery and restoration activities among tribal, County, City, State, and federal program representatives.
- ❑ Prepare relevant recovery and restoration instructions and information for public information distribution.
- ❑ Work with the private sector to ensure that the disaster-related needs of the business community are met.
- ❑ Conduct other specific response actions as dictated by the situation.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 14 include the following:

- ❑ Continue to work with all individuals and organizations affected by the event.
- ❑ Support community recovery activities.
- ❑ Work with the State and federal government to administer disaster recovery programs.
- ❑ Schedule after-action briefings and develop after-action reports.
- ❑ Develop and implement mitigation strategies.
- ❑ Make necessary changes in this EF Annex and supporting plans and procedures.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 14 include the following:

- ❑ When repairing and restoring services and facilities, investigate alternative plans and activities to potentially reduce future damages and impacts.
- ❑ Investigate possible mitigation grant projects for reducing future disaster damage and losses.
- ❑ Develop and enforce adequate building codes.
- ❑ Develop and enforce adequate land use regulations.
- ❑ Develop hazard analysis.
- ❑ Develop potential mitigation measures to address the hazards identified in the analysis

EF 15 – Public Information

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 15-1
1.1 Purpose ..... EF 15-1
1.2 Scope ..... EF 15-1
1.3 Policies and Authorities ..... EF 15-1

2 Situation and Assumptions ..... EF 15-2
2.1 Situation ..... EF 15-2
2.2 Assumptions ..... EF 15-2

3 Roles and Responsibilities ..... EF 15-3

4 Concept of Operations ..... EF 15-3
4.1 General ..... EF 15-3
4.2 Joint Information System ..... EF 15-3
4.3 Working with the Media ..... EF 15-4
4.4 Dissemination of Ongoing Emergency Public Information ..... EF 15-5
4.5 Training Recommendations for PIOs ..... EF 15-6
4.6 Access and Functional Needs Populations ..... EF 15-7
4.7 Coordination with Other EFs ..... EF 15-7

5 EF Annex Development and Maintenance ..... EF 15-7

6 Appendices ..... EF 15-7
Appendix A EF 15 Resources ..... EF 15-8
Appendix B Roles and Responsibilities ..... EF 15-9

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	California Department of Forestry and Fire Protection (CAL FIRE), Health and Social Services Agency
Supporting County Agency(s)	County Commissioners, Sheriff's Office
Primary City Agency(s)	Fire Department
Supporting City Agency(s)	City Council, Police Department
Community Partner(s)	Media partners
State Agency(s)	California Governor's Office of Emergency Services, Office of Crisis Communications and Media Relations
Federal Agency(s)	Department of Homeland Security/Federal Emergency Management Agency (FEMA)

1 Introduction

1.1 Purpose

Emergency Function (EF) 15 describes how the County and City will disseminate information to the public and other partners during times of emergency (e.g., evacuation/shelter-in-place orders, water boil notices, emergency sheltering information, situational awareness notifications, etc.).

The primary operational priority for EF 15 is to:

- Provide timely, accurate, clear, and accessible public messaging to support actions to protect public health and safety.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete this priority are listed in Appendix B.

1.2 Scope

The following activities are within the scope of EF 15:

- Support departments in the timely and accurate dissemination of information to the public, media, and other partners.
- Support the development of consistent and accurate messaging.

1.3 Policies and Authorities

None at this time.

1.3.1 Policies

The following policies are currently in place:

- California Government Code, Title 2, Division 1, Chapter 7 (California Emergency Services Act).

- Title 2, Division 1, Chapter 7.5 (California Natural Disaster Assistance Act).
- California Code of Regulations, Title 19, Division 2 (Standardized Emergency Management System Regulations).

1.3.2 Agreements

The following agreements are currently in place:

- None at this time.

2 Situation and Assumptions

2.1 Situation

The following considerations should be taken into account when planning for and implementing EF 15 activities:

- The ability to disseminate information to the public during a disaster can be hampered by a variety of things, including power outages and damage to telecommunication infrastructure.
- Providing information to the public during a disaster or emergency event can be crucial in reducing loss of life and property damage and avoiding panic situations. It can also reduce the effect of secondary threats or cascading impacts so that the public is able to take preventative measures.
- The National and California Emergency Alert System (EAS) are the principal methods for the dissemination of emergency warnings and providing instruction to the public. This system relies on telecommunication infrastructure that can be damaged or destroyed during a large scale emergency.
- All available communication methods will be used to provide timely and consistent information to officials and employees, individuals with access and functional needs, residents, and neighboring jurisdictions.
- Print and/or electronic media may be used to get emergency information to its target audience. Electronic media enable rapid public notification of impending threats and recommended protective actions. Print media provide more detailed information for slowly developing threats and extended emergency response and recovery activities.

2.2 Assumptions

EF 15 is based on the following planning assumptions:

- Emergencies and disasters may occur without warning at any time of day or night and may cause mass casualties.
- An effective public education and information program will help save lives and property during emergencies and disasters.
- In an emergency situation, the public will demand information about the emergency and the protective actions being taken.
- Local print and broadcast media will cooperate in broadcasting, publishing, and posting on the web detailed disaster-related instructions for the public.

- Normal means of communications in the affected areas may be either destroyed or largely incapacitated; therefore, only limited and incomplete information is anticipated from the disaster area until communications can be restored.
- Responding agencies will provide information to reduce public concerns about the incident and the response activities.
- Sufficient numbers of trained support personnel will be available to help coordinate public information and interface with the media and appropriate agencies.
- Demands for information from media outside the jurisdiction will be significantly increased in a disaster.
- Rumors often abound and information is usually sketchy at best. It may be hours before officials know the facts. Rumor control procedures will be directed by the designated Public Information Officers (PIOs) and will help prevent incorrect information from affecting emergency response activities.
- The PIOs maintain a listing of media contacts to disseminate emergency public information.
- In a major emergency or disaster, a Joint Information Center (JIC) may be set up to help facilitate the information flow between agencies and the general public.
- Information is one of the first casualties of a disaster. The lack of information, or contradictory information, may cause confusion. The public may accept as valid rumors, hearsay, and inaccurate information that may cause unnecessary fear and confusion.

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

Until the Emergency Operations Center (EOC) is opened, the PIO on scene provides information to the media, with the approval of the Incident Commander. Once the EOC is activated, PIO functions are directed from the EOC. The on-scene PIO will continue to provide information regarding response activities.

The PIO in the EOC will be the Lead PIO. Under the command and management structure of the Incident Command System (ICS), the Lead PIO is part of the Command Staff supporting the Incident Command structure. The PIO works directly for the Incident Command.

PIOs working the incident handle all media and public inquiries, emergency public information and warnings, rumor monitoring and response, media monitoring, and other functions required to coordinate, clear with appropriate authorities, and disseminate accurate and timely information related to the incident.

4.2 Joint Information System

Depending on the extent of an emergency or disaster, information may be disseminated to the public through a Joint Information System (JIS) that begins when an emergency occurs and ends when the response is complete. In a major incident involving multiple agencies or jurisdictions, the Incident Commander or PIO may establish a JIC. When established, the JIC becomes the

primary location for facilitating the JIS and providing the news media with a single, reliable source of information.

Depending on the size and nature of an incident, the JIC may be co-located with an existing EOC/command post or could be designated as an independent facility. A lead PIO, representing the lead agency for the response, will be assigned to the incident and will maintain the following responsibilities:

- Coordinate information-sharing among the larger PIO network.
- Develop and distribute materials to the general public and media partners.
- Implement information clearance processes set by EOC Command.
- Schedule media briefings in a designated location away from the EOC and other emergency operations.

4.3 Working with the Media

4.3.1 Media Briefing Facilities

During a major emergency or disaster, media briefing areas may be established in a facility that is capable of handling them. The media briefing area should always be coordinated with the EOC Incident Command, placed some distance away from the incident location, and separated from the EOC to keep critical activities free from media interference.

4.3.2 Media Access to the Scene

- The PIO will allow escorted media access to the EOC only under limited, controlled circumstances and only with the prior approval of the Incident Commander. Before being admitted to the EOC, media representatives shall display appropriate identification and shall be escorted by a member of the Public Information staff at all times.
- In cooperation with the EOC and the Safety Officer, the on-scene Incident Commander may allow media representatives restricted access to the scene, accompanied by a member of the Public Information staff. This should be done with consideration for the safety of media personnel, the impact on response, and the wishes and concerns of the victims.
- If it is not safe or practical to admit all media representatives to the scene, a media "pool" may be created, in which media representatives select one camera crew to take video footage for all. If even such controlled access is impractical, a "staged" photo opportunity to tape response vehicles or support activities may satisfy the media's need for video footage.
- Response personnel must be protected from unwanted media intrusion. Off-shift personnel should be provided uninterrupted rest. It may be necessary to provide security to facilities where response personnel are housed and disconnect the telephones to ensure privacy. The media may be allowed access to response personnel, at the discretion of the on-scene Incident Commander, only if such an interview does not interfere with response efforts.
- Victims and families should be provided access to public officials without having to face media, as appropriate.
- When an incident takes place on private property, access will be coordinated with the owners of the site, if possible.

- If the situation should get out of control, law enforcement officials have the authority to arrest and remove members of the press (and any other unauthorized persons) who are interfering with the safe management of the incident or whose actions represent a threat to the safety of themselves, responders, or the public.
- Response personnel will not comment on the incident without the consent of the Incident Commander. Inquiries should be directed to the designated PIO, with approval of the EOC Command.

4.4 Dissemination of Ongoing Emergency Public Information

The PIO is responsible for:

- Collecting, coordinating, and disseminating emergency information.
- Advising on-scene and EOC Command on information and media issues.
- Advising officials.
- Responding to media and public inquiries.
- Using an established JIS structure and procedures to coordinate incident information.
- Staffing the JIC based on incident-specific needs.

A single telephone number for the public to call for emergency information may be activated to assist in preventing or correcting public misinformation about an incident. This line is staffed by call-takers trained to handle public calls and knowledgeable about current incident status.

Clear, accurate, and consistent information must be disseminated to the public during an emergency for the public to take appropriate protective actions. The information must be distributed in a variety of methods to ensure accessibility and comprehensive penetration of the message. Methods of public information dissemination include the following:

- **Press releases** – A press release is a prepared written news release that uses current data and information.

- **Media briefing or conference** – A briefing is an exchange of information on a single topic and typically includes a question-and-answer period, whereas a conference is a gathering of media where reporters expect to be able to ask questions on a variety of topics.

- **Print media** – Print media, including newspapers and magazines, allow PIOs to disseminate public information such as detailed information, background, and input from subject matter experts.

- **Radio** – In addition to warnings issued by the EAS, radio allows PIOs to release audio clips and sound bites to the public. The local station KSUN 101.1 FM is an active partner in emergency operations and may support public messaging.

- **Television** – PIOs may utilize television to disseminate visuals, sound bites, and graphics to the public.

- **Internet** – The internet is a dynamic communication conduit that includes webpages, rich site summary (RSS) feeds, and email and can be used as a strategic path for sharing information during an emergency.

- **Newsletters/Mailers** – Information sent directly to the public can provide details on events and activities as well as background information on the County's emergency management programs.

- **Social Media** – Web-based platforms may be used for alerting the public in sudden onset and rapidly developing disasters, direct communication with large groups of constituents, building situational awareness, fostering transparency and accountability, obtaining feedback, and responding quickly to rumors and misinformation. Common types of social media are:

    - Blogs
    - Social networking (e.g., Facebook, LinkedIn)
    - Media sharing (e.g., YouTube, Flickr, Pinterest, Instagram)
    - Wiki

- **Call Center** – May be used as a way to divert unnecessary calls away from the 9-1-1 system, gather information to increase situational awareness of the incident, and disseminate emergency public information.

- **Message Boards** – The County utilizes message boards on roadways to indicate hazardous conditions, and the Colorado Department of Transportation routinely activates similar boards on Interstate 70.

Each distribution method has strengths and weaknesses. The PIO must determine the best methods of media distribution to reach all populations within the County and must ensure that the weakness of each system is covered by the strength of another. Additionally, the PIO must ensure that all communications are accurate, consistent, and coordinated to avoid public confusion. Pre-planning, message maps, easily adapted messages to be recorded, and the creation of partnerships can assist the PIO in determining what message formats and dissemination methods will be the most accessible to the population of the County.

4.5 Training Recommendations for PIOs

During an emergency or disaster, PIOs must be able to assemble information quickly, organize it, and use it to develop effective messages for release to the public. They must understand the ICS and how they work together to coordinate information for the public through a JIS and JIC. To ensure that PIOs possess the needed skills and background to perform these critical duties, it is recommended that all PIOs complete the following training in order to qualify for JIC duty:

- FEMA Introduction to Incident Command System training IS-100
- FEMA National Incident Management System (NIMS) and Introduction training IS-700
- FEMA National Incident Management System (NIMS) Public Information Systems training IS-702

4.6 Access and Functional Needs Populations

The PIO coordinates information outreach activities to Access and Functional Needs Populations with agencies/organizations that have an ongoing relationship with these groups and service their functional needs on a day-to-day basis. These organizations assist in disseminating alert and warning and ongoing emergency information to the elderly, hearing or vision impaired, non-English-speaking, homeless, and citizens who have physical or mental challenges, are homebound, or have other access or functional needs. Dispatch has teletype/telecommunications device for the deaf (TTY/TDD) capability, text to 9-1-1, and access to language line services for communicating with non-English-speaking individuals on a one at a time basis (not a wholesale notification method).

4.7 Coordination with Other EFs

The following EFs support EF 15–related activities:

- **All EFs.** All functions will provide situation status updates and subject matter expertise to inform development of public messaging as well as disseminate approved messaging.

5 EF Annex Development and Maintenance

CAL FIRE will be responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 15 Resources
- Appendix B – Roles and Responsibilities

Appendix A EF 15 Resources

The following resources provide additional information regarding EF 15 public information–related issues at the local, state, and federal level:

City

- None at this time

County

- Crisis and Emergency Risk Communication Plan

State

- California Emergency Plan: EF 2 – Communications and EF 15 – Public Information

Federal

- National Response Framework
- Federal Integrated Public Alert and Warning System

Appendix B Roles and Responsibilities

The following checklist identifies key roles and responsibilities for EF 15 – Public Information. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support the volunteers and donations function. All tasked agencies should maintain agency-specific plans and procedures that allow them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place before an emergency occurs and include plans or preparations to save lives and help response and recovery operations. Preparedness roles and responsibilities for EF 15 include the following:

- ❑ Develop operational plans for EF 15 activities.
  - For coordinating, managing, and disseminating public information and alerts and warnings effectively under all hazards and conditions.
  - To process the inflow of public related information from all sources in a timely fashion.
  - To rapidly control rumors by correcting misinformation.
- ❑ Participate in EF 15–related trainings and exercises as appropriate.
- ❑ Develop community-based mechanisms to support the provision of prompt, accurate information to the public in the dominant languages of the community (English, Spanish, Iu-Mien, etc.) and in languages and formats appropriate for those with limited language competence, disabilities, cultural or geographic isolation, or vulnerabilities due to age.
- ❑ Develop emergency plans that are community-based and include outreach and education to the public, through community and faith-based organizations and other institutions, to promote individual preparedness based on the risks in their communities.
- ❑ Establish neighborhood pre- and post-disaster information centers at schools, the workplace, libraries, shopping centers, places of worship, and other community institutions to provide information on evacuations and the location of disaster assistance sites.
- ❑ Develop and implement public information, alert/warning, and notification training and exercise programs.
- ❑ Conduct planning with support agencies.
- ❑ Ensure that lead agency personnel are trained in their responsibilities and duties.
- ❑ Develop pre-scripted messages in multiple formats and languages.
- ❑ Identify possible locations for a JIC and press conferences.
- ❑ Develop staffing procedures and checklists for the JIC.
- ❑ Develop and maintain a list of equipment needed to activate the JIC.
- ❑ Ensure that all departments have trained staff to support the JIC.
- ❑ Ensure that all local media outlets are pre-identified and contacts established. Brief them regularly on emergency public information procedures.
- ❑ Ensure that emergency responders are familiar with public information procedures and know how and when to refer the media to the appropriate field or JIC personnel for information.
- ❑ Encourage media involvement in the exercise design process and planning.

Response

Response activities take place during an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 15 include the following:

- ❑ Provide situational updates to the EOC, as required, to allow for the development of timely and accurate public messaging.
- ❑ Provide a representative to the EOC, when requested, to support EF 15 activities.
- ❑ Activate emergency plans and mobilize emergency personnel.
- ❑ Conduct rapid assessments for immediate response objectives.
- ❑ Coordinate with the EOC and primary and supporting agencies to develop a flow of information, including situation reports, health advisories, and other public information releases concerning the response efforts.
- ❑ Inform the public of health and/or safety concerns and ways to reduce or eliminate the associated dangers.
- ❑ Provide evacuation instructions and shelter locations.
- ❑ Provide situation reports, health advisories, evacuation instructions, shelter locations, and other public information releases in multiple languages and formats appropriate for those with limited language competence, disabilities, cultural or geographic isolation, or vulnerabilities due to age.
- ❑ In coordination with the EOC, release emergency information as dictated by the situation.
- ❑ Implement a proactive public information strategy to ensure that the media's needs are being met.
- ❑ Conduct media briefings on a regular basis.
- ❑ If the situation dictates, activate and staff the JIC.
- ❑ After coordination with the County PIO, release information regarding the emergency or disaster to other County departments and agencies, the media, and the public.
- ❑ Resolve any conflicting information and dispel rumors.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 15 include the following:

- ❑ Demobilize response activities.
- ❑ Maintain incident documentation to support public and individual assistance processes.
- ❑ Participate in all after-action activities and implement corrective actions as appropriate.
- ❑ Provide public information on recovery efforts.
- ❑ Continue to utilize multiple means of communicating public information and education and provide information in multiple languages.
- ❑ Provide news releases with major emphasis on:
    - Types and locations of emergency assistance available, including contacts, phone numbers, location (e.g., food and water points), information concerning disaster recovery centers, and trash debris disposal instructions
    - Public health notices

  - Restricted areas
  - Movement or travel restrictions
  - Contacts and phone numbers for missing persons information
  - Contacts and phone numbers for local non-emergency assistance
  - Public safety notices.
- ❑ Continue EOC operations until it is determined that EOC coordination is no longer necessary.
- ❑ Coordinate with the appropriate agencies to deactivate the JIC.
- ❑ Inform the public of any follow-up recovery programs that may be available.
- ❑ Return staff, clients, and equipment to regularly assigned locations. Provide critical payroll and other financial information for cost recovery through appropriate channels.
- ❑ Participate in after-action critiques and reports.
- ❑ Update plans and procedures based on critiques and lessons learned during an actual event.
- ❑ Initiate financial reimbursement process for support services.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 15 include the following:

- ❑ Participate in the hazard mitigation planning process.
- ❑ Provide agency and incident data to inform development of mitigation projects to reduce hazard vulnerability

THIS PAGE LEFT BLANK INTENTIONALLY

EF 16 – Evacuations

This EF file left in a place marker to identify that Evacuations was merged with EF13 Law Enforcement

EF 17 – Volunteers and Donations Management

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 17-1
1.1 Purpose ..... EF 17-1
1.2 Scope ..... EF 17-1
1.3 Policies and Authorities ..... EF 17-2

2 Situation and Assumptions ..... EF 17-2
2.1 Situation ..... EF 17-2
2.2 Assumptions ..... EF 17-3

3 Roles and Responsibilities of Tasked Agencies ..... EF 17-3

4 Concept of Operations ..... EF 17-3
4.1 General ..... EF 17-3
4.2 Volunteer Coordination ..... EF 17-3
4.3 Donations Management ..... EF 17-4
4.4 Access and Functional Needs ..... EF 17-4
4.5 Coordination with Other EFs ..... EF 17-4

5 EF Annex Development and Maintenance ..... EF 17-4

6 Appendices ..... EF 17-4
Appendix A EF 17 Resources ..... EF 17-5
Appendix B Roles and Responsibilities ..... EF 17-7

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	Health and Social Services
Supporting County Agency(s)	County OES
Primary City Agency(s)	Fire Department
Supporting City Agency(s)	Police Department
Community Partner(s)	American Red Cross Salvation Army Community and Faith-based organizations Volunteer Organizations Active in Disaster
State Agency(s)	California Volunteers
Federal Agency(s)	Federal Emergency Management Agency

1 Introduction

1.1 Purpose

Emergency Function (EF) 17 describes how the County and City will coordinate with community and faith-based organizations to:

- Effectively coordinate the activities/management of pre-identified and established affiliated volunteers and solicited donations.
- Coordinate with community and faith-based groups to manage spontaneous and/or unaffiliated volunteers, as well as unsolicited donations (physical and monetary).

Operational priorities for EF 17 include:

- Coordinate efforts by volunteer organizations during response through close collaboration.
- Facilitate efficient and timely use of donated funds to meet unmet human needs.
- Manage efficient storage and distribution of material donations.

Preparedness, response, recovery, and mitigation activities that may be conducted to complete these priorities are listed in Appendix B.

1.2 Scope

The following activities are within the scope of EF 17:

- Coordinate the disaster response activities of volunteers affiliated with County- and City-recognized community and faith-based groups.
- Coordinate and/or provide guidance on the management and/or utilization of solicited donations (physical and monetary) received by County- and City-recognized community and faith-based groups.

- Managing spontaneous/unaffiliated volunteers and unsolicited donations and referring those resources to appropriate community and faith-based groups.
- Providing guidance to community and faith-based groups engaged in the management of spontaneous/unaffiliated volunteers and/or unsolicited donations as requested.

This annex does not supersede the plans, policies, or procedures of voluntary organizations, nor does it affect donations or volunteer assistance offered directly to voluntary agency partners. This annex also does not address organized volunteer resources that have been pre-vetted to support a specific function.

1.3 Policies and Authorities

None at this time.

1.3.1 Policies

The following policies are currently in place:

- None at this time.

1.3.2 Agreements

The following agreements are currently in place:

- None at this time.

2 Situation and Assumptions

2.1 Situation

The following considerations should be taken into account when planning for the coordination and management of volunteers and donations:

- During large-scale incidents, a surge of spontaneous/unaffiliated volunteers and/or unsolicited donations may jam distribution channels, overwhelm government and volunteer agencies, and hamper response operations.
- Despite good intentions, spontaneous/unaffiliated volunteers and unsolicited donations during a disaster are often underutilized and can be problematic for established response agencies.
- The lack of an organized system to manage physical donations (i.e., receiving, sorting, prioritizing, and distributing) has the potential to severely reduce the effectiveness of response operations.
- Careful planning reduces problems associated with spontaneous, unaffiliated volunteers.
- The timely release of information to the public regarding needs and collection points is essential to the management of donated goods and services.
- Coordinating the efforts of multiple volunteer agencies is necessary to avoid duplication of effort and redundancy in the provision of services.
- Reducing the potential for unethical management of monetary donations will be important in a disaster.

2.2 Assumptions

EF 17 is based on the following planning assumptions:

- Donations of unsolicited, non-useful, and unwanted goods can be expected.
- Lack of an organized system of management for establishing needs and for receiving, sorting, prioritizing, and distributing donations could result in chaos.
- Careful planning will reduce or eliminate problems associated with unsolicited donations and spontaneous, unaffiliated volunteers.
- Volunteer organizations such as the American Red Cross, Salvation Army, United Way, church groups, and other locally established volunteer groups are the most appropriate organizations to support the management of volunteers and donations.
- The timely release of information to the public regarding needs and collection points is essential to the management of donated goods and services.
- Government and volunteer agencies have access to personnel who can support the operations presented in this plan.
- Personnel from coordinating and cooperating agencies will be adequately trained and prepared to conduct operations.
- Public offers of assistance may be in the form of money, food, clothing, products, equipment, in-kind services, or volunteered time. Monetary donations, staple goods, and items specifically requested best serve the needs of victims.

3 Roles and Responsibilities of Tasked Agencies

See Appendix B for a checklist of responsibilities for tasked agencies by phase of emergency management.

4 Concept of Operations

4.1 General

All EF 17–related activities will be performed in a manner that is consistent with the National Incident Management System and the Robert T. Stafford Disaster Relief and Emergency Assistance Act.

Requests for assistance with volunteer and donations management will first be issued in accordance with established mutual aid agreements; once those resources have been exhausted, a request may be forwarded to the Emergency Operations Center (EOC).

4.2 Volunteer Coordination

Volunteer coordination matches volunteers with established voluntary organizations and procedures to effectively channel offers of assistance from unaffiliated citizens to meet disaster-related needs. The County and City encourage individuals to affiliate with a local or other recognized organization to facilitate their involvement in relief activities. When implemented, this volunteer coordination system should be supplemental to, and not duplicative of, established volunteer coordination systems in local volunteer centers, Volunteer Organizations Active in Disaster, Citizen Corps Councils, or other existing programs.

4.3 Donations Management

Donations Management involves coordinating a system that receives and distributes unsolicited, undesignated goods, matching them with victims who demonstrate a need. The County and City look principally to private voluntary organizations with established donations systems already in place to receive and deliver appropriate donated goods to disaster victims. The County and City encourage the donation of cash to these organizations rather than clothing, food, or other goods. Donations management activities include providing guidance to citizens, managing a telephone registration and database system, establishing one or more collection facilities, creating a system to sort and distribute donated items, and storing donated resources until they are needed.

4.4 Access and Functional Needs

Provision of EF 17–related activities will take into account populations with access and functional needs. The needs of children and adults who experience access and functional needs shall be identified and planned for as directed by policy makers and according to State and federal regulations and guidance.

4.5 Coordination with Other EFs

The following EFs support EF 17–related activities:

- **EF 1 – Transportation:** Coordinate transportation of donated goods and volunteers to impacted areas.
- **EF 6 – Care and Shelter:** Identify unmet community needs and coordinate distribution of goods and services to impacted populations.
- **EF 7 – Resources:** Identify resource needs and coordinate with EF 17 to address them.
- **EF 8 – Public Health and Medical:** Coordinate healthcare volunteer (e.g., Medical Reserve Corps) support.
- **EF 15– Public Information:** Inform the public of how to effectively support response and recovery through volunteering and donations**.**

5 EF Annex Development and Maintenance

CAL FIRE will be responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 17 Resources
- Appendix B – Roles and Responsibilities

Appendix A EF 17 Resources

The following resources provide additional information regarding EF 17 volunteer and donations related issues at the local, state, and federal level:

City

- None at this time

County

- None at this time

State

- California Emergency Plan: EF 17 – Volunteer and Donations Management

Federal

- National Response Framework

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix B Roles and Responsibilities

The following checklist identifies key roles and responsibilities for EF 17 – Volunteers and Donations. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support the volunteers and donations function. All tasked agencies should maintain agency-specific plans and procedures that allow them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place **before** an emergency occurs and include plans or preparations made to save lives and help response and recovery operations. Preparedness roles and responsibilities for EF 17 include the following:

- ❑ Develop operational plans for EF 17 activities.
- ❑ Participate in EF 17–related trainings and exercises as appropriate.
- ❑ Conduct planning with cooperating agencies and other EF groups to refine volunteer and donations operations.
- ❑ Encourage individuals interested in volunteering to directly affiliate with a voluntary organization or agency of their choice.
- ❑ Conduct volunteer-related training and exercise that address volunteer and donations management.
- ❑ Prepare and maintain plans and procedures, resource inventories, personnel rosters, and resource mobilization information necessary for the lead agency to carry out its responsibilities.
- ❑ Ensure that key agency personnel are trained in their responsibilities and duties.
- ❑ Coordinate with the Public Information Officer (PIO) to brief the local media so they understand how the donations program will work. This will enable them to advise the public of specific donation needs, discourage donations of unneeded items, disseminate information on the availability of donated goods, and provide information for potential volunteers.
- ❑ Coordinate with the PIO to brief citizen groups on how they can contribute to disaster relief with their donations through volunteer efforts.
- ❑ Establish mutual aid agreements and memorandums of understanding with local agencies and neighboring jurisdictions that can provide additional resources and assistance.
- ❑ Ensure that systems are in place to identify and validate the credentials of volunteers, particularly medical personnel, who volunteer their services during an incident.

Response

Response activities take place **during** an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 15 include the following:

- ❑ Provide situational updates to the EOC as required to maintain situational awareness and establish a common operating picture.
- ❑ Provide a representative to the EOC, when requested, to support EF 17 activities.

- ❑ Volunteer agency representatives report to the EOC as requested.
- ❑ Appoint members of the volunteer and donations management units.
- ❑ Activate a donations hotline.
- ❑ Identify and prepare specific sites for donations management facilities, and begin assembling needed equipment and supplies.
- ❑ Identify and activate staff for donations management facilities.
- ❑ Encourage individuals interested in volunteering personal services to directly affiliate with a voluntary organization or agency of their choice.
- ❑ Encourage donations from the general public to be made as cash to voluntary, faith-based, and/or community organizations that provide services to disaster victims.
- ❑ Provide the media (through the PIO) with information regarding donation needs and procedures, updating this information regularly.
- ❑ Catalog and update local unmet needs and communicate those needs to volunteer and donations primary support staff.
- ❑ Continually assess donations management operations, and determine when the donations management facilities should close down or be consolidated and when the donations management program can be terminated.
- ❑ Keep records of donations received and thank donors, where appropriate.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 15 include the following:

- ❑ Demobilize response activities.
- ❑ Maintain incident documentation to support public and individual assistance processes.
- ❑ Participate in all after-action activities and implement corrective actions as appropriate.
- ❑ Transition to demobilization based on indicators, including, but not limited to, immediate needs being met and when donor fatigue becomes apparent.
- ❑ Release volunteers and staff no longer needed to support operations.
- ❑ Close facilities no longer needed to support operations.
- ❑ Properly distribute or dispose of surplus goods.
- ❑ Coordinate with the PIO to update the public on unmet needs.
- ❑ Ensure that public “thank-you’s” are published and broadcast to recognize the generosity of those donating goods and services during the incident.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and includes activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 17 include the following:

- ❑ Participate in the hazard mitigation planning process.
- ❑ Identify agencies and resources that may support volunteer and donations management in the community.

- ❑ Provide agency and incident data to inform development of mitigation projects to reduce hazard vulnerability.
- ❑ Develop a volunteer and donations management training program.
- ❑ Conduct public information campaigns, and continuously remind and encourage citizens, to:
    - Join recognized community and faith-based organizations' cadre of disaster volunteers before a disaster strikes.
    - Contribute financial/monetary donations rather than physical donations unless otherwise requested.
    - Give charitable donations directly to disaster relief organizations.

THIS PAGE LEFT BLANK INTENTIONALLY

EF 18 – Cybersecurity

To be Developed.

THIS PAGE LEFT BLANK INTENTIONALLY

Table of Contents

1 Introduction ..... EF 18-1
1.1 Purpose ..... EF 18-1
1.2 Scope ..... EF 18-1
1.3 Policies and Authorities ..... EF 18-1

2 Situation and Assumptions ..... EF 18-1
2.1 Situation ..... EF 18-1
2.2 Assumptions ..... EF 18-1

3 Roles and Responsibilities ..... EF 18-1

4 Concept of Operations ..... EF 18-2
4.1 General ..... EF 18-2
4.2 Access and Functional Needs Populations ..... EF 18-2
4.3 Coordination with Other EFs ..... EF 18-2

5 Annex Development and Maintenance ..... EF 18-2

6 Appendices ..... EF 18-2
Appendix A EF 18 Resources ..... EF 18-3
Appendix B Roles and Responsibilities ..... EF 18-5

THIS PAGE LEFT BLANK INTENTIONALLY

Tasked Agencies	
Primary County Agency(s)	
Supporting County Agency(s)	
Primary City Agency(s)	
Supporting City Agency(s)	
Community Partner(s)	
State Agency(s)	
Federal Agency(s)	Department of Homeland Security

1 Introduction

1.1 Purpose

…

1.2 Scope

Activities encompassed within the scope of this function include:

- …

1.3 Policies and Authorities

1.3.1 Policies

- …

1.3.2 Authorities

- …

2 Situation and Assumptions

2.1 Situation

…

2.2 Assumptions

EF 18 is based on the following planning assumptions:

- …

3 Roles and Responsibilities

See Appendix B for a checklist of responsibilities by phase of emergency management.

4 Concept of Operations

4.1 General

…

4.2 Access and Functional Needs Populations

…

4.3 Coordination with Other EFs

The following EFs support EF 18–related activities:

- …

5 Annex Development and Maintenance

The … will be responsible for coordinating regular review and maintenance of this annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

6 Appendices

- Appendix A – EF 18 Resources
- Appendix B – EF 18 Roles and Responsibilities

Appendix A EF 18 Resources

The following resources provide additional information regarding EF 18 related issues at the local, state, and federal level:

City

- …

County

- …

State

- …

Federal

- National Response Framework

THIS PAGE LEFT BLANK INTENTIONALLY

Appendix B Roles and Responsibilities

The following checklist identifies key roles and responsibilities for EF 18 – Cybersecurity. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency to support the EF 18 function. All tasked agencies should maintain agency-specific plans and procedures that allow them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place before an emergency occurs and include plans or preparations made to save lives and to help response and recovery operations. Preparedness roles and responsibilities for EF 18 include the following:

- ❑ Develop operational plans for EF 18 activities.
- ❑ Participate in EF 18–related trainings and exercises as appropriate.

Response

Response activities take place during an emergency and include actions taken to save lives and prevent further property damage in an emergency situation. Response roles and responsibilities for EF 18 include the following:

- ❑ Provide situational updates to the EOC, as required, to maintain situational awareness and foster a common operating picture.
- ❑ Provide a representative to the EOC, when requested, to support EF 18 activities.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for EF 18 include the following:

- ❑ Demobilize response activities.
- ❑ Maintain incident documentation to support public and individual assistance processes.
- ❑ Participate in all after-action activities and implement corrective actions as appropriate.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and include activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for EF 18 include the following:

- ❑ Participate in the hazard mitigation planning process.
- ❑ Provide agency and incident data to inform development of mitigation projects to reduce hazard vulnerability.

THIS PAGE LEFT BLANK INTENTIONALLY

Incident Annex

THIS PAGE LEFT INTENTIONALLY BLANK

Table of Contents

1 Hazard Descriptions 1
1.1 Earthquake 1
1.2 Major Fire 2
1.3 Public Health 2
1.4 Severe Weather 3
1.5 Volcano 4
1.6 Hazardous Materials 4
1.7 Transportation Accidents (Including Air and Road) 5
1.8 Terrorism 5
1.9 Utility Failure 6

2 Pre-Incident Actions 6
2.1 General 6
2.2 Earthquake 7
2.3 Major Fire 7
2.4 Public Health 7
2.5 Severe Weather 8
2.6 Volcano 9
2.7 Transportation Accident (Including Air and Road) 9
2.8 Terrorism 10
2.9 Utility Failure 10

3 Response Phase Actions 10
3.1 General 10
3.2 Earthquake 11
3.3 Major Fire 12
3.4 Public Health 12
3.5 Severe Weather 12
3.6 Volcano 13
3.7 Hazardous Materials 13
3.8 Transportation Accidents (Including Air and Road) 14
3.9 Terrorism 15
3.10 Utility Failure 16

4 Recovery/Demobilization Phase Actions 17

5 Resources 17
5.1 Earthquake 17
5.2 Major Fire 17
5.3 Public Health 18

5.4 Severe Weather 18
5.5 Volcano 18
5.6 Hazardous Materials 18
5.7 Transportation Accidents (Including Air and Road) 18
5.8 Terrorism 18
5.9 Utility Failure 19

1 Hazard Descriptions

This annex addresses the following incidents and includes action items and information specific to each incident type.

- Natural Hazards:
  - Earthquake
  - Major Fire
  - Public Health Incident
  - Severe Weather (including thunderstorm and lightning, tornado, windstorm, hailstorm, severe winter storm, landslide, generalized flooding, and drought)
  - Volcano
- Human-Caused and Technological:
  - Hazardous Materials
  - Transportation Accidents (including air and roads)
  - Terrorism
  - Utility Failure

1.1 Earthquake

Primary County Agency: Cal OES Fire and Rescue Operational Area Coordinator
Supporting County Agencies: County OES, County Environmental Health (during HazMat incidents), County Sheriff's Department, Sheriff's Search and Rescue Team
Primary City Agency: Fire Department
Supporting City Agencies: Police Department
Community Partners: Local fire service agencies, USFS, National Park Service, BLM, Sierra Army Depot Fire Services, Sierra Emergency Medical Services Alliance, PHI Air Medical, California Highway Patrol
Primary State Agencies: Cal OES – Fire and Rescue Division, CAL FIRE
Primary Federal Agency: U.S. Department of Agriculture/Fire Service, Bureau of Land Management

An earthquake of 5 or greater on the Richter Scale may or may not cause widespread damage, but it is a situation that may warrant activation of the Emergency Operations Center (EOC) to better coordinate the flow of information and damage assessment needs.

Initially, the lead agencies for earthquake response will be law enforcement and fire service. After the initial assessment to determine the extent of damage, injury, and loss of life, the EOC's Operations Section lead may be transitioned to the fire service agency.

As emergency response transitions from rescuing casualties to restoring critical services, public works agencies may be expected to assume the role of lead department in the Operations Section for the earthquake response. Public works agency efforts in this response and early recovery phase of the disaster will likely concentrate on reestablishment of public infrastructure facilities.

See the Hazard Mitigation Plan for more information.

1.2 Major Fire

Primary County Agency: Cal OES Fire and Rescue Operational Area Coordinator
Supporting County Agencies: County OES, County Environmental Health (during HazMat incidents), County Sheriff's Department, Sheriff's Search and Rescue Team
Primary City Agency: City Fire Department
Supporting City Agencies: City Police Department
Community Partners: Local fire service agencies, USFS, National Park Service, BLM, Sierra Army Depot Fire Services, Sierra Emergency Medical Services Alliance, PHI Air Medical, California Highway Patrol
Primary State Agencies: Cal OES – Fire and Rescue Division, CAL FIRE
Primary Federal Agency: U.S. Department of Agriculture/Fire Service, Bureau of Land Management

A major fire is an instance of uncontrolled burning that may involve grasslands, brush, or woodlands, as well as multiple structures. There is an increasing vulnerability to such fires, due to the increasing number of homes in fire-prone areas. The costs of fighting wildland fires today, including using heavy equipment, helicopters, office and communications equipment, and feeding and housing responders, can easily exceed expectations. Fuel, weather, topography and development are key components in wildfire hazard identification.

The lead agency for major fire response will be the fire service agencies as determined by jurisdiction, with support from law enforcement as needed.

Locations of high risk may include:

- National Park and Forest Land, particularly on the western side of the County.
- Agricultural lands
- Locations of previous fires include: Little Valley, Upper Gooch Valley, Madeline, Sugarloaf, Brown and Butte.

See the Hazard Mitigation Plan for more information.

1.3 Public Health

Primary County Agency: Health and Social Services (including Public Health, Environmental Health, and Behavioral Health)
Supporting County Agencies: County OES, Sheriff's Office
Primary City Agency: ***County Health and Social Services (including Public Health, Environmental Health, and Behavioral Health)
Supporting City Agencies: Fire Department
Community Partners: American Red Cross, Sierra Medical Services Alliance, Hospitals, Prisons, Sierra Army Depot, medical air transport providers, health clinics
Primary State Agencies: California Health and Human Services Agency
Primary Federal Agency: U.S. Department of Health and Human Services

*City does not maintain capabilities to address health and social services.

For the purpose of this annex, the following incidents are included under public health:

- Endemic and pandemic outbreaks
- Contamination concerns
- Bio- and chemical terrorism

Each public health incident may have its own characteristics, including interaction with other hazards identified in this annex. For example, water contamination could be the result of massive flooding.

The nature of the public health incident will determine agency involvement, but it is anticipated that County Health and Social Services (HSS) Department will serve as the lead agency.

1.4 Severe Weather

Primary County Agency: Cal OES Fire and Rescue Operational Area Coordinator
Supporting County Agencies: County OES, County Environmental Health (during HazMat incidents), County Sheriff's Department, Sheriff's Search and Rescue Team
Primary City Agency: Fire Department
Supporting City Agencies: Police Department
Community Partners: Local fire service agencies, USFS, National Park Service, BLM, Sierra Army Depot Fire Services, Sierra Emergency Medical Services Alliance, PHI Air Medical, California Highway Patrol
Primary State Agencies: Cal OES – Fire and Rescue Division, CAL FIRE
Primary Federal Agency: U.S. Department of Agriculture/Fire Service, Bureau of Land Management

For the purpose of this annex, the following individual hazards are included under severe weather:

- Flooding (generalized)
- Hailstorm
- Landslides
- Severe winter storm
- Thunderstorm and lightning
- Tornado
- Windstorm
- Drought

Each hazard may have its own characteristics, including the time of year it is most likely to occur, severity, and associated risk; however, many hazards are interrelated. For example, wind is a factor in thunderstorms and severe winter storms and hailstorms and rain can contribute to landslides.

The nature of the severe weather will determine agency involvement, but public works agencies will be heavily involved in leading operations.

See the Hazard Mitigation Plan for more information.

1.5 Volcano

Primary County Agency: Cal OES Fire and Rescue Operational Area Coordinator
Supporting County Agencies: County OES, County Environmental Health (during HazMat incidents), County Sheriff's Department, Sheriff's Search and Rescue Team
Primary City Agency: Fire Department
Supporting City Agencies: Police Department
Community Partners: Local fire service agencies, USFS, National Park Service, BLM, Sierra Army Depot Fire Services, Sierra Emergency Medical Services Alliance, PHI Air Medical, California Highway Patrol
Primary State Agencies: Cal OES – Fire and Rescue Division, CAL FIRE
Primary Federal Agency: U.S. Department of Agriculture/Fire Service, Bureau of Land Management

Initially, the lead agencies for volcano response will be the law enforcement and fire service agencies. After the initial assessment to determine the extent of damage, injury, and loss of life, the EOC's Operations Section lead may be transitioned solely to the fire service agencies. As emergency response transitions from rescuing casualties to restoring critical services, public works agencies may be expected to assume the role of lead department in the Operations Section for the volcano response. Public works agency efforts in this response and early recovery phase of the disaster will likely concentrate on reestablishment of public infrastructure facilities.

See the Hazard Mitigation Plan for more information.

1.6 Hazardous Materials

Primary County Agency: Hazardous Materials Response Team (Type 2)
Supporting County Agencies: County OES
Primary City Agency: Fire Department (Hazardous Materials Response Team – Type 2)
Supporting City Agencies: N/A
Community Partners: Shasta Hazardous Materials Response Team, Health and Social Services Agency (Environmental Health), National Guard 9th Civil Support Team, FEMA Region 9 Decontamination Team, U.S. Environmental Protection Agency Region 9 Superfund Technical Assessment and Response Team, private contractors
Primary State Agencies: California Environmental Protection Agency, Department of Toxic Substances Control; Cal OES, Fire and Rescue Division, Hazardous Materials Section
Primary Federal Agency: U.S. Environmental Protection Agency

Hazardous materials are stored, used, and transported using roads, rail lines, pipelines, or flight paths. Numerous industries and businesses use chemicals that pose a threat to their own private property and employees. In addition, a hazardous materials plume may affect neighboring businesses and communities.

The lead agency for hazardous materials response will be fire service agencies, with support from law enforcement to control traffic.

1.7 Transportation Accidents (Including Air and Road)

Primary County Agency: Public Works/Roads Department
Supporting County Agencies: Sheriff's Office, HHS, Lassen Rural Bus
Primary City Agency: Public Works Department
Supporting City Agencies: Police Department
Community Partners: Hospitals, School Districts, Rideshare Programs, Senior centers, Susanville Indian Rancheria
Primary State Agencies: California Department of Transportation, California Highway Patrol
Primary Federal Agency: Department of Homeland Security

The Federal Aviation Administration and National Transportation Safety Board (NTSB) have the authority and responsibility to investigate all accidents involving aircraft. It is NTSB policy to be on the scene of a major accident as soon as possible. In minor aircraft accidents, the Federal Aviation Administration may respond to the scene instead of the NTSB. The Department of Defense has the authority to investigate any accident involving military aircraft.

Motor vehicle accidents that occur on roadways would not normally constitute a major emergency under the Emergency Operations Plan, unless hazardous materials or mass casualties/fatalities complicate the incident. The California Highway Patrol has jurisdiction of incidents involving state and federal highways. Incidents involving fire and or mass casualty will likely involve unified command while securing the scene.

1.8 Terrorism

Primary County Agency: Sheriff's Office
Supporting County Agencies:
Primary City Agency: Police Department
Supporting City Agencies: Fire Department
Community Partners: Surrounding Sheriff's Offices, Police Departments, Fire agencies, mutual aid partners
Primary State Agencies: California Highway Patrol, Cal OES, Law Enforcement Division
Primary Federal Agency: U.S. Department of Justice, BLM, USFS, U.S. Fish and Wildlife Service

This annex can be applied to incidents involving weapons of mass destruction and chemical, biological, radiological, nuclear, and explosive (CBRNE) materials.

Law enforcement has the lead role in terrorism crisis management. The lead agencies for the State and federal government are the California State Police and the Federal Bureau of Investigation (FBI), respectively.

The laws of the United States assign primary authority to state and local governments to respond to the consequences of terrorism; the federal government provides assistance as required. The EOC typically will be activated and have the lead role in terrorism consequence management for most types of terrorist incidents, but HHS will be assigned the lead local role in terrorism consequence management for incidents involving biological agents. The California Office of Emergency Services and Federal Emergency Management Agency (FEMA) are the State and federal consequence management leads.

1.9 Utility Failure

Primary County Agency: Public Works/Roads Department
Supporting County Agencies: Lassen Municipal Utility District, Sanitation District
Primary City Agency: Public Works Department
Supporting City Agencies: N/A
Community Partners: PG&E, Plumas-Sierra Rural Electric Cooperative, Lassen Municipal Utility District, Surprise Valley Electric, Comcast, AT&T, Verizon, Frontier Communication, Zito Media, local water districts/authorities and sanitation districts, cell phone carriers, over-the-air television providers
Primary State Agencies: California Natural Resources Agency, California Utility Emergency Association
Primary Federal Agency: U.S. Department of Energy

A utility failure can happen at any time, disrupting the normal operations of electricity, water, gas, and telephone services. While these shortages may result from natural or human causes, the severity of the incident must be measured by how seriously the shortage amount and duration impacts life and property.

The type of utility will determine agency involvement, but public works agencies will be heavily involved in leading operations. Involvement from utility companies will be required to ensure service restoration.

Locations of high risk may include:

- Power service is provided to the community via two transmission lines, the Caribou and Hat Creek lines.

2 Pre-Incident Actions

2.1 General

The following pre-incident action items are appropriate to most incidents; however, the actions should be evaluated for appropriateness in any given situation and do not replace common sense or standard operating procedures (SOPs).

- Determine the key stakeholders that should be notified of the arising situation.
- Consider limited activation of the EOC.
- Conduct pre-incident planning for protective actions (e.g., sheltering-in-place, evacuation, activation of warming shelters).
- Identify and review established evacuation routes and alternate routes for areas vulnerable to the incident.
- Prepare public information materials to inform residents and businesses of protective measures. Utilize multiple media types, including print, television, radio, and social media.
- Identify and review existing agreements for mutual support and identify additional community partners, including local contractors, vendors, and private organizations that may be able to assist.

- Anticipate potential unmet needs or resource shortfalls and identify strategies for meeting those needs.
- Identify and review procedures for registering mutual aid and other first responders as they arrive on the scene and receive deployment orders.
- Identify and review existing SOPs and agency-specific protocols specific to the incident. Ensure that copies of all documents are available to response personnel as necessary.
- Ensure that all departments are notified to provide situational awareness to the Emergency Management Executive Committee and/or the EOC if activated.
- Prepare disaster declaration materials if appropriate. Brief key leadership.
- Conduct just-in-time training based on incident requirements.

2.2 Earthquake

In addition to the pre-incident actions listed in Section 2.1, the following action items may be appropriate:

- Monitor the California Integrated Seismic Network (www.cisn.org).
- Identify potential protective measures, including:
  - Pre-identified evacuation routes and alternate routes for areas vulnerable to earthquakes to ensure accuracy.
  - Appropriate infrastructure protection measures in landslide-prone areas.
- Evaluate current resources and identify potential needs and shortfalls (e.g., bridge-free evacuation routes, assembly sites, viable shelter locations).

2.3 Major Fire

In addition to the pre-incident actions listed in Section 2.1, the following action items may be appropriate:

- Monitor updated fire danger ratings detailing weather trends, fuel types, and likely fire characteristics.
- Identify potential protective measures, including:
  - Pre-identified evacuation routes and alternate routes for areas vulnerable to the fire.
  - Relocation of equipment and personnel out of vulnerable areas.
- Evaluate current resources and identify potential needs and shortfalls (e.g., water sources, equipment, personnel).

2.4 Public Health

In addition to the pre-incident actions listed in Section 2.1, the following action items may be appropriate:

- Coordinate with HSS to monitor and report the presence of contagious infection within the County and City.
- Identify potential protective measures, including:
  - Encouraging personnel to wear face masks.
  - Encouraging personnel to obtain vaccinations.
  - Encouraging work-from-home options.

- Evaluate current resources and identify potential needs and shortfalls (e.g., medical supplies and equipment, personnel).
- Engage with public health organizations to ensure the presence of adequate supplies and medical equipment.
- Identify and review drinking water quality plans.
- Identify and review wastewater and sewage disposal plans.

2.5 Severe Weather

In addition to the pre-incident actions listed in Section 2.1, the following action items may be appropriate:

- Monitor weather reports (http://www.weather.gov/, http://www.spc.noaa.gov/).
- Identify potential protective measures, including:
  - Reviewing pre-identified cooling center locations
  - Reviewing pre-identified warming center locations
  - For precipitation and flooding, identifying areas that will likely need sandbagging to protect residents and property
- Evaluate current resources and identify potential needs and shortfalls (e.g., cooling centers, warming centers, alternative water sources, sandbags).
- Participate in severe weather preparedness activities, seeking an understanding of interactions with participating agencies in a severe weather scenario.

2.5.1 Flooding

In addition to the pre-incident actions listed in Sections 2.1 and 2.5, the following action items may be appropriate:

- Monitor expected rainfall and river, creek, and tributary levels.
  - Susan River gauge for Susanville and Honey Lake Valley
  - Pit River gauge for Bieber and Big Valley
  - Maintain contact with Lassen Irrigation District regarding reservoir levels
- Identify potential protective measures, including:
  - Pre-identified evacuation routes and alternate routes for areas vulnerable to flooding
  - Appropriate infrastructure protection measures in landslide/flood-prone areas (coordinate with the Engineering Division to establish procedures)
  - Consider Carol Street wall installation
- Evaluate current resources and identify potential needs and shortfalls (e.g., sandbags, equipment, clear evacuation routes, assembly sites, shelter locations).
- Become familiar with flood-prone areas and the challenges they face.
- Ensure that sandbags and other necessary equipment and supplies are prepared and ready to use.

2.5.2 Drought

In addition to the pre-incident actions listed in Section 2.1 and 2.5, the following action items may be appropriate:

- Monitor rainfall, weather, crop conditions, any increase in well permits and water availability at local water districts.
- Identify potential protective measures, including:
  - Identifying alternative sources of drinking water
  - Working with the local water service provider to implement water conservation efforts
  - Working with local farmers to implement herd management strategies
- Evaluate current resources and identify potential needs and shortfalls (e.g., potable water, water for agricultural needs, financial support).
- Pre-designate alternative sources of drinking water in case of drought or other water shortage event.

2.6 Volcano

In addition to the pre-incident actions listed in Section 2.1, the following action items may be appropriate:

- Monitor volcanic activity and wind direction.
- Identify potential protective measures, including:
  - Pre-identified evacuation routes and alternate routes for areas vulnerable to projected ash fall
  - Implement shelter-in-place plans
  - Identify traffic control needs
- Identify potential resource needs (e.g., ash removal equipment, masks, shelters).

2.7 Transportation Accident (Including Air and Road)

In addition to the pre-incident actions listed in Section 2.1, the following action items may be appropriate:

- Monitor weather reports for severe weather that may make it challenging for drivers and pilots to see and/or control their vehicles and aircraft (e.g., excessive rainfall, fog, snow, ice).
- Identify potential protective measures, including:
  - Activating early warning systems via coordination with NOAA and use of CMS signs
  - Assessing the transportation infrastructure (e.g., roads, bridges, and traffic control devices) and implement an emergency transportation route plan
  - Closing roads or bridges that are experiencing flooding or icy conditions
- Evaluate current resources and identify potential needs and shortfalls (e.g., traffic management supplies, personnel, mass fatality and mass casualty needs).
- Ensure that personnel are aware they should not attempt to remove accident-related debris from the accident area except as necessary to facilitate fire suppression, rescue, and emergency medical care.

2.8 Terrorism

In addition to the pre-incident actions listed in Section 2.1, the following action items may be appropriate:

- Monitor social media and other avenues for potential terrorism-related threats.
- Identify potential protective measures, including:
  - Shelter-in-place resources and activities
  - Pre-identified evacuation routes and alternate routes for potential targets of terrorist activity
- Evaluate current resources and identify potential needs and shortfalls (e.g., personnel trained in hazardous materials response, shelter-in-place supplies).
- Ensure that personnel have a basic awareness of hazardous materials response and whom to contact when such a response is needed.

2.9 Utility Failure

In addition to the pre-incident actions listed in Section 2.1, the following action items may be appropriate:

- Monitor severe weather reports that may affect utilities (e.g., high winds, drought, flooding).
- Identify potential protective measures, including:
  - Removing tree branches or trees from power line areas
  - Coordinating with schools, daycare centers, nursing homes, rest homes, hospitals, etc. in determining proper precautions and emergency actions prior to a utility failure
  - Confirming emergency contact information for each utility that provides service in the area
  - Checking emergency generators to ensure they are in working condition
  - Reviewing hazard information for vital facilities and the impact of a major utility failure on one or more of those facilities
  - Coordinating with utilities to procure and produce information for distribution to the public (e.g., “What to Do When the Lights Go Out”).
- Evaluate current resources and identify potential needs and shortfalls (e.g., generators, equipment for clearing roads of debris, personnel).

3 Response Phase Actions

3.1 General

The following response action items are appropriate to most incidents; however, the actions should be evaluated for appropriateness in any given situation and do not replace common sense or SOPs.

- Activate local warning/alert systems as appropriate.
- Assist the EOC Safety Officer in ensuring that actions are taken to protect personnel and emergency equipment from possible damage by the incident.

- Conduct EOC operations in accordance with the Incident Action Planning process. See https://goo.gl/FaMF8T for more information.
- Activate mutual aid as needed, including placing backup teams on standby.
- Ensure that all required notifications have been completed. Consider the following:
    - Local, regional, state, and federal agencies/entities that may be able to mobilize resources to support local response efforts
    - Mutual aid partners
    - Private-sector partners with which existing contracts are in place
    - Adjacent jurisdiction EOCs
    - Agency operations centers
- Coordinate resource access, deployment, and storage in the operational area and track resources as they are dispatched and/or used.
- Determine the need for an emergency/disaster declaration and submit as needed.
- Facilitate public information through the Public Information Officer (PIO) with approval by the EOC Incident Commander.
- If appropriate, establish and/or participate in a Joint Information Center and designate a lead PIO.
- Maintain incident documentation, including financial records, for potential reimbursement.
- Develop appropriate reports to maintain situational awareness, including, but not limited to:
    - Damage assessment
    - Repair and restoration of essential services and vital systems needed
    - Injuries and deaths
    - Major equipment damage accrued during response activities
- Develop and deliver situation reports (recurring action at regular intervals). *[ICS Form 209 – Incident Status Summary]*
- Develop and regularly update the Incident Action Plan (recurring action). *[ICS Form 202 – Incident Objectives, ICS Form 203 – Organization Assignment List, ICS Form 205 – Incident Radio Communications Plan, ICS Form 206 – Medical Plan, ICS 208 – Safety Message, Incident Map]*

3.2 Earthquake

In addition to the response actions listed in Section 3.1, the following action items may be appropriate:

- Continue to monitor the Nevada Seismological Laboratory or USGS Earthquake Hazards Program for aftershocks.
- Monitor secondary hazards associated with earthquakes (e.g., ruptured utility lines, hazardous spills, fires, building collapses, landslides).
- Implement protective measures (e.g., evacuation, assembly sites, shelter activation, traffic control, search and rescue).
- Coordinate debris management activities (e.g., clear right-of-way, establish temporary debris storage sites).
- Identify transportation resources to move people and equipment as necessary.

3.3 Major Fire

In addition to the response actions listed in Section 3.1, the following action items may be appropriate:

- Continue to monitor weather reports, including wind, expected rainfall, and thunderstorm reports.
- Monitor secondary hazards associated with fires (e.g., public health, erosion, landslides, introduction of invasive species, changes in water quality).
- Implement protective actions (e.g., evacuations, relocation of equipment and personnel).
- Coordinate debris management activities (e.g., clear right-of-way, establish temporary debris storage sites).

3.4 Public Health

In addition to the response actions listed in Section 3.1, the following action items may be appropriate:

- Continue to coordinate with HSS to monitor and report the presence of public health incidents.
- Implement protective measures, in coordination with HSS, to minimize the spread of disease (e.g., wash hands frequently, wear mask, get vaccinations, work from home).
- Establish access control to quarantine areas through local law enforcement agencies.
- Collect and report vital statistics to HSS or the EOC if activated, including injuries and/or deaths due to the public health emergency.
- Plan for transportation of mass casualties to suitable care facilities and mass fatalities to suitable emergency morgue facilities.
- Coordinate with HSS to ensure that public information being released is appropriate and in line with their messaging.

3.5 Severe Weather

In addition to the response actions listed in Section 3.1, the following action items may be appropriate:

- Continue to monitor weather reports to project potential damage and determine the affected areas.
- Monitor secondary hazards associated with severe weather (e.g., landslides, agricultural water needs, transportation infrastructure damage).
- Implement protective measures (e.g., activate warming or cooling centers, provide sandbag materials and equipment, traffic control measures).
- Coordinate debris management activities (e.g., clear right-of-way, establish temporary debris storage sites).

3.5.1 Flooding

In addition to the response actions listed in Section 3.1 and 3.5, the following action items may be appropriate:

- Continue to monitor expected rainfall and river, creek, and tributary levels.

- Monitor secondary hazards associated with flooding (e.g., landslides, infrastructure damage, soil erosion and land degradation, epidemic diseases, poisoning, unhygienic conditions, sedimentation, traffic accidents, water pollution, waterlogging/salinity).
- Implement protective measures, including:
  - Coordinate debris removal from necessary areas (e.g., storm drains, bridge viaducts, main arterial routes, public rights-of-way, dams).
  - Activate law enforcement resources (e.g., curfew enforcement, road closures, security).
  - Establish infrastructure protection measures in landslide/flood-prone areas.
- Identify resource needs (e.g., sandbags, equipment, assembly sites, shelters) and request additional support through mutual aid and private contractors.
- Activate search and rescue operations as necessary.

3.5.2 Drought

In addition to the response actions listed in Section 3.1 and 3.5, the following action items may be appropriate:

- Continue to monitor rainfall, temperatures, crop conditions, and water availability.
- Monitor secondary hazards associated with drought (e.g., wildfires, economic).
- Implement protective measures (e.g., water conservation efforts, voluntary or mandatory water use restrictions, herd management strategies).
- Work with the PIO and local extension office to provide information and advice to farmers affected via media releases and increase drought education and outreach to the general public.
- Identify resource needs (e.g., potable water, support to farmers).

3.6 Volcano

In addition to the response actions listed in Section 3.1, the following action items may be appropriate:

- Continue to monitor volcanic activity and wind direction to project potential spread of ash, fires, and/or gases.
- Monitor secondary hazards associated with volcanic activity (e.g., ground deformation, lahars, landslides, building roof collapses).
- Implement protective measures (e.g., evacuations, shelter-in-place, traffic control, promote wearing masks, promote staying indoors, open shelters).
- Identify resource needs (e.g., ash removal equipment, masks, fire suppression equipment).
- Work with the PIO to provide information to the public regarding health protective measures and appropriate ash removal methods.

3.7 Hazardous Materials

In addition to the response actions listed in Section 3.1, the following action items may be appropriate:

- Monitor current and forecasted weather to project a potential spread of the hazardous materials plume (recurring action).
- Activate the Regional Hazardous Materials Team.
    - Shasta Cascade Hazardous Materials Response Team
    - CalOES Fire Rescue – Haz Mat Team
- Determine the type, scope, and extent of the hazardous materials, incident (recurring action). Verify reports and obtain estimates of the area that may be affected. [ICS Form 209: Status Summary]
    - Notify 9-1-1 dispatch, supporting agencies, adjacent jurisdictions, and liaisons of the situation.
    - Assess the type, severity, and size of the incident. If possible, characterize the hazardous material(s) of concern and determine appropriate personal protection equipment requirements.
    - Ensure that a health and safety plan is developed by the designated Safety Officer, including monitoring first responders in accordance with applicable guidance.
- Ensure that proper containment methods have been implemented by first responders until hazardous materials response teams arrive.
- Establish a safe zone and determine a location for on-site staging and decontamination. Reevaluate as the situation changes.
- Support access control to the incident site through local law enforcement agencies.
- If applicable, establish immediate gross decontamination capability for victims.
- Notify hazardous materials supporting agencies.
- Ensure that all required hazardous notifications have been completed.

REQUIRED NOTIFICATIONS

- California Highway patrol should be contacted for incidents occurring on State highways.
- CalOES Warning Center
- Appropriate key stakeholder and partners for incidents that pose an actual or potential threat to state parks, recreational areas, historical sites, environmental sensitive areas, tourist routes, or other designated areas.
- If agricultural areas and livestock are potentially exposed or impacted, notify local extension service, California Department of Food and Agriculture, and the State Veterinarian.

- Coordinate with the responsible party (if known) and the California Environmental Protection Agency on using private contractors for clean-up.

3.8 Transportation Accidents (Including Air and Road)

In addition to the response actions listed in Section 3.1, the following action items may be appropriate:

- Continue to monitor weather reports for severe weather.
- Conduct a scene assessment to determine the appropriate level of emergency medical, transportation, and hazardous materials response. Based on the location of the accident, mass casualty, and/or evacuation procedures may be required. [ICS Form 209: Status Summary]

- Implement protective measures (e.g., road/bridge closures, alternate routes).
- Identify resources needed to support the incident (traffic management supplies, personnel, mass fatality and mass casualty support).
- Secure the crash site to maintain integrity of the accident site (after fire suppression and victim rescue operations are completed).
- Ensure that all required notifications have been completed.

REQUIRED NOTIFICATIONS

- Aircraft accident:
  - Federal Aviation Administration
  - Contact the NTSB prior to removing deceased victims or moving aircraft wreckage. (Safety Office, 425-227-2000, 24 hours)
  - California Highway Patrol (State and Federal Highways)
- State highway accident: California Highway Patrol
- Appropriate key stakeholder and partners for incidents that pose an actual or potential threat to state parks, recreational areas, historical sites, environmentally sensitive areas, tourist routes, or other designated areas.
- If agricultural areas and livestock are potentially exposed or impacted, notify local extension services, California Department of Food and Agriculture, and the State Veterinarian.

- Coordinate the collection, storage, and disposition of all human remains and their personal effects from the accident site.
- Coordinate provision of up-to-date information to friends and family of victims (if not already being handled by another agency). Consideration should be given to keeping the friends and family of the victims in a central location, protected from the press, and where information can be provided to them as it becomes available.
  - Allow the airline or agency affected by the accident to confirm casualties and to notify the next of kin following prescribed protocol.
- Support the removal of debris in coordination with, or under the direction of, investigating agencies such as the Transportation Security Administration, NTSB, and FBI.
- Coordinate with the American Red Cross to provide shelter and family referral services through the EOC.

3.9 Terrorism

In addition to the response actions listed in Section 3.1, the following action items may be appropriate:

- Continue to work with State and FBI resources to monitor terrorist activities.
- Mobilize appropriate emergency personnel and first responders. When necessary, send fire services, emergency medical services, hazardous materials, law enforcement, public health, and others to the site. Determine responder activities and establish non-contaminated areas prior to mobilizing resources.
- Ensure that all required notifications have been completed.

REQUIRED NOTIFICATIONS

- Notification of the California State Police and FBI is required for all terrorism incidents.
- If an incident occurs on state highways, ensure that Caltrans has been notified.
- Notification of appropriate key stakeholders and partners is required for incidents that pose an actual or potential threat to state parks, recreational areas, historical sites, environmental sensitive areas, tourist routes, or other designated areas.
- If agricultural areas and livestock are potentially exposed or impacted, notify local extension services, California Department of Food and Agriculture, and the State Veterinarian.

- Activate and participate in Unified Command. Unified Command may consist of City, County, regional, State, and federal crisis management and consequence management agencies.
- Evaluate the safety of emergency personnel. Initiate development of site- and agent-.specific health and safety plan.
- Implement protective actions (e.g., evacuations, sheltering). *Refer to the United States Department of Transportation Emergency Response Guidebook for determining the appropriate evacuation distance from the source.*
- Activate public notification and advisory procedures.
- Clear the immediate area and notify appropriate first responders if an explosive device is found.
    - Be cognizant of any secondary devices that may be on site.
    - Be cognizant that CBRNE agents may be present.
- Control and investigate the crime scene and collect evidence, photographs, and video recordings.

See Section 3.6 for hazardous materials specific information.

3.10 Utility Failure

In addition to the response actions listed in Section 3.1, the following action items may be appropriate:

- Continue to monitor severe weather reports that may affect utilities.
- Monitor secondary hazards associated with utility failure (e.g., traffic accidents due to signals being out, public health concerns, communication difficulties, heating and cooling difficulties).
- Implement protective measures (e.g., utilize backup generators, clear debris from roads).
- Identify the following:
    - General boundary of the affected area
    - Extent of utility disruption
    - Immediate needs of response forces or utilities
    - Estimated time of repair or duration of outage
    - Estimated population affected
- Coordinate with the American Red Cross and or Health and Human Services to open shelters as appropriate.

- Establish communication with and request a liaison from the utility as appropriate.

4 Recovery/Demobilization Phase Actions

Recovery/demobilization actions begin once the threat to public safety has been eliminated. The following recovery action items are appropriate to most incidents; however, the actions should be evaluated for appropriateness in any given situation and do not replace common sense or SOPs.

- Continue to monitor incident-specific secondary hazards.
- Coordinate with the American Red Cross and/or Health and Human Services to determine how long shelter operations will be continued, if activated during the incident.
- Implement intermediate and long-term recovery activities.
- Develop a strategy for transitioning the coordination and communication mechanisms for ongoing recovery efforts (e.g., role of the EOC, situational awareness updates, and communications protocols).
- Consider long-term environmental impacts and remediation needs and implement actions.
- Develop a Demobilization Plan to assist in an orderly demobilization of emergency operation. [ICS Form 221 – Demobilization Plan]
- Deactivate/demobilize the EOC, agency operations centers, and command posts.
- Conduct post-incident debriefing(s) to identify success stories and opportunities for improvement. Develop an After Action Report based on these debriefings.
- Develop recommendations and correct any deficiencies reflected in the After Action Report regarding changes in planning, zoning, and building codes/ordinances to lessen the impact of future emergencies related to this type of incident.
- Revise any applicable emergency response plans based on the success stories and/or lessons learned during the response.

5 Resources

5.1 Earthquake

- United States Geological Survey (USGS) Earthquake Hazards Program https://earthquake.usgs.gov/
- Catalog of FEMA Earthquake Resources https://www.fema.gov/media-library-data/1394506756491-eac042da03e84513b9d034c7debcd6f8/FEMA_P-736B_Final_508.pdf
- Resident Guidance from FEMA https://www.ready.gov/earthquakes
- Nevada Seismological Lab http://www.seismo.unr.edu/

5.2 Major Fire

- United States Forest Service Wildland Fire Assessment System, Fire Danger Rating http://www.wfas.net/index.php/fire-danger-rating-fire-potential--danger-32
- Resident Guidance from FEMA https://www.ready.gov/wildfires
- Calfire http://calfire.ca.gov/
- CalOES Fire and Rescue http://www.caloes.ca.gov/Cal-OES-Divisions/Fire-Rescue

5.3 Public Health

- Resident Guidance from FEMA
  - Pandemic https://www.ready.gov/pandemic
  - Chemical Threats https://www.ready.gov/chemical-threats
  - Biological Threats https://www.ready.gov/biological-threats
- EOP, EF 8 – Public Health and Medical

5.4 Severe Weather

- National Oceanic and Atmospheric Association's National Climatic Data Center http://www.ncdc.noaa.gov/
- National Weather Service – Reno http://www.weather.gov/rev/
- National Weather Service Advanced Hydrologic Prediction Service http://water.weather.gov/ahps2/index.php?wfo=rev
- California Nevada River Forecast Center http://www.cnrfc.noaa.gov/
- United State Drought Monitor, updated weekly http://droughtmonitor.unl.edu/Home.aspx
- USGS River Stream Flow data https://waterdata.usgs.gov/or/nwis/current/?type=flow
- Resident Guidance from FEMA
  - Severe Weather https://www.ready.gov/severe-weather
  - Drought https://www.ready.gov/drought
  - Floods https://www.ready.gov/floods
  - Snowstorms and Extreme Cold https://www.ready.gov/winter-weather
  - Thunderstorms and Lightening https://www.ready.gov/thunderstorms-lightning
  - Extreme Heat https://www.ready.gov/heat

5.5 Volcano

- USGS Volcano Hazards Program, http://volcanoes.usgs.gov/index.html
- Resident Guidance from FEMA https://www.ready.gov/volcanoes

5.6 Hazardous Materials

- Pipeline and Hazardous Materials Safety Administration http://www.phmsa.dot.gov/hazmat
- Resident Guidance from FEMA https://www.ready.gov/hazardous-materials-incidents
- California Emergency Plan, EF 10 – Hazardous Materials http://www.caloes.ca.gov/PlanningPreparednessSite/Documents/10%20Hazardous%20Materials%20Executive%20Summary%2010%2030%202013.pdf

5.7 Transportation Accidents (Including Air and Road)

- Individual airport emergency response plans
- Individual roadway emergency response plans

5.8 Terrorism

- Terrorism response plans

5.9 Utility Failure

- Electrical company emergency response plans
- Natural gas company emergency response plans
- Cell phone company emergency response plans
- Telecommunications company emergency response plans