

# **County of Napa Emergency Operation Plan (EOP)**

**Base Plan  
Guidance Documents  
Position Guides/Checklists**

**Napa County, California**

Developed in coordination with the  
City of American Canyon,  
City of Calistoga,  
Town of Yountville, and the County of Napa

September 2017

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## **Foreword**

The Napa County Operational Area is made up of five jurisdictions that enjoy an extremely close working relationship. The cities of American Canyon, St. Helena, Calistoga and the Town of Yountville are incorporated jurisdictions located within the area of Napa County. The County of Napa is responsible for all non-incorporated area in the County. The County, along American Canyon, Calistoga and the Town of Yountville has created this document in an effort to have these jurisdictions operating in concert when responding to major incidents or disasters in the Operational Area (geographic boundary of Napa County).

This Emergency Operation plan has been developed in three parts: the 'Base Plan', the 'Guidance Documents and Position Guides/Checklists' and each participating jurisdiction's 'Annex'. The Annexes will detail each participating agency's EOC location (including Alternate EOC locations), Personnel Call Lists, Resource Lists and any specific plans inclusive to that agency or jurisdiction.

This plan is the result of the jurisdiction key Emergency Managers, First Responders and Management staff efforts to deliver the highest level of disaster response to the citizens and visitors of Napa County.

County of Napa  
Multi-Jurisdictional  
Emergency Operations Plan  
Letters of Promulgation

*(Insert letter of promulgation once signed)*

## **Approvals**

*(Insert approvals page once signed)*

## **1.0 Introduction**

Emergencies happen every day, such as medical emergencies, fires and traffic accidents. Local agency responders, typically emergency medical, fire departments, and law enforcement are equipped and trained to respond to these day-to-day type incidents. They utilize equipment and support services, both public and private, to assist them as needed. Support services include public works resources, tow trucks, bus company resources, non-profit organizations, and a multitude of other service entities.

When the emergencies extend beyond the capabilities of the local first responders, they will seek additional support through existing Mutual Aid Agreements and/or request support resources from other local and regional agencies. This is typically required for major emergencies including, minor earthquakes, floods, acts of terrorism, fires, both residential and wildland, or major traffic accidents. If these emergencies occur in unincorporated areas of the county, cross multiple jurisdictions, or require regional or state assistance, the Napa County Office of Emergency Services is called upon to coordinate requests for assistance, set up mobile command centers, activate the Operational Area Emergency Operations Center (EOC), help prioritize emergency resources, and manage critical information flow for responders, news media and the general public.

Plans and procedures to handle the day-to-day emergency events are already in place and personnel are trained and equipped. Local and county agencies, public and private, are aware of the plans and procedures and invoke them when necessary. These are considered localized emergency incidents and there is typically no need to proclaim a local emergency.

However, when significant events such as geological, meteorological, biological, technological, human induced (both intentional and unintentional) activities overwhelm local capabilities, additional systems outlined in the Napa County Multi-Jurisdictional Emergency Operations Plan (EOP) may need to be activated, beginning with the proclamation of a local, state or federal level emergency. County and city employees may be called upon to assist in the planning for such a disaster, or in the activation, operation, or deactivation of the systems and procedures outlined in the EOP. Therefore, personnel must be knowledgeable of the overall plan. Department personnel who will or may be involved in the implementation processes outlined in the EOP should familiarize themselves with the plan.

### **1.1 Purpose and Scope**

#### **Purpose**

This EOP addresses Napa County's coordinated and planned response to extraordinary emergency situations associated with natural, technological and human caused

emergencies or disasters within or affecting Napa County. This plan is the principal guide for Napa County's response to, management of, and recovery from real or potential emergencies and disasters occurring within its designated geographic boundaries. Specifically, this plan is intended to:

- Facilitate multi-jurisdictional and interagency coordination in emergency situations, particularly between local government, the Operational Area (geographic boundary of Napa County), and appropriate state and federal agencies and entities.
- Serve as an operational plan as well as a reference document that may be used for pre-emergency planning as well as emergency operations.
- Interface with applicable local, state and federal contingency plans.
- Guide users through the emergency management phases of preparedness, response and recovery.
- Identify the components of an Emergency Management Organization and establish associated protocols required to effectively respond to, manage and recover from major emergencies and disasters.
- Establish the operational concepts and procedures associated with: the coordination of resources and support to field responders in an emergency; the management of the Emergency Operations Center (EOC) activities; and the processes toward short-term and long-term recovery.
- Establish the organizational framework for implementation of the California Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) within Napa County.

Allied agencies, private enterprises and volunteer organizations having roles and responsibilities established by this plan are encouraged to develop operating protocols and emergency action checklists based on the provisions of this plan.

### **Scope**

This plan applies to any extraordinary emergency situation associated with any hazard, natural or human caused, which may affect Napa County and that generates situations requiring planned, coordinated responses by multiple agencies or jurisdictions.

The provisions, policies, and procedures of this plan are applicable to all agencies and individuals, public and private, having responsibilities for emergency preparedness, response, recovery and/or mitigation in Napa County. The city/town governments within the County will maintain their own Annexes as part of the multi-jurisdictional EOP which would include such things as their EOC location (and alternate locations), resource lists etc. specific to their jurisdiction.

## **1.2 Situation**

Napa County is located just to the north of the San Francisco Bay. It is also located in the Governor's Office of Emergency Services Coastal Region and Mutual Aid Region II. It

extends from the Napa River Delta on the south and west to the Mayacamas mountain range. It contains extensive agricultural lands in its valley, hillsides, and south county areas. It is adjacent to Sonoma, Lake, Yolo and Solano counties. Napa County has played, and is still playing, a large part in the building of Northern California as a center for agriculture, tourism, and light industry. Napa County consists of approximately 788 square miles, land and water, and has a population of 140,326 (2013 estimate).

### **Industry**

Agriculture and tourism are the major local industries. Agriculture includes a wide diversity of varietal grapes, specialty crops, and other limited livestock operations common to the fertile Napa Valley. The wine industry fuels tourism, with extensive production in over 400 wineries. Napa State Hospital and the State of California Veterans Home are also major employers.

### **Transportation**

There are three major highways which run through Napa County. Highway 29 connects the five incorporated cities running roughly north up the Napa Valley connecting to Vallejo in the south and continuing north as the main north-south artery to Lake County. State Highway 128 (east and west) cuts through the County in the east through the Lake Berryessa area and to the northwest connecting the Napa Valley to the Knights, Alexander and Anderson Valleys. Highway 12 connects the southern third of the County to the I-80 corridor and the Central Valley on the east and connects Napa and Sonoma counties on the west. A network of County roads connects the various communities to these major arteries. Silverado Trail, a major County-maintained road, provides a very useful north-south route up the Valley floor to Highway 29. The Napa Valley Wine Train maintains a tourist rail line from Napa to St. Helena along the old S&P right of way. The California Northern crosses the southern third of the County connecting to the Union Pacific main line at Cordelia and continuing north to Eureka. The Napa County Airport, between the cities of Napa and American Canyon, serves as an executive-style airport with limited charter capability for both passengers and freight.

### 1.2.1 Hazard Overview

A hazard identification survey indicates that Napa County is subject, in varying degrees, to the effects of the following:

Major Earthquake/Liquefaction	Fire
Flood	Dam Failure
Drought	Terrorist Incidents
Pandemics	Hazardous Materials Incidents

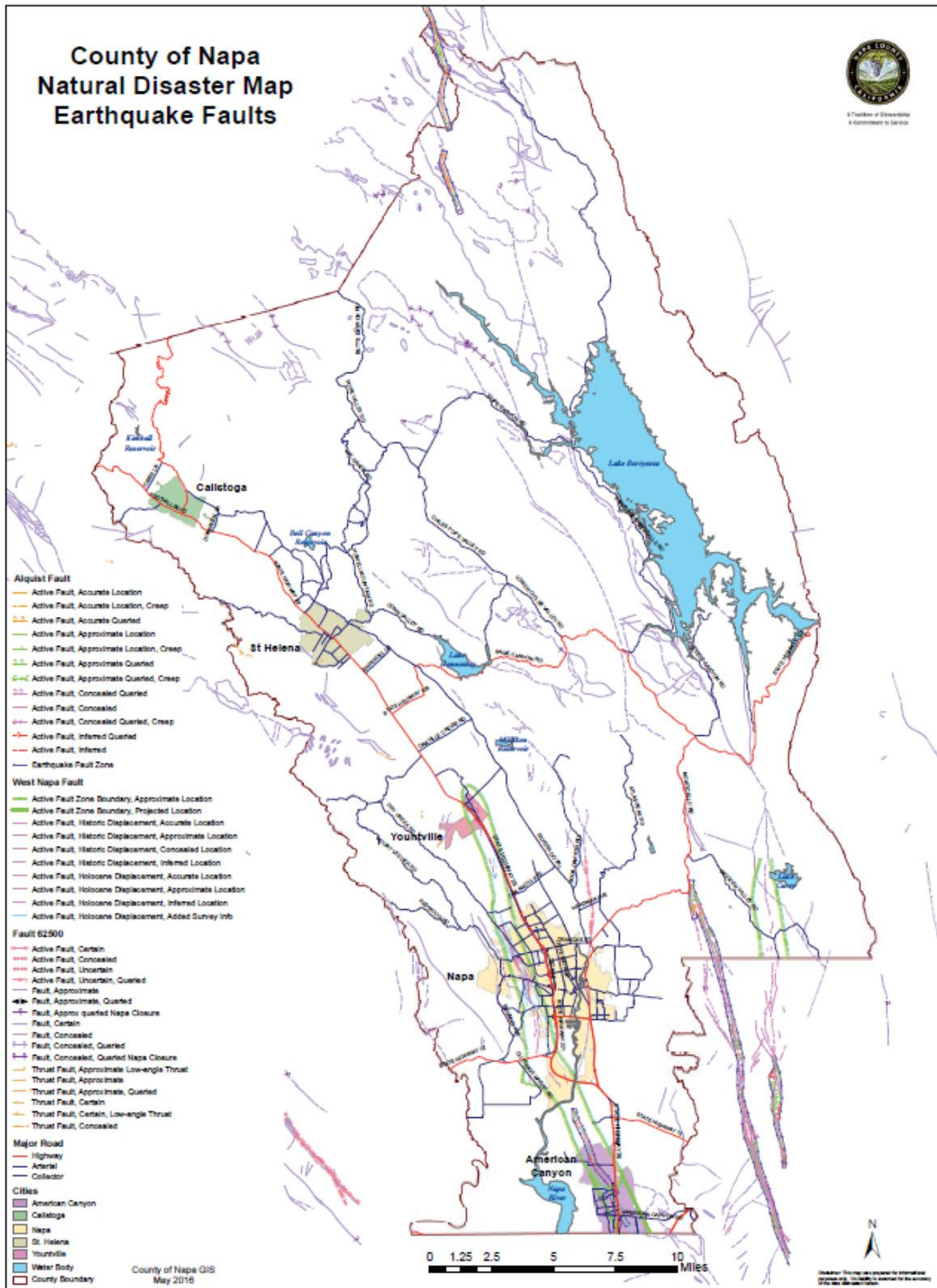
While a coordinated response to these hazards is generally described in the Emergency Operations Plan, specific operational procedures applicable to the hazard are maintained by each department and in the EOP's hazard specific annexes. More detailed information regarding the hazards to the county can be found in the current Napa County Hazard Mitigation Plan.

#### Major Earthquake

Earthquakes are considered to be one of the most potentially destructive threats to life and property in Napa County. A moderate to severe seismic incident on any of several fault zones in relative close proximity to the County is expected to cause:

- Extensive property damage, particularly to pre-1930's non-reinforced masonry structures
- Significant numbers of fatalities and injuries
- Damage to water and sewage systems
- Disruption of communications systems
- Broken gas mains and petroleum pipelines, resulting in numerous fires
- Disruption of transportation arteries
- Competing requests for scarce mutual aid response resources

The following map shows the earthquake fault lines, epicenters and earthquake susceptible areas in Napa County.





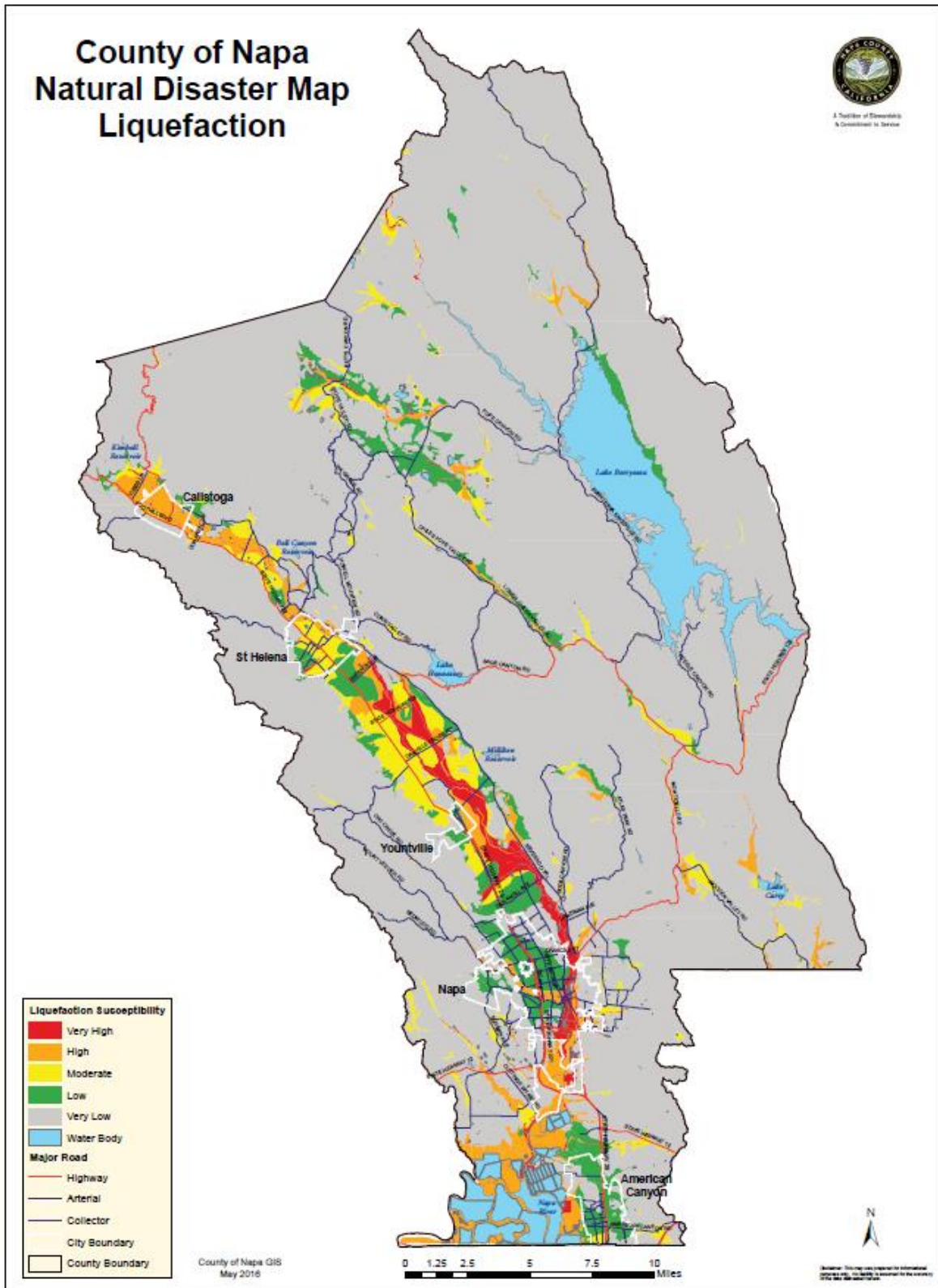


### **Liquefaction**

In addition to damage caused directly by ground shaking during an earthquake, liquefaction, where the ground liquefies, sandy materials saturated with water behave like a liquid, instead of solid ground. The ground may sink or even pull apart. Sand boils, or sand "volcanoes," can appear.

Liquefaction can cause ground displacement and ground failure such as lateral spreads (essentially landslides on nearly flat ground next to rivers, harbors, and drainage channels) and flows. Overall, shaking does more damage to buildings and highway structures than liquefaction. However, liquefaction damage can be a significant threat for underground pipelines, airports (especially runways), harbor facilities and road or highway surfaces. The map on the next page below shows the various levels of liquefaction susceptibility in Napa County.

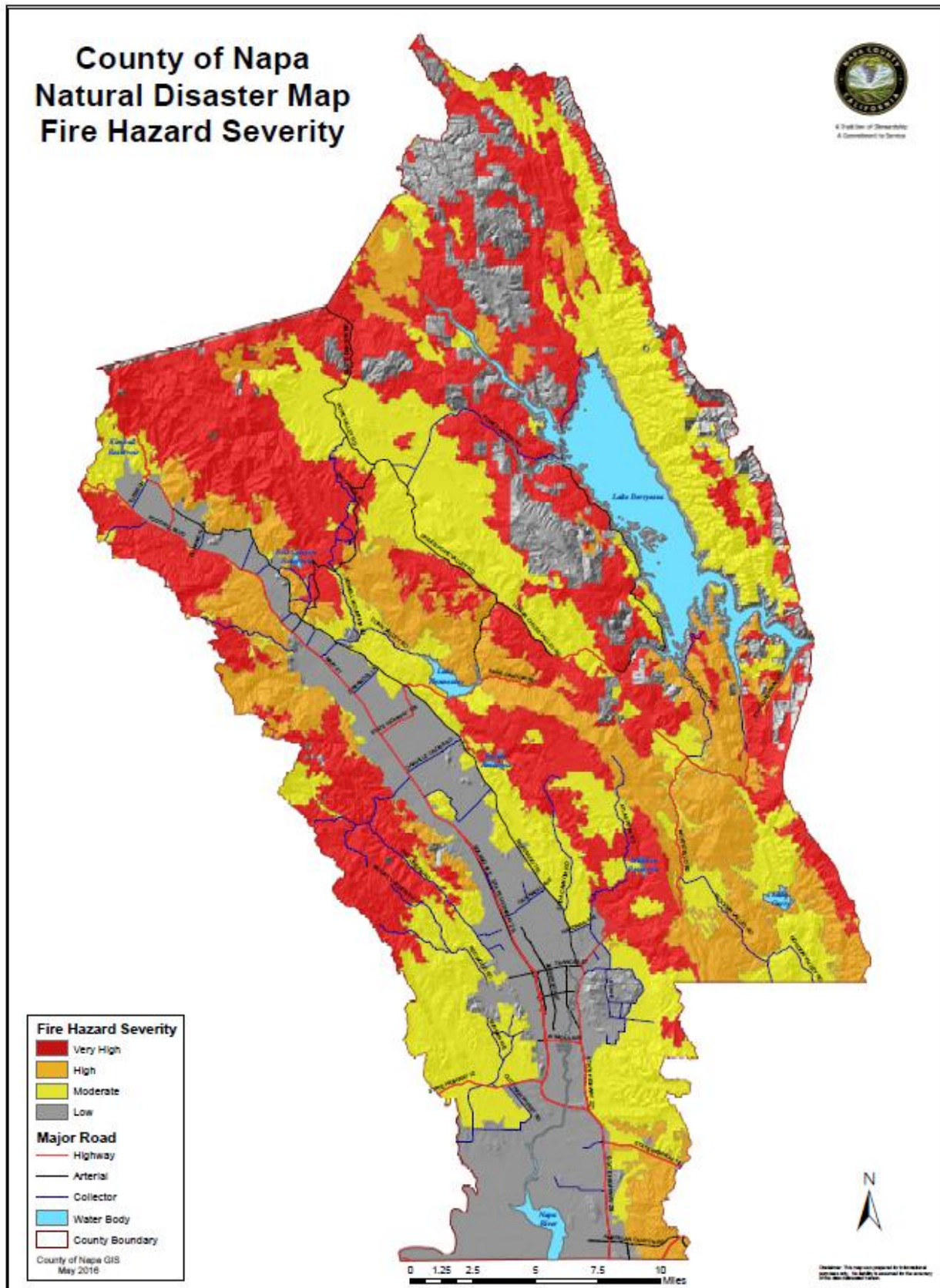
The following map shows the liquefaction susceptibility in the County.



## **Fire**

Wildland fires are considered a significant and recurrent threat in Napa County, particularly as urban and business development projects are sited near rural or timbered areas. Western Napa County is mountainous with steep slopes and deep canyons. Dense vegetation covers the area, causing relatively poor access for firefighting equipment and adding to the risk and difficulty in preventing and managing wildland fires.

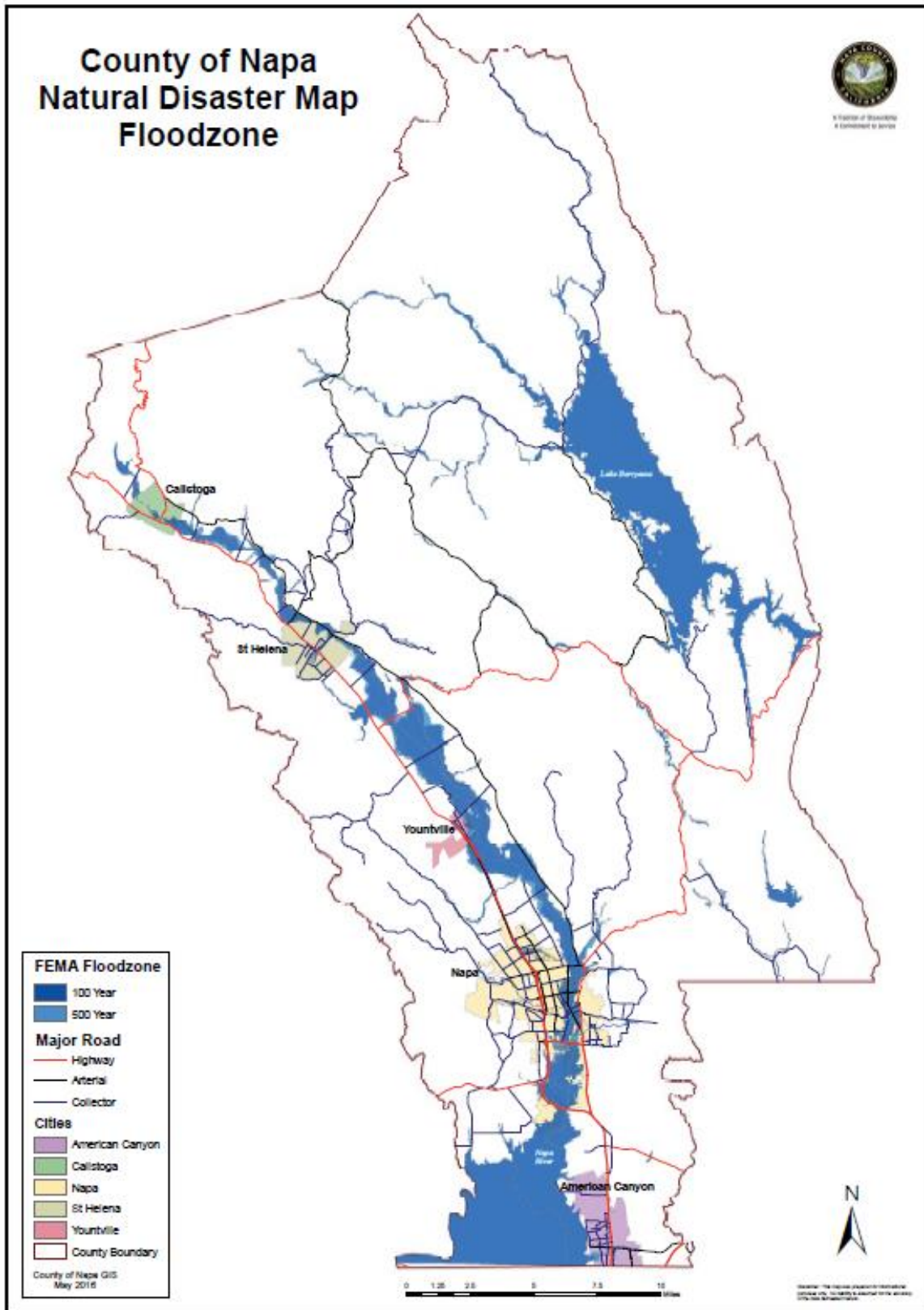
Response activities are contained in the standard operating procedures (SOP's) of each jurisdiction and in conjunction with the Napa County Fire Department, and CAL FIRE.



**Flood**

Significant and damaging flooding occurs in portions of Napa County approximately every five to ten years. Warnings are usually given several hours to a few days before such floods occur. In conjunction with prior notice, evacuation and flood fighting efforts can minimize the flood's impact.

Projected inundation areas and the severity of inundation are contained in the Flood Insurance Study and the Flood Insurance Rate Map (FIRM), compiled by FEMA and maintained by the Napa County Planning, Building and Environmental Services (PBES) Department.







## **Hazardous Materials Incidents**

A wide variety of hazardous materials are present in Napa County. These materials are stored, used in manufacturing and agriculture, and moved by truck, train and pipeline. The materials may be poisonous, corrosive, explosive or flammable. The poison effect may be due to chemical, radioactive or biological properties of the materials. The physical state may be a solid, fine powder, liquid or gas, perhaps under great pressure. Quantities range from a few grams to large storage tanks.

The Napa County Planning, Building and Environmental Services Department is the designated administering agency for the County Area Hazardous Material Monitoring Program. In the event of a spill or release, this agency should be notified immediately to obtain the most up to date hazmat storage locations information. Major incidents will be coordinated through the Office of Emergency Services.

### **Drought**

Drought cycles occur every 7-11 years. During periods of drought, emergency response measures will consist of land use planning practices consistent with water conservation goals and various water conservation measures.

### **Dam Failure**

A dam failure will cause loss of life, damage to property and other ensuing hazards, as well as the displacement of persons residing in the inundation path. There could be loss of communications, damage to transportation routes and the disruption of utilities and other essential services. Public health would be a major concern.

There are several dams in Napa County. The two dams that would cause the most inundation and damage if they were breached while at full capacity are Lake Hennessy dam and Rector dam. In addition, there are dams in Solano County which, if breached, may cause minimal flooding in Napa County. These include the dams at Lake Madigan, Lake Curry and Lake Frey.

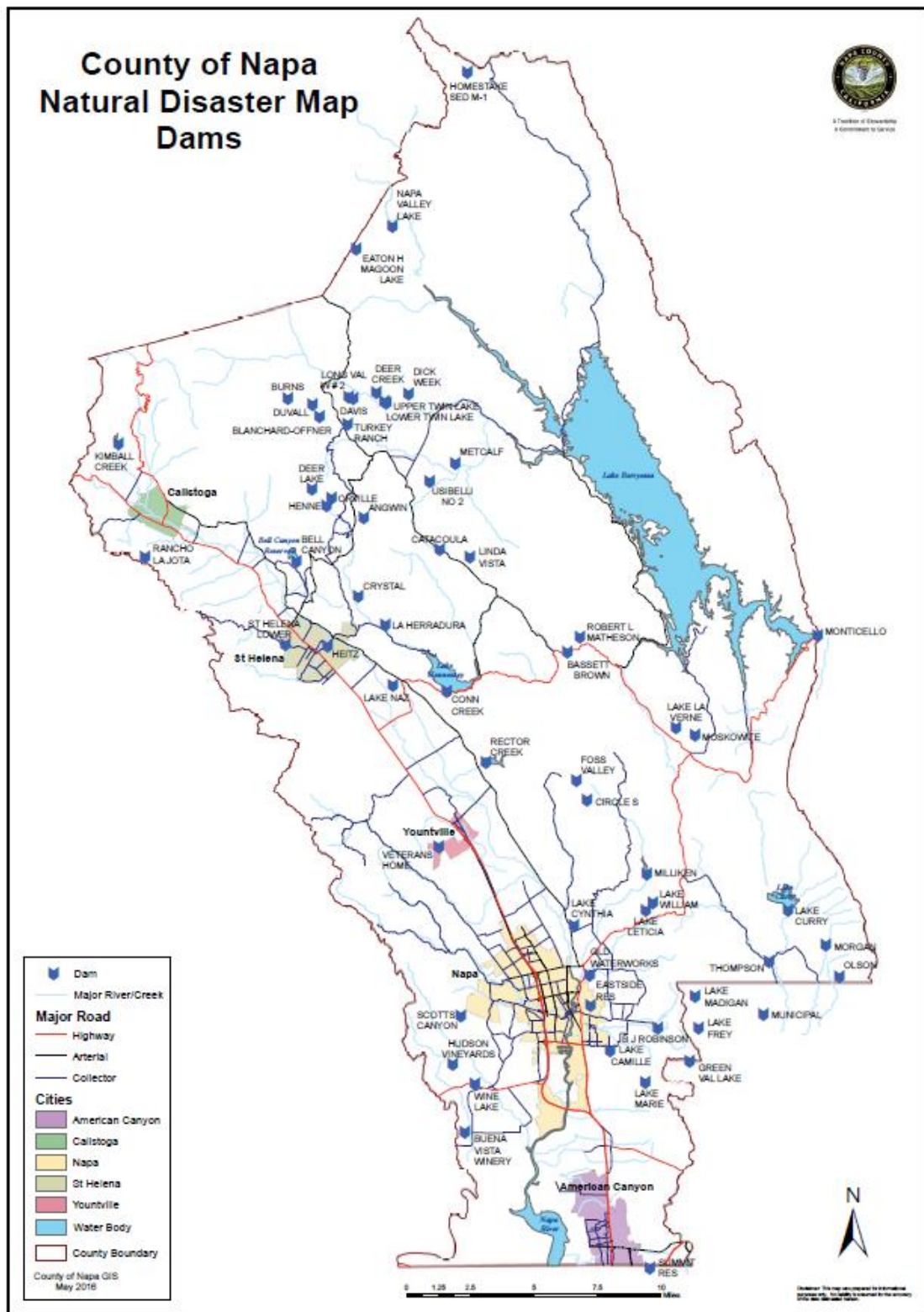
### **Pandemics**

An influenza pandemic is a worldwide outbreak of disease that occurs when a new influenza virus appears or “emerges” in the human population, causes serious illness and spreads easily from person to person worldwide. Pandemics are different from seasonal outbreaks of influenza. Seasonal outbreaks are caused by subtypes of influenza viruses that already circulate among people. Pandemic outbreaks are caused by entirely new subtypes to which the population has no immunity.

A new vaccine must be developed to protect the population from the new virus strain, a process expected to take 6-8 months from the start of a pandemic. During this time, many people are likely to become infected.

A pandemic has the potential to cause illness in a large number of people, overwhelming the health care system nationwide. A pandemic, unlike many other emergency events, will last for months rather than days or weeks.

The map below shows the identified dams in both Napa County and neighboring counties.



## Terrorist Attacks

Napa County hosts several high-profile public and private facilities, which could be the target of terrorist individuals or groups. Attacks against these or other state and local government facilities have the potential to cause mass casualties. In addition, these types of attacks may cause hazardous materials clean-up problems and the damage or destruction of critical utility, communications and transportation systems.

- **Targets.** Although precise targets remain classified, it is well known that the San Francisco Bay Region, even with base closures, is still home to a variety of high-profile potential targets. In short, considering Napa County's proximity to the Bay Region, we can consider ourselves to be in a targeted region.
- **Chemical, Biological, Radiological, Nuclear, Explosive (CBRNE) Attack.** It is conceivable that a terrorist group could carry out a bomb threat involving a small nuclear device. Should the device actually explode, damage would be great, but not as great as that from a military-grade nuclear weapon. However, the County is at a greater risk from other weapons of mass destruction (WMD) attacks from terrorist groups using CBRNE weapons. Additional details regarding CBRNE hazards are located in the Terrorism Annex of this EOP. A summary of the CBRNE hazard is provided in the table below.

<b>C-Chemical</b>	A chemical attack is the deliberate release of a toxic gas, liquid or solid that can poison people and the environment.
<b>B-Biological</b>	A biological attack is the deliberate release of germs or other biological substances that can make you sick.
<b>R-Radiological</b>	A radiation threat, commonly referred to as a "dirty bomb" or "radiological dispersion device (RDD)", is the use of common explosives to spread radioactive materials over a targeted area.
<b>N-Nuclear</b>	A nuclear blast is an explosion with intense light and heat, a damaging pressure wave and widespread radioactive material that can contaminate the air, water and ground surfaces for miles
<b>E-Explosive</b>	A conventional explosive or chemical compound designed to rapidly release energy in a destructive manner.

## 1.2.2 Mitigation Overview

As a participant in the multi-jurisdictional planning process, Napa County staff assisted in the development and review of the comprehensive list of mitigation strategies in the overall multi-jurisdictional hazard mitigation plan. The mitigation strategies list was reviewed by City of Calistoga, City of St. Helena, Town of Yountville, City of American Canyon, Napa County Office of Education, Napa Valley College, the American Red Cross, and the County Office of Emergency Services. It was also reviewed by the City of Napa. The decision on priority was made based on a variety of criteria, not simply on an economic cost-benefit analysis. The criteria include technical and administrative feasibility, politically acceptable, socially appropriate, legal, economically sound and not harmful to the environment or our heritage. Existing programs, responsible offices and other pertinent information has been provided in the Napa Operational Area Hazard Mitigation Plan 2013 Update on the County of Napa website (<http://www.countyofnapa.org/emergencies>).

Napa County is committed to developing better hazard and risk information to use in making those trade-offs. We are not trying to create a disaster-proof region, but a disaster-resistant one.

## 1.3 Planning Assumptions

Certain assumptions were established during the development of this plan. These assumptions translate into basic principles associated with conducting emergency management operations in preparation for, response to and recovery from major emergencies.

- Emergencies or disasters may occur at any time, day or night, in populated as well as remote areas of Napa County.
- Major emergencies and disasters will require a multi-agency, multi-jurisdictional response. For this reason, it is essential that SEMS/NIMS standards for incident command and, in many cases, unified command, be implemented immediately by responding agencies, and expanded as the situation dictates.
- Napa County is primarily responsible for emergency actions in the County's unincorporated area and will commit all available resources to save lives, minimize injury to persons, minimize property damage, protect the environment and support local economies.
- Local municipal government is responsible for emergency actions in its incorporated area. Napa County will provide support as needed and requested by cities in the operational area, or as designated in agreements with the incorporated area.
- Large-scale emergencies and disasters may overburden local resources and necessitate mutual aid from neighboring jurisdictions.

- Large-scale emergencies and disasters and the complex organizational structure required to respond to them pose significant challenges in terms of warning and notification, logistics, and agency coordination.
- Major emergencies and disasters may generate widespread media and public interest. The media is an ally in large-scale emergencies and disasters; they can provide considerable assistance in emergency public information and warning.
- Large-scale emergencies and disasters may pose serious long-term threats to public health, property, the environment and the local economy. While responding to significant disasters and emergencies, all strategic decisions must consider each of these threats.
- Disasters and emergencies may require an extended commitment of personnel and other resources from involved agencies and jurisdictions.

#### **1.4 Defining Emergencies – Incidents and Disasters**

These terms are often used somewhat interchangeably and in some cases are used to both *define a situation* and to describe a *level of response* to a situation.

##### **Incidents**

An incident is an occurrence or event, natural or human-caused, which requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

Incidents may result in extreme peril to the safety of persons and property, and may lead to or create conditions of disaster. Incidents may also be rapidly mitigated without loss or damage. Larger incidents, while not yet meeting disaster level definition, may call for local governments to proclaim a “Local Emergency.”

Incidents call for a field on-scene response of an Incident Commander and tactical and support resources organized within an Incident Command System structure.

Examples of incidents could be wide-ranging:

- Protest demonstration
- Broken gas line
- Hostage situation
- Multi-casualty accident
- Downed utility lines
- Structure fire

### **Disaster**

A disaster is a calamitous emergency event bringing great damage, destruction, or loss of life. Disasters may occur with little or no advance warning, e.g., an earthquake or a flash flood, or they may develop from one or more incidents e.g., a minor brush fire caused by a traffic accident which results in a major wildland fire. Some of the characteristics of incidents, disasters and catastrophes are listed in the table below.

### **Catastrophe**

The distinction we draw between catastrophes and disasters is catastrophes require some different kinds of planning and managing than do even major disasters. This is true whether the focus is on the planning for mitigation, preparedness, response or recovery. The differences that appear between disasters and catastrophes can be especially seen at the organizational, community and societal levels.

<b>Characteristics of Emergencies: Incidents, Disasters and Catastrophes</b>		
<b>Incidents</b>	<b>Disasters</b>	
<ul style="list-style-type: none"> <li>• Usually a single event – may be small or large.</li> <li>• Has a defined geographical area.</li> <li>• Will use local resources and mutual aid may be applied.</li> <li>• Usually only one or a few agencies involved.</li> <li>• Ordinary threat to life and/or property – limited population and geographic area.</li> <li>• Usually a local emergency will not be declared and jurisdictional EOC will not be activated for a single or multiple small incidents.</li> <li>• Usually a fairly short duration measured in hours or a few days.</li> <li>• Primary command decisions are made at the scene Incident Command Post(s).</li> <li>• Strategy, tactics and resource assignments are determined on scene.</li> </ul>	<ul style="list-style-type: none"> <li>• Single or multiple events (can have many separate, associated incidents)</li> <li>• Resource demand is beyond local capabilities and extensive mutual aid and support needed.</li> <li>• Many agencies and jurisdictions involved (multiple layers of government).</li> <li>• Extraordinary threat to life and/or property.</li> <li>• Generally a widespread population and geographic area affected.</li> <li>• Will last over a substantial period of time (days to weeks) and local government will proclaim a Local Emergency.</li> <li>• Emergency Operations Centers are activated to provide centralized overall coordination of jurisdiction assets, department and incident support functions, and initial recovery operations.</li> </ul>	<ul style="list-style-type: none"> <li>• Most or all of the community built structures are heavily impacted.</li> <li>• In catastrophes, the facilities and operational bases of most emergency organizations are themselves usually hit.</li> <li>• Local officials are unable to undertake their usual work role, and this often extends into the recovery period.</li> <li>• Help from nearby communities cannot be provided. In many catastrophes not only are all or most of the residents in a particular community affected, but often those in nearby localities are also impacted.</li> <li>• Most, if not all, of the everyday community functions are sharply and concurrently interrupted</li> <li>• The mass media system especially in recent times socially constructs catastrophes even more than they do disasters</li> <li>• Catastrophes are highly politicized at a national level</li> </ul>



## **Emergency**

The term *emergency* can also be used to define a conditional state such as proclamation of "Local Emergency." The California Emergency Services Act describes three states of Emergency:

***State of War Emergency.*** "State of war emergency" means the condition which exists immediately, with or without a proclamation thereof by the Governor, whenever this state or nation is attacked by an enemy of the United States, or upon receipt by the state of a warning from the federal government indicating that such an enemy attack is probable or imminent.

***State of Emergency.*** "State of Emergency" means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy or conditions causing a "state of war emergency," which, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California Public Utilities Commission.

***Local Emergency.*** "Local Emergency" means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy, which are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and require the combined forces of other political subdivisions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California Public Utilities Commission.

## **1.5 Authorities**

The following sub-sections provide county, state and federal emergency authorities for conducting or supporting emergency operations.

### **1.5.1 County**

#### **Napa County Code, Chapter 7 – Emergency Services**

Chapter 7 of the Napa County code provides for the preparation and execution of plans

for the protection of persons and property within this county in the event of an emergency; the direction of the emergency organization; and the coordination of the emergency functions and resources of this county with all other public agencies, corporations, organizations, and affected private persons.

### **Napa County Ordinance 7-13 (b) (3) - Workers' Compensation, DSW**

A Disaster Service Worker (DSW) is anyone who is registered with an Accredited Disaster Council or supervising agency approved by the California Emergency Council, or any person ordered to perform services during a "state of war, emergency," or any "state of emergency," by a person who has the authority to command the aid of citizens to carry out assigned duties. Disaster Service Workers are eligible for workers' compensation benefits while performing assigned duties or undergoing any authorized training activities.

### **1.5.2 State**

Orders and regulations may be selectively promulgated by the Governor during a state of war or emergency. Below is a non-inclusive list, but includes those referenced in this plan.

- California Government Code, Title 1, Chapter 4, Division 8, Section 3100, (Disaster Service Workers)
- California Government Code, Title 2, Chapter 1, Division 7, Section 8659 (physician or surgeon , etc, services in emergency)
- CGC, Title 1, Chapter 4, Division 8, Section 8635, (Continuity of Government)
- CGC, Title 2, Division 1, Chapter 7, (California Emergency Services Act)
- California Code of Regulations (CCR) Title 19, Division 2 (Standardized Emergency Management System)
- California Natural Disaster Assistance Act
- California Water Code (CWC), § 128 (Department of Water Resources - Flood Fighting)

***Mutual Aid Authority.*** The basis for mutual aid is the California Disaster Master Mutual Aid Agreement, as provided for in the California Emergency Services Act. Mutual aid assistance may be provided under one or more of the following authorities:

- California Disaster and Civil Defense Master Mutual Aid Agreement
- California Fire and Rescue Emergency Plan
- California Law Enforcement Mutual Aid Plan
- Federal Disaster Relief Act of 1974 (Public Law 93-288)
- California Public Health and Medical Emergency Operations Manual (EOM)

***Continuation of Government/Operations Authority.*** Continuity of Operations and Government is detailed in a separate Annex to this EOP. The following portions of the California Government Code and the State Constitution provide authority for the continuity and preservation of State and local government:

- Continuity of Government in California (Article IV, Section 21 of the State Constitution)
- Preservation of Local Government (Article 15 of the California Emergency Services Act)
- Temporary Seat of State Government (Section 450, Title 1, Division 3, Chapter 1 of the Government Code)

Key authorities include Sections 8635 through 8643 of the Government Code:

- Furnish a means by which the continued functioning of political subdivisions can be assured by providing for the preservation and continuation of (City and County) government in the event of an enemy attack, or in the event a State of Emergency or Local Emergency is a matter of statewide concern.
- Authorize political subdivisions to provide for the succession of officers (department heads) having duties related to law and order and/or health and safety.
- Authorize governing bodies to designate and appoint three standby officers for each member of governing body and for the Chief Executive, if not a member of the governing body. Standby officers may be residents or officers of a political subdivision, other than that to which they are appointed. Standby officers take the same oath as regular officers and are designated numbers 1, 2 and 3 as the case may be.
- Authorize standby officers to report ready for duty in the event of a State of War Emergency, State of Emergency or Local Emergency at the place previously designated.
- Authorize local governing bodies to convene as soon as possible whenever a State of War Emergency, State of Emergency or Local Emergency exists, and at a place not within the political subdivision.

***Temporary County Seats.*** Section 23600 of the Government Code provides that Boards of Supervisors shall designate alternate temporary County seats which may be outside the County boundaries.

***Suspensions and Appointments.*** Section 8621 of the Government Code specifies that during a State of War Emergency, in the event that any officer of a political subdivision or employee of a State agency refuses or willfully neglects to obey an order or emergency regulation, the Governor may suspend that person and designate a replacement.

### **1.5.3 Federal**

Orders and regulations which may be selectively promulgated by the President during a state of war or emergency:

- Public Law 920, Federal Civil Defense Act of 1950, as amended
- Public Law 84-99, U.S. Army Corps of Engineers - Flood Fighting
- Public Law 93-288, Federal Disaster Relief Act of 1974
- Public Law 107-188, Bio-terrorism Act, June 2002
- Public Law 107-296, Homeland Security Act, January 2002
- Executive Order 13228, Office of Homeland Security, October 8, 2001
- Executive Order 13231, Critical Infrastructure Protection, October 16, 2001
- Executive Order 13234, Citizens Prepared, November 9, 2001
- Presidential Decision Directive 39 - U.S. Policy on Counter-terrorism, June 1995
- Presidential Decision Directive 62 - Combating Terrorism, May 1998
- Presidential Decision Directive 63 - Critical Infrastructure Protection, May 1998
- National Security Presidential Directive 17 - National Strategy to Combat Weapons of Mass Destruction

## **1.6 References**

### **1.6.1 County**

- Napa County Multi-Jurisdictional Emergency Operations Plan and Annexes (2014)
- Napa County Local Hazard Mitigation Plan (2013)
- Mutual Aid
- Napa County Disaster Council
- California Public Health and Medical Emergency Operations Manual (EOM)

### **1.6.2 State**

- California *State Emergency Plan* (As revised)
- California Emergency Management Agency (Cal EMA -formally Governor's Office of Emergency Services)*Disaster Assistance Procedures Manual*
- *California Emergency Resources Management Plan*
- *California Law Enforcement Mutual Aid Plan*
- *California Fire and Rescue Operations Plan*
- *California Assistance Procedures Manual* (Cal EMA)

- *Natural Disaster Assistance Act Eligibility Guidelines and Claiming Instructions* (Cal EMA)
- Weapons of Mass Destruction Guidelines for Local Government
- *Hazardous Materials Incident Contingency Plan* (Cal EMA)
- *Public Assistance Guide for Applicants* (Cal EMA DAP-1)
- California Master Mutual Aid Agreement (and supporting mutual aid agreements)
- Standardized Emergency Management System (SEMS)

### **1.6.3 Federal**

- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, 42 U.S.C. 5121, et seq., as amended.
- Homeland Security Presidential Policy Directive 5, *Management of Domestic Incidents*, February 28, 2003.
- Presidential Policy Directive 8, *National Preparedness*, March 30, 2011
- The Code of Federal Regulations, Title 44, Chapter 1, Federal Emergency Management Agency, October 1, 2007
- Post Katrina Emergency Management Reform Act of 2006
- National Response Framework (As revised)
- National Incident Management System (NIMS)
- Comprehensive Preparedness Guide (CPG) 101
- National Fire Protection Association 1600
- National Mitigation Framework, May 2013
- National Disaster Recovery Framework, September 2011

## 2.0 Management and Command

### 2.1 National Incident Management System (NIMS)

The National Incident Management System (NIMS) was created by Homeland Security Presidential Directive (HSPD)-5, which directed the Secretary of Homeland Security to develop and administer a National Incident Management System as a consistent nationwide template to enable Federal, State, local and tribal governments, along with private-sector and nongovernmental organizations, to work together effectively and efficiently to prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism. NIMS is based on, and is an outgrowth of Standardized Emergency Management System (SEMS) and Incident Command System (ICS), which are themselves the refinement of standardized best practices in incident and emergency management techniques and principles that have been in use for years. Therefore, SEMS and ICS are NIMS compliant, meaning these practices are incorporated into NIMS, and will be expanded on as NIMS implementation is refined over time. NIMS has six basic components:

***Command and Management.*** The *Incident Command System (ICS)* defines the operating characteristics, interactive management components, and structure of incident management and emergency response organizations engaged throughout the life cycle of an incident.

*Multiagency Coordination Systems* define the operating characteristics, interactive management components, and organizational structure of supporting incident management entities engaged at the Federal, State, local, tribal, and regional levels through mutual-aid agreements and other assistance arrangements.

*Public Information Systems* refer to processes, procedures, and systems for communicating timely and accurate information to the public during crisis or emergency situations.

***Preparedness.*** Effective incident management begins with a host of preparedness activities conducted on a “steady-state” basis, well in advance of any potential incident. Preparedness involves an integrated combination of planning, training, exercises, personnel qualification and certification standards, equipment acquisition and certification standards, as well as publication management processes and activities. Several elements of preparedness include:

- *Planning* describes how personnel, equipment and other resources are used to support incident management and emergency response activities.
- *Training* includes standard courses on multiagency incident command and management, organizational structure, and operational procedures; discipline-specific and agency-specific incident management courses on the integration and use of supporting technologies.

- *Exercises* involve incident management organizations and personnel who participate in realistic exercises to improve integration and interoperability and optimize resource utilization during incident operations.
- *Personnel Qualification and Certification Activities* are used to identify and publish national-level standards and measure of performance against these standards to ensure that incident management and emergency responders are qualified and officially certified to perform NIMS-related functions.
- *Equipment Acquisition and Certification* provides standards for various types of equipment utilized by emergency responders at all levels. These standards will also include the capability to be interoperable with similar equipment used by other jurisdictions.
- *Mutual-Aid Agreements* are the means for one jurisdiction to provide resources, facilities, services, and other required support to another jurisdiction during an incident. NIMS defines and sets minimum standards for mutual aid agreements at all levels.
- *Publications Management* refers to forms and forms standardization, developing publication materials, administering publications - including establishing naming and numbering conventions, managing the promulgation of documents, and exercising control over sensitive documents - and revising publications when necessary.

**Resource Management.** NIMS defines standardized mechanisms and establishes requirements for processes to describe, inventory, mobilize, dispatch, track, and recover resources over the life cycle of an incident.

**Communications and Information Management.** NIMS identifies the requirement for a standardized framework for communications, information management (collection, analysis, and dissemination), and information-sharing at all levels of incident management. These elements are:

- *Incident Management Communications* are used by incident management organizations to ensure that effective, interoperable communications processes, procedures, and systems exist to support a wide variety of incident management activities across agencies and jurisdictions.

- *Information Management Processes, Procedures and Systems* help ensure that information, including communications and data, flows efficiently through a commonly accepted architecture supporting numerous agencies and jurisdictions responsible for managing or directing domestic incidents, those impacted by the incident, and those contributing resources to the incident management effort.

**Supporting Technologies.** Technology and technological systems provide supporting capabilities essential to implementing and continuously refining NIMS. These include voice and data communications systems, information management systems and data display systems.

**Ongoing Management and Maintenance.** This component establishes an activity to provide strategic direction for and oversight of NIMS, supporting both routine review and the continuous refinement of the system and its components over the long term.

Additional information on the National Incident Management System, including training, credentialing and compliance requirements can be found on the FEMA NIMS web site at <http://www.fema.gov/nims/>. A complete copy of the NIMS manual in Adobe PDF format is available from the FEMA NIMS web site.

As NIMS standards and practices are further defined and refined, this emergency plan will be updated to incorporate them as required. Cal OES maintains current SEMS/NIMS Integration guidance. For updates reference the CalOES website at: <http://www.caloes.ca.gov/For-Governments-Tribal/Plan-Prepare/National-Incident-Management-System>.

## 2.2 Standardized Emergency Management System (SEMS)

The Napa County Emergency Operations Plan is based on the State of California's Standardized Emergency Management System (SEMS). SEMS was developed in response to Senate Bill 1841, which was passed to improve the coordination of state and local emergency response in California after the East Bay Hills Fire in 1991. This law is found in Section 8607 of the Government Code. By law, state agencies must use SEMS when responding to emergencies involving multiple jurisdictions or agencies. Local governments must use SEMS in order to be eligible for state funding of response related personnel costs. Key components of SEMS are the use of the ICS and California Mutual Aid System (see appendices).

SEMS is a proven emergency management system whose principle structure has been in use for over twenty years in the fire service; it provides an organizational framework and guidance for operations at each level of the State's emergency management system. SEMS is the umbrella under which all emergency response agencies must function in an integrated fashion.



SEMS is organized into Five Response Levels:

*Field Response Level:* the local emergency personnel responding to an incident or threat.

*Local Government Level:* the city, county, or special district which manages overall emergency response and recovery activities within its jurisdiction.

*Operational Area Level:* the county Office of Emergency Services, which manages/coordinates information, resources, and priorities between local governments and the Regional level. The Napa County Operational Area includes all cities and special districts.

*Region Level:* California is divided into six Mutual Aid Regions (see map in Mutual Aid Appendix) that coordinate information and resources among the Operational Levels and the State Level. Napa County is in Mutual Aid Region II.

*State Level:* operates the State Operations Center at Cal OES Headquarters in Sacramento, and is responsible for coordinating resource requests and resolving priority issues at the Region Level. The State Operations Center also coordinates with the Federal Emergency Management Agency (FEMA) and other federal agencies implementing the Federal Response Plan. For more information, refer to the Emergency Services Act or Chapter 7, Division 1, Title 2 of the California Government Code.

### **2.3 Incident Command System (ICS)**

One of the primary components of NIMS/SEMS is the Incident Command System (ICS), which was developed during the 1970s by an inter-agency working group of local, state, and federal fire services in California. ICS has since been endorsed by the American Public Works Association and the International Association of Chiefs of Police and has been adopted by the National Fire Academy as its standard for incident response. Federal law requires the use of ICS for response to hazmat incidents, and many States, including California, have adopted ICS as their standard for responding to all types of incidents. *[States are required to use ICS if they are receiving or want to receive federal mitigation/recovery funds.]*

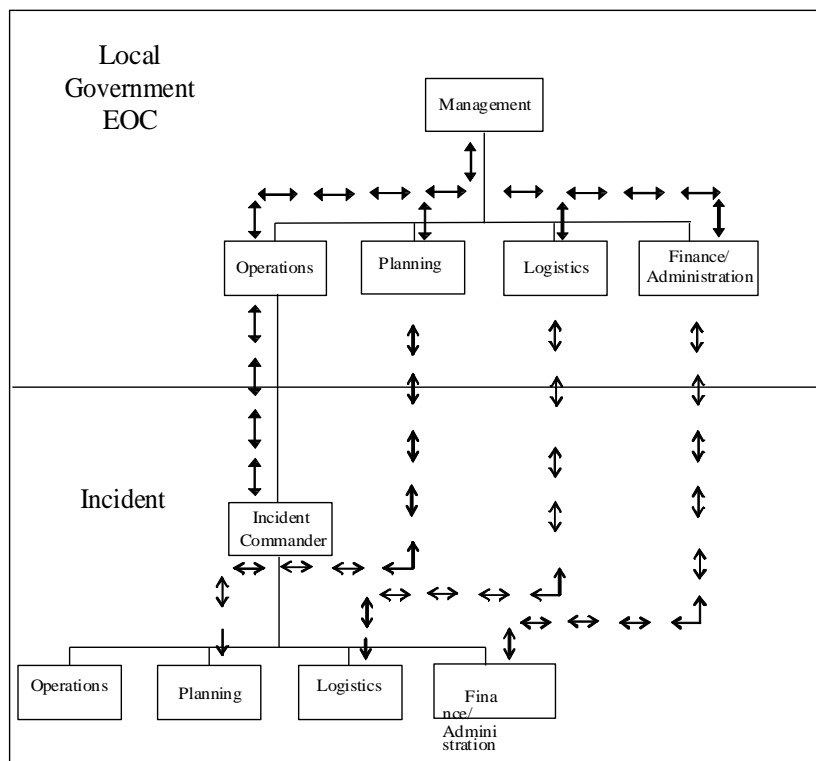
The Incident Command System ensures that every emergency incident has an Incident Commander and appropriate support staff to effectively manage the incident. Initially, the first responder is the Incident Commander who is responsible for identifying and requesting any additional responders and associated support equipment. For example, local Law Enforcement may be the first responder to a traffic accident, which may also require Fire Department responders, Emergency Medical Services, Public Works, and private agencies.

The First Responder to arrive on the scene will be the Incident Commander until a more highly qualified individual arrives and is assigned by the local jurisdiction. Change of Command is then passed on to the new Incident Commander, who then assumes the overall management and coordination of the incident. The Incident Commander can assign one or more deputies to assist in managing the incident by coordinating Operations, Logistics, Planning and Finance sections as the incident changes in scope and complexity.

The Incident Command System will then expand or shrink as necessary during an incident to request and coordinate appropriate resources, manage priorities, as well as recovery and shutdown operations. The Incident Command System is used at all levels of SEMS. A more detailed description of ICS is included in the Reference Materials.

A diagram of information flow and coordination between an Incident Commander and the local government EOC is shown below. This same flow occurs between all five response levels. If a local government EOC requests activation of the Operational Area EOC to request additional support and coordination efforts, the information and coordination efforts flow in the same manner through the Region and State level.

**Incident Command System-Local Government  
 EOC Functional Interactions**



- ↔ ↔ Primary Field - EOC Coordination and Information Flow
- ↔ ↔ Lines of secondary communications and coordination
- Lines of Management Authority

## **2.4 Management and Control Responsibilities**

### **2.4.1 Cities in Operational Area**

The cities of American Canyon, Napa, Calistoga, St. Helena, and the Town of Yountville are incorporated cities in the County of Napa. Each city has an Emergency Management Organization.

In Napa County, the emergency management organizations of each incorporated city and Special Districts are responsible for coordination and direction of response and recovery operations within their jurisdictions, while the County emergency management organization will serve in a support role.

The County is responsible for coordinating and directing response and recovery operations in the unincorporated areas of the County, with the cities providing support and mutual aid as needed. Incorporated Cities and Special Districts, including school districts and water districts, must:

- Develop and maintain Annexes consistent with Napa County Multi-Jurisdictional EOP and the State EOP
- Maintain liaison with neighboring jurisdictions, County OES and other cities
- Designate Multipurpose Staging Areas for the purpose of providing rally points for incoming mutual aid and staging areas for support and recovery operations

### **2.4.2 Napa County (Operational Area)**

The County functions as the Operational Area and is the focal point for information transfer and support requests by cities and Special Districts within the County. The County Executive Officer is in charge of the Operational Area. In the event of a major disaster, the County emergency organization will operate under a Unified Command Structure as shown in the Napa County Emergency Organization chart.

Key functions of Napa County OES are:

- Coordinate in-County mutual aid and assist Fire-Rescue Area Coordinator with fire mutual aid
- Maintain liaison with all cities, Regional and Cal OES personnel
- Designate multipurpose staging areas
- Request mutual aid from State OES Region II Warning Center

Napa County OES will submit information and requests for support to the appropriate section at the Regional Emergency Operations Center (REOC). Discipline-specific mutual aid systems including fire, law enforcement, and medical and health have designated Mutual Aid Coordinators within each Operational Area. The designated Operational Area Mutual Aid Coordinators are an integral part of the operational area

emergency management organization.

Operational Area Mutual Aid Coordinators may be located at the Operational Area EOC, at their normal work location, or at another location depending on the emergency situation, local communications systems, their normal job responsibility, and the level of operational area EOC activation. When the Operational Area EOC is fully activated, all Operational Area Mutual Aid Coordinators should have designated representatives at the EOC to facilitate coordination and information flow.

Coordination of discipline-specific resources will be accomplished through their respective mutual aid systems. However, it is essential that information and overall priorities be coordinated among Mutual Aid Coordinators and the Operational Area EOC.

### **County Departments**

Department Heads are responsible for reviewing the Napa County Multi-Jurisdictional EOP and ensuring their management teams and staff members are familiar with the terms and operational concepts. Those departments with separate Disaster or Emergency Plans must review and update their plans and ensure their processes integrate with or are included in the County's EOP.

Those departments that have been identified to fill positions in the City or County EOC must update their Annex with the names and emergency telephone numbers of the primary individuals, along with backup names and telephone numbers in case the primary person is not available.

The primary and backup individuals must familiarize themselves with the Napa County Multi-Jurisdictional EOP and be prepared to assume an active role in managing and coordinating critical disaster and recovery operations. They should assemble an Emergency Operations Kit which contains toiletries and a change of clothing that will be readily accessible if they are recalled to staff the EOC. Training sessions and practice exercises will be conducted periodically to ensure the EOC staff is adequately prepared to manage any disaster within the Napa County Operational Area.

Each Department that has designated responsibilities in the EOP should develop procedures that translate the tasking to that organization into specific action-oriented checklists for use during incident management operations, including how the department will accomplish its assigned tasks. There are four standard levels of procedural documents:

- *Overview*: a brief concept summary of an incident-related function, team, or capability
- *Standard Operating Procedures (SOP)/Operations Manual*: a complete reference document that details the procedures for performing a single function or a number of interdependent functions
- *Field Operations Guide (FOG) or Handbook*: a durable pocket or desk guide that contains essential information required to perform specific

assignments or functions

- *Job Aid*: a checklist or other aid that is useful in performing or training for a job

### **Disaster Service Workers**

If there are City and County personnel who do not have specific task assignments, they are automatically designated by State Law as Disaster Service Workers during a disaster, and serve in the response effort. “All public employees and all registered volunteers of a jurisdiction having an accredited disaster council are Disaster Service Workers”, per the Government Code, Title I, Division 4, Chapter 8, and Labor Code, Part I, Division 4, Chapters 1 and 10.

The term “public employees” includes all persons employed by the State, County, City or public district. Volunteers and other personnel can be quickly registered by OES as Disaster Service Workers, which provides Workers’ Compensation and liability coverage.

Furthermore, doctors or medical personnel can provide medical services if an emergency has been declared, and if requested by a Napa County Official (California Code 8659).

### **2.4.3 State and Regional Level**

#### **Cal OES - Region II**

The Office of Emergency Services Mutual Aid Region II emergency management staff is headed by a Regional Manager. The regional emergency management staff coordinates and supports local area coordinators. The regional staff submits all requests for support that cannot be obtained within the Region and other relevant information to the State Emergency Management Staff. Responsibilities of the Mutual Aid Region II office include:

- Maintain liaison with State, Federal and local authorities utilizing the Standard Emergency Management System (SEMS)
- Provide planning, guidance and assistance to County and local jurisdictions
- Respond to requests for mutual aid
- Provide a clearinghouse for emergency operation information

#### **Cal OES – Headquarters**

The State Emergency Management Staff is headed by the Director of Cal OES (acting as a representative of the Governor), or his designated representative, and assisted by Coordinators provided by State agencies. When activated, the State staff will be responsible for coordinating statewide emergency operations, to include the provision of mutual aid and other support and redirection of essential supplies and other resources to meet local requirements. Responsibilities of the Cal OES Headquarters office include:

- Perform executive functions assigned by the Governor.
- Coordinate response and recovery operations of State agencies.
- Provide a statewide clearinghouse for emergency operations and information.
- Prepare and disseminate proclamations for the Governor.
- Receive and process requests for Federal disaster assistance.
- Direct the allocation of Federal and out-of-state resources. The map below shows the administrative regions for Cal EMA.

### Cal OES Administrative Regions

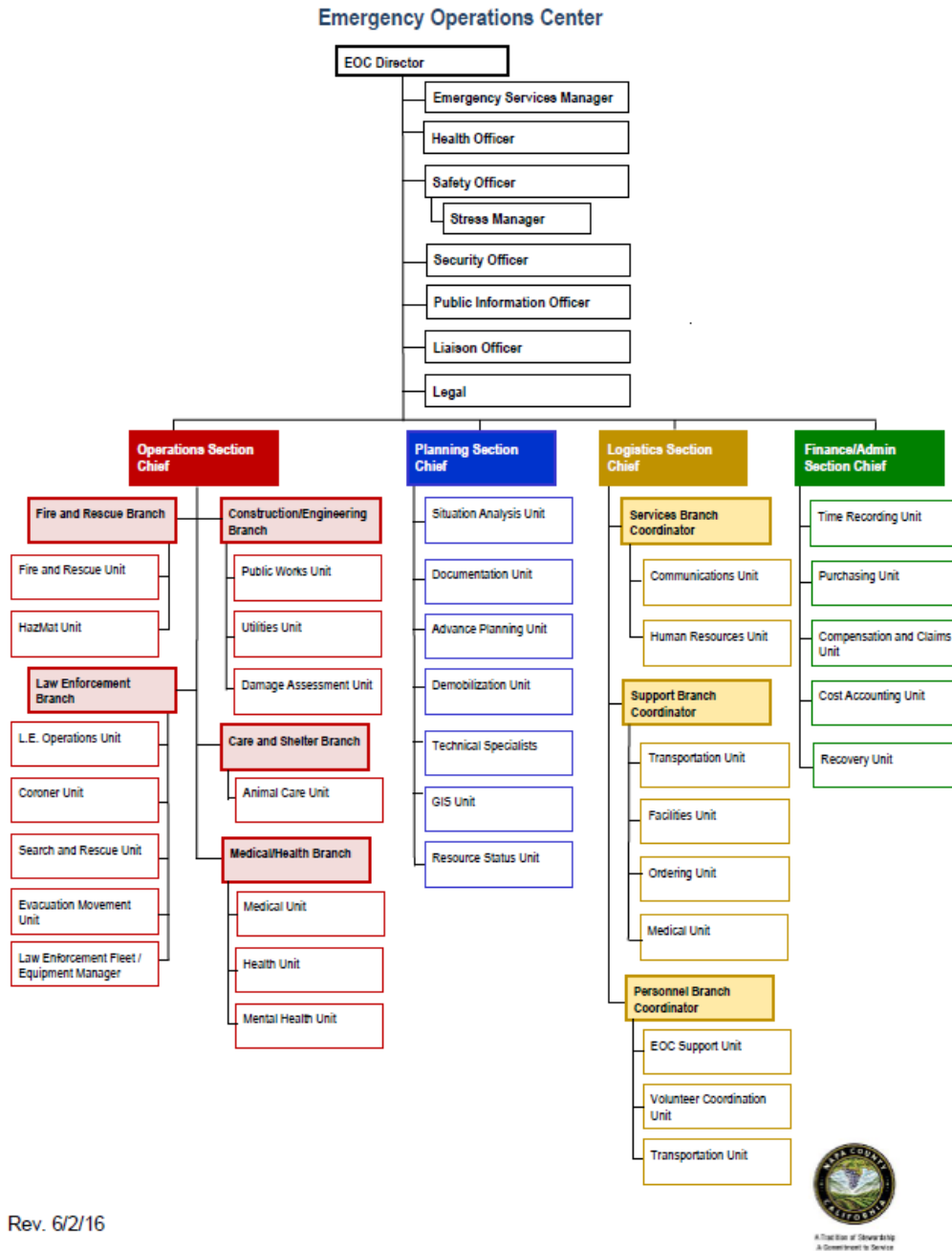


## 2.5 Napa County Emergency Management Organization

Napa County’s emergency management organization will align with California SEMs and NIMS, as described above. The organization will expand and contract to meet the need of the emergency situation. When fully activated, the Statewide Emergency Management System consists of all jurisdictions from the local to the State level.

This plan incorporates the Standardized Emergency Management/Incident Command Systems (SEMS/ICS) and the National Incident Management System (NIMS) to organize emergency operations. The chart below shows the organizational structure for the Napa County Emergency Management Organization.

### Napa County Emergency Organization Chart



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## 2.6 Napa County EOC Staff and Positions

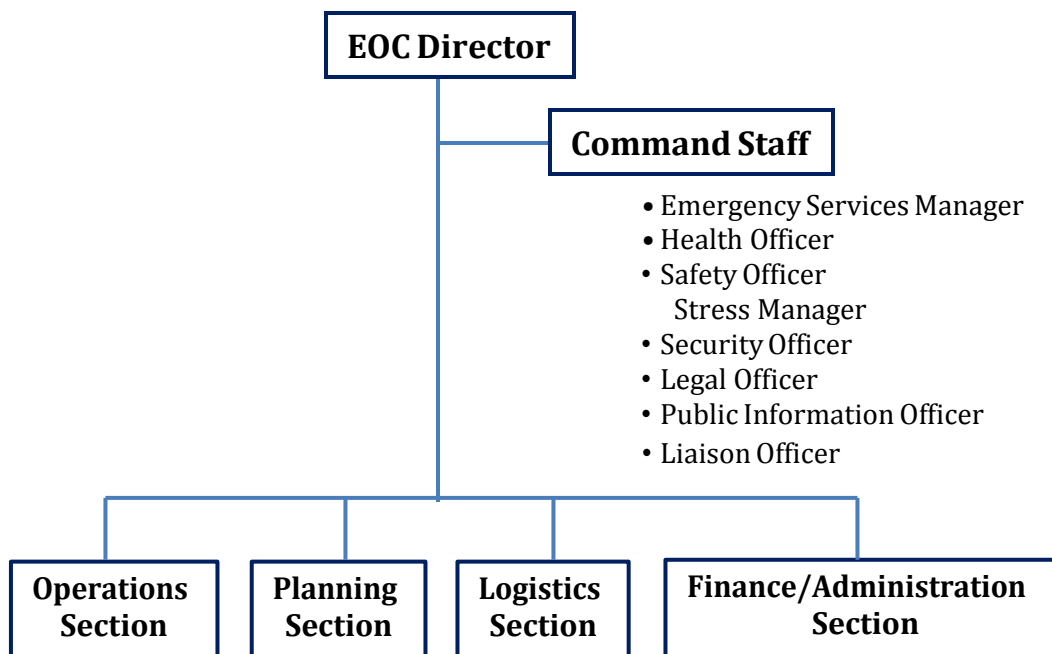
### Management/Command Staff

The EOC Director, Emergency Manager, Health Officer, Safety Officer, Security Officer, Liaison Officer, Legal Officer and Public Information Officers, constitute the Management Staff of the Operational Area and County EOC. Also known as the Command Staff, this team has overall responsibility for the readiness and management of the EOC, and provides support and direction for the General Staff.

The Section Chiefs for Operations, Planning, Logistics, and Finance/ Administration constitute the General Staff, and they are responsible for:

- Overseeing the internal functioning of their respective sections
- Interacting with other Section Chiefs, the EOC Director, Emergency Manager, and other entities within the EOC to ensure the effective functioning of the EOC organization

The chart below shows the organizational structure of the Management/Command staff.





**Director of Emergency Services** (County Executive Officer) manages and coordinates the emergency response.

**Emergency Services Manager** (OES Manager) assists the Director of Emergency Services in the management and coordination of emergency response efforts.

**Health Officer** .....to be completed.....

**Safety Officer** ensures all emergency response operations are conducted in a safe manner. Include a Stress Manager to assist Safety Officer.

**Security Officer** provides twenty-four hour a day security for all facilities. Controls personnel access to facilities in accordance with the policies established by the EOC Director.

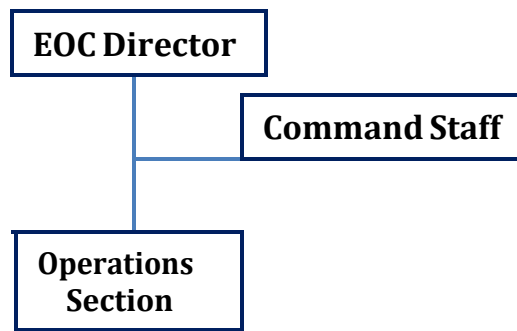
**Public Information Officer** gathers accurate information and releases it to the public through various media.

**Legal Officer** (County Counsel) checks the legality of various emergency proclamations, writes emergency resolutions and watches out for potential legal liabilities.

**Liaison Officer** oversees all liaison activities, including coordinating/assisting Agency, Private Sector and Volunteer/Service Programs (VSP) representatives assigned to the EOC and handling requests from other agencies for sending liaison personnel to other EOCs. Liaison Officer also works with and provides support to EOC Section Chiefs to determine their needs for volunteers, agency representatives and private sector resources to meet their operational requirements.

**Operations Section** (Section Chief assigned by Sheriff)

The Operations Section is the coordinating link to Fire, Law, Medical/Health, Care and Shelter, Construction/Engineering and Animal Care. This section works to control the direct and immediate effects of a disaster. The chart below shows the organizational structure for the Operations Section.



- Fire and Rescue Branch
- Law Enforcement Branch
- Construction/Engineering Branch
- Medical/Health Branch
- Care and Shelter Branch

**Fire and Rescue Branch** puts out fires, rescues trapped and injured persons and manages hazardous materials response (including radioactive material and nuclear fallout).

**Law Enforcement Branch** (Assigned by Sheriff/OES)

- *Law Enforcement Unit* enforces laws, controls traffic, manages evacuations and controls access to hazardous areas.
- *Coroner Unit* collects, identifies and stores or buries the dead.
- *Search & Rescue Unit* coordinates search and rescue operations.
- *Evacuation Unit* coordinates evacuation and transportation.
- *Law Enforcement Fleet/Equipment Manager* coordinates vehicle/equipment allocations to support law enforcement/coroner missions.

### **Construction/Engineering Branch (General Services/Resource Management)**

- *Public Works Unit* builds, repairs and restores essential structures and utilities. Removes debris; assists in heavy rescue operations; supports law enforcement and fire services personnel in execution of access and perimeter control.
- *Utilities Unit* coordinates restoration of utility services with utility service companies.
- *Damage/Safety Assessment Unit* inspects damaged structures and posts structures for use.

### **Medical/Health Branch (Assigned by Health & Human Services Director)**

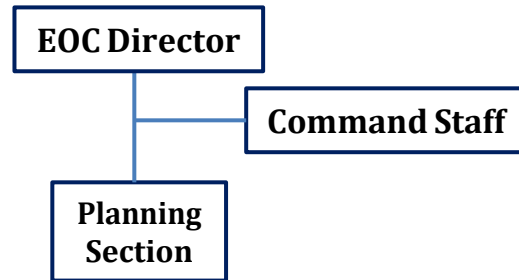
- *Medical Unit* treats and transports injured/ill persons, manages medical supplies/resources, and operates casualty collection points.
- *Health Unit* maintains health and safety standards; prevents and controls disease.
- *Mental Health Unit* helps meet the psychological needs of emergency responders and the public.

### **Care and Shelter Branch**

- Coordinates the procurement, allocation and staffing of shelters, provides for the needs of disaster victims, works with American Red Cross and their efforts in providing for shelter and coordinates with Public/Mental Health Directors.
- *Animal Care Unit* determines the need for care and shelter of animals displaced, or put at risk, due to the emergency.

### **Planning Section (Resource Management)**

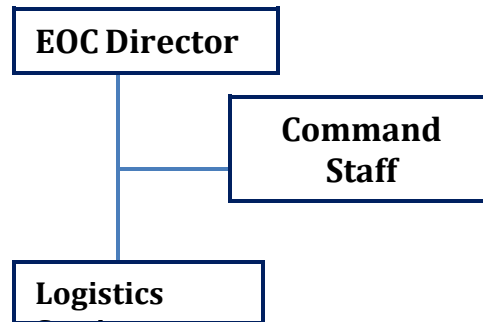
The Planning Section provides the facts and projections that help others make informed decisions. The chart below shows the organizational structure of the Planning Section.



- Situation Analysis Unit
  - Documentation Unit
  - Advanced Planning Unit
  - Demobilization Unit
  - Technical Specialists
  - GIS Unit
  - Resource Status Unit
- 
- *Situation Analysis Unit* gathers information such as damage assessment and weather predictions, makes projections and anticipates further problems.
  - *Documentation Unit* maintains files and makes copies of all plans and assessment data. Responsible for assembling After Action/Corrective Action (AA/CA) reports for EOC management and as input to the Recovery Plan.
  - *Advanced Planning Unit* collects, evaluates, and disseminates information needed to understand the current situation, predict the probable course of ongoing events, prepare alternative strategies, and develop advance and recovery plans.
  - *Demobilization Unit* plans for the orderly transition from emergency status to day-to- day status.
  - *Technical Specialists* provide technical observations and recommendations to EOC staff in their specialized areas.
  - *GIS Unit* provides mapping services which also assists with damage assessment.
  - *Resource Status Unit* coordinates with units in Logistics Section to capture and centralize necessary resource/location status information.

### **Logistics Section (General Services)**

The Logistics Section supports emergency response efforts with the acquisition, tracking, purchasing and distribution of emergency resources. The chart below shows the organizational structure of the Logistics Section.



- **Services Branch Coordinator**
  - Communications Unit
  - Human Resources Unit
- **Support Branch Coordinator**
  - Transportation Unit
  - Facilities Unit
  - Medical Unit
  - Ordering Unit
- **Personnel Branch Coordinator**
  - EOC Support Unit
  - Volunteer Coordination Unit
  - Transportation Unit

#### **Services Branch**

- *Communications Unit* (Communications Manager) manages communication equipment.
- *Human Resources Unit* (Human Resources Director) provides staff to support response and recovery operations.

#### **Support Branch**

- *Transportation Unit* coordinates resources required to move people, equipment and essential supplies.

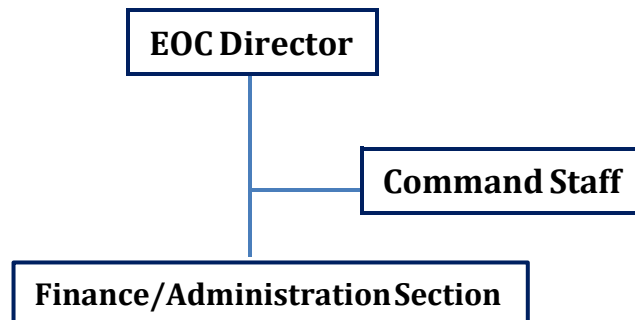
- *Facilities Unit* provides staff support to layout and activate the Operational Area facilities, including initial activation and setup of the EOC. Also administers each facility (shelter, base, mobilization area, etc.) through a manager assigned at the facility.
- *Ordering Unit* coordinates the allocation and distribution of essential supplies including food, fuel, health and equipment supplies and coordinates the recovery efforts to include long term housing problems that may result.
- *Medical Unit* is responsible for the development of the Medical Plan, obtaining medical aid and transportation for injured and ill incident response personnel and preparation of reports and records. The Medical Unit leader will prepare the ICS206 Medical Plan for the incident.

### **Personnel Branch**

- *EOC Support Unit* provides clerical and phone support and other duties as assigned in support of the EOC staff.
- *Volunteer Coordination Unit* coordinates and organizes spontaneous volunteers (except medical volunteers).
- *Transportation Unit* provides or orders necessary vehicles as needed to support the event.

**Finance/Administration Section (Auditor – Controller)**

The Finance/Administration Section manages the financial aspects of the emergency. The chart below shows the organizational structure of the Finance/Administration Section.



- Time Recording Unit
- Purchasing Unit
- Compensation and Claims Unit
- Cost Accounting Unit
- Recovery Unit

- *Time Recording Unit Leader* manages, monitors and maintains time cards for accurate reporting and recovery of personnel costs for response and recovery operations.
- *Purchasing Unit* Establishes contracts with supply vendors, and ordering procedures.
- *Compensation and Claims Unit Leader* processes Workers' Compensation Claims received at the EOC. Helps file claims to recover the costs of the disaster.
- *Cost Accounting Unit Leader* gathers and reports the cost of disaster response and recovery.
- *Recovery Unit* develops recovery plans and strategies for recovery operations after the disaster.

## 2.7 Emergency Proclamations

### 2.7.1 Local Emergency

If conditions of extreme peril to persons and property exist, based on the recommendation of the County Executive Officer, Sheriff, Emergency Services Manager, or Public Health Officer, the Napa County Board of Supervisors may pass a resolution declaring that a local emergency exists for both the County of Napa and the Napa Operational Area.

This declaration will be made within 10 days of the event if the County and the other members of the Napa Operational Area are to qualify for financial assistance under the State's Natural Disaster Assistance Act.

A local emergency may also be declared for the County of Napa and/or the Napa Operational Area by the County Executive Officer, Sheriff, Emergency Services Manager, or Public Health Officer, which will be subject to ratification by the Board of Supervisors within seven days.

In addition, the Napa County Board of Supervisors must review, at least every 30 days, the continuing existence of the emergency situation. They must also terminate the emergency declaration at the earliest possible date that conditions warrant.

The Declaration of a Local Emergency gives legal immunities for emergency actions taken by Napa County and its employees. It also enables the Board of Supervisors to act as a board of equalization to reassess damaged property and provide property tax relief.

A local emergency declaration enables the Napa Operational Area and its members to request state assistance under the state Natural Disaster Assistance Act. It also allows the County Executive Officer to establish curfews, take measures necessary to protect and preserve the public health and safety, and exercise all authority granted by local ordinance.

Causes could include, but are not limited to:

Earthquake	Fire
Flood	Major Storms
Epidemic/Pandemic	Dam Failure
Aircraft Incidents	Railroad Incidents
Hazmat Incidents	Agriculture Incidents
Terrorist Incidents	War



The proclamation of a local emergency provides legal authority to:

- If necessary, request that the Governor proclaim a State of Emergency
- Put forth orders and regulations to protect life and property, including orders or regulations imposing a curfew within designated boundaries
- Provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans or agreements
- Request that State agencies provide mutual aid
- Require the emergency services of any local official or employee
- Requisition necessary personnel and material of any department or agency
- Obtain vital supplies and equipment and, if required immediately, commandeer the same for public use
- Impose penalties for violation of lawful orders
- Conduct emergency operations without facing liabilities for performance or failure of performance (Note: Article 17 of the Emergency Services Act provides for certain privileges and immunities.)

During a disaster, all public employees at the city, county and state level are automatically designated by State Law as Disaster Service Workers.

Additionally, other personnel and volunteers may be registered as Disaster Service Workers, which provides workers' compensation and liability coverage. To be eligible, a person must sign a loyalty oath to the Federal and State Constitutions and be sworn in prior to deployment.

### **Request for Concurrence of Local Emergency**

Following the Declaration of a Local Emergency for the Napa Operational Area, the County Board of Supervisors may request that the Secretary of Cal OES concur and provide assistance under the state Natural Disaster Assistance Act. This Act provides financial assistance for the permanent restoration of public real property other than facilities used solely for recreational purposes when it is damaged or destroyed by a natural disaster.

To qualify for State concurrence in a local emergency, a declaration must be made within 10 days of the occurrence. A copy of the declaration, along with the information compiled in the damage assessment process, must accompany the request for State concurrence.

### **2.7.2 State of Emergency**

After the Declaration of a Local Emergency for the County of Napa and/or the Napa Operational Area, the County Board of Supervisors, County Executive Officer, Sheriff, Emergency Services Manager, or Public Health Officer, having determined that local forces are insufficient, may request that the Governor proclaim a State of Emergency. The request will be forwarded to the Secretary of Cal OES with a copy of the local emergency declaration and the damage assessment summary. The Governor

may proclaim an emergency when a disaster or a situation of extreme peril threatens the safety of persons and property within the State and he is requested to do so by local authorities -OR- he finds that local authority is inadequate to cope with the emergency.

Whenever the Governor proclaims a **State of Emergency**:

- Mutual aid shall be rendered in accordance with approved Emergency Plans wherever the need arises for outside aid in any county or city
- The Governor shall, to the extent he deems necessary, have the right to exercise within the area designated all police power vested in the State by the Constitution and the laws of the State of California
- Jurisdictions may command the aid of citizens as deemed necessary to cope with an emergency
- The Governor may suspend the provisions of any regulatory statute or statute prescribing the procedure for conducting State business, or the orders, rules or regulations of any agency
- The Governor may commandeer or use any private property or personnel (other than the media) in carrying out his responsibilities
- The Governor may promulgate, issue and enforce orders and regulations as he deems necessary

### **State of War Emergency**

Whenever the Governor proclaims a State of War Emergency, or if a State of War Emergency exists, all provisions associated with a State of Emergency apply, plus:

All State agencies and political subdivisions are required to comply with the lawful orders and regulations of the Governor made or given within the limits of his authority as provided for in the Emergency Services Act.

## **3.0 Concept of Operations**

### **3.1 Principles of Operations**

This Emergency Operations Plan is designed to effectively and efficiently organize and coordinate the County's response to major emergencies by:

- Managing and coordinating emergency operations in the incorporated and unincorporated areas of the County
- Coordinating resources within the County
- Coordinating mutual aid within the County
- Resolving and prioritizing conflicting requests for support
- Requesting and allocating resources from outside the County

### **3.2 Prioritizing Operations**

The priorities that guide decision making within the EOC environment are as follows:

1. Save human lives
2. Protect property
3. Provide for the needs of survivors
4. Protect and restore the environment
5. Provide public information
6. Preserve government
7. Restore essential services

### 3.3 Notifications

Notification is the process of communicating the need to respond to an emergency to the appropriate emergency response services. The Napa County Sheriff's Office Dispatch continuously monitors both the California Law Enforcement Telecommunications System (CLETS), for law enforcement and terrorist activity, and the National Warning System (NAWAS) for both natural and human caused disasters which might affect Napa County or surrounding areas. Dispatch maintains an Emergency Recall List to alert and activate its emergency response personnel, as well as to notify emergency management personnel of potential hazards and disasters.

Notifications and emergency call-out procedures are provided in Section 2 – EOC Guidance or in the jurisdictions Annexes.

### 3.4 Activation Levels

The material included in the Napa County EOP is necessary for ongoing preparedness activities, including training, exercising, and ongoing development of planning materials (e.g., policies and SOPs). From this standpoint, the EOP is always activated as a preparedness tool.

During an actual emergency, the essential purpose of the plan is to guide emergency management personnel in activations to, operations in, and demobilization from the EOC and in other functional capacities during an emergency.

Use this EOP during situations that require a response beyond the scope of normal emergency operations. The Napa County OES will activate the EOP processes beyond the level of preparedness when:

- There exists a credible (or recognized) threat to the life, safety or health of citizens in the Napa Operational Area, or a threat to the local environment or economy, such that the OES initiates some level of activation (even if monitoring level) of the EOC in case of, or in expectation of the County Executive Officer designating a **LOCAL EMERGENCY**.
- The County Executive Officer, or designated representative, has proclaimed a **LOCAL EMERGENCY** in accordance with the appropriate emergency ordinance.
- The Governor has proclaimed a **STATE OF EMERGENCY** in an area that includes Napa County.
- The President has declared a **NATIONAL EMERGENCY**.
- There is a proclamation of a **STATE OF WAR EMERGENCY** as defined by the California Emergency Services Act.

- There is a terrorist attack warning or the observation of a Weapon of Mass Destruction (WMD).

Some County departments and agencies also have their own departmental emergency plans and procedures that are separate from this plan. This plan supersedes all other County emergency plans and is considered the Napa Operational Area's Multi-Jurisdictional Emergency Operations Plan. This is the primary plan that will be used even if in conjunction with other departmental plans.

## 3.5 Phases of an Emergency

### 3.5.1 Before the Emergency

Before an emergency ever occurs, the County is committed to conducting preparedness and mitigation activities that include: developing plans, training personnel, conducting emergency exercises, educating the public, identifying hazards, reducing risk of impact and arranging to have necessary resources available.

In order to remain ready to respond, the County will keep their emergency communications systems, warning systems and the Emergency Operations Center ready at all times.

If a situation such as an approaching storm or a worsening international situation warrants an increase in readiness, review and update documents, check procedures, increase public information efforts, accelerate training programs and prepare to use emergency resources.

### 3.5.2 Warning Phase

This phase could begin with the forecast of a flood, or other natural disaster, or an international crisis which could lead to war.

During this phase, responsible agencies and citizens may have to take action, such as warning and evacuating endangered occupants. Responding agencies and entities should notify the County Office of Emergency Services immediately. Refer to the checklists in this volume for specific instructions.

The County's emergency organization will be activated as needed at the direction of the County Executive Officer. Depending on the situation, coordination of these resources may be centralized or decentralized.

If State and possible Federal aid will be needed, the County Executive Officer may proclaim a **LOCAL EMERGENCY**. Local Emergency proclamation templates are included in the attachments.

If a Weapon of Mass Destruction (WMD) or any other terrorist attack appears imminent, the Governor may proclaim a **STATE OF WAR EMERGENCY**.

### **3.5.3 Impact Phase**

If there is no warning, the first response is usually by a field unit. The responding field units then summon additional field units and they establish a field command post with an Incident Commander in charge. The Incident Commander may then decide to increase the level of response and notify the County Executive Officer, or the Office of Emergency Services, who will activate this Plan.

See Levels of Emergencies later in this section for more detail. During this phase, use the EOC checklists to guide your actions. Remember the EOP priorities listed earlier.

After the immediate needs of people have been met, the Recovery Phase begins.

### **3.5.4 After the Emergency - Recovery**

Recovery from a major disaster can take months, even years. It is a complex process that can include special legislation, financial entanglements, massive construction programs and, of course, lawsuits. Details on Recovery operations are found in the Napa County Operational Area Long Term Recovery Plan (LTDRP) Annex to this plan. The information below is provided as a synopsis of key elements of recovery.

***The Recovery Phase has the following objectives:***

- Reinstatement of individual autonomy
- Restoration of family unity
- Provision of essential public services
- Permanent restoration of private and public property
- Restoration of normal government operations
- Restoration of public services
- Research to uncover residual hazards, advance knowledge of disasters and improve future emergency operations

As soon as possible, the Office of Emergency Services Director will bring together private, local, State, and Federal Agencies to coordinate State and Federal assistance programs and establish support priorities.

Disaster assistance will be coordinated through "one-stop" Local Assistance Center staffed by representatives of Federal, State and local governmental agencies, private service organizations and private companies. If major damage has occurred, a local government recovery group will be formed to coordinate planning and decision making for recovery and reconstruction.

### **3.5.5 After the Emergency - Mitigation**

The purpose of hazard mitigation is to keep the hazard from happening again (e.g., eliminating hazmat spills) or to lessen its impact if it does (e.g., reducing impacts from earthquakes). It is also a requirement of Section 406 (minimum Standards for Public and Private Structures) of the Federal Disaster Relief Act of 1974 (Public Law 93-288). Details on mitigation efforts are found in the Mitigation Plan. The information below is provided as a synopsis of key elements of mitigation.

Every disaster can teach us valuable lessons about resiliency, including improved techniques for building construction, land use practices, and emergency response efficiencies. Unfortunately, many of these lessons are soon forgotten and there is a tendency to return to the poor construction, unsafe land use and other shortsighted practices that caused the disaster in the first place. That's why the Federal Disaster Relief Act of 1974 requires safe land use and construction practices as a condition of receiving Federal disaster aid. NIMS stresses the requirements for Corrective Action as a vital part of After Action Reporting following an incident.

## **3.6 Levels of Emergencies**

Generally, emergency response will progress from local to the County, to regional, to State, and finally to Federal involvement. The Napa Office of Emergency Services has established three levels of emergency response, based on the severity of the situation and the availability of local resources. When a local jurisdiction activates its Emergency Operations Center, the County must activate and notify the State Operations Center.

### **3.6.1 Minor to Moderate (Level I)**

This type of situation is managed in a normal manner from a command post at the scene. Local resources are adequate and available; a local emergency may or may not be proclaimed.

Both coordination and direction are decentralized: the Emergency Operations Center is not activated and public safety personnel provide necessary support, as established by agreements and ordinances.

Police, fire and other responders coordinate via established telephones, radio systems and dispatch centers.

### **3.6.2 Moderate to Severe (Level II)**

Local resources are not adequate and mutual aid may be required on a regional or even a statewide basis. A Local Emergency is proclaimed and a State of Emergency might be proclaimed.

The County EOC is activated. Multiple County agencies, as well as other jurisdictions, require close coordination of resources, coordination is centralized, and key County personnel meet in the Emergency Operations Center to coordinate emergency response. Their activities can include, but are not limited to:

- Establishing an area-wide situation assessment function.
- Establishing an area-wide public information function.
- Determining resource requirements and coordinating requests for the affected area.
- Establishing and coordinating the logistical systems necessary to support multi-incident management.
- Establishing priorities for resource allocation.

Note that these functions are supplementary to those which may be performed by a single agency or within a single jurisdiction.

Direction is decentralized: Incident Command Systems established by local jurisdictions continue to report through local dispatch centers. Agency dispatch centers or liaison personnel provide information to the Emergency Operations Center.

### **3.6.3 Major/Catastrophic Disasters (Level III)**

County resources are overwhelmed and extensive State or Federal resources are required. A Local Emergency and a State of Emergency are proclaimed and a Presidential declaration of an emergency or major disaster will be requested.

Emergency operations are centralized. The Emergency Operations Center is activated and all coordination and direction activities are done from there. There may be several incidents and the managers of each incident should report status and resource requests to, and receive direction from, the Emergency Operations Center. During war, the Statewide Emergency Management System will be fully activated and the State will coordinate emergency operations from Sacramento. During catastrophic events emergency organizations and facilities may be impacted as well as local officials being unable to undertake their usual roles, mutual aid from nearby communities may not be available and many or all residents may be affected.



### **3.7 Alert and Warning**

Alert and warning is the process by which the public, businesses, and other local entities are provided information regarding the (potential) emergency, along with instructions as to appropriate actions.

The Office of Emergency Services, Sheriff, local Police and local Fire Departments have the primary responsibility in alerting and warning the public within their jurisdictions. Alerting and warning the public may be accomplished through the Emergency Alert System(EAS), the County's alerting system, special broadcasts, or simply driving up and down the streets using the public address system.

Key to the Napa County's public alert and warning system is the focus on providing emergency-related information to people with access and functional needs (PAFN). These more vulnerable citizens include children, those in supportive care institutions (e.g., skilled nursing facilities (SNFs), hospitals and assisted care facilities), and those living at home that have some level of disability for which they might need an enhanced level of assistance during an emergency situation. These citizens most often need sufficient time to respond to emergency alert instructions, and thus need to be alerted as soon as possible of a pending emergency.

Along with the normal channels for emergency alerting, the County will provide focused alerting to the PAFN (e.g., using TDD systems), children (by ensuring all school system and child care facilities receive messages), and supportive care facilities. The Public Health Outreach Network for Emergencies (PHONE), a group made up of approximately 35 community and faith-based organizations, will receive alerts and serve as amplifiers to those they serve. Alert and other supportive planning considerations for PAFN is a consideration within all EOP Functional Annexes. Alert and warning is also a component of the Access and Functional Needs Support Annex to this EOP.

### **3.8 EOC Operations**

The Napa County EOC's Operations Section uses ICS and SEMS protocols to organize, communicate and coordinate its activities. The number of EOC functional positions that are activated depends on the magnitude of the emergency (incident, emergency, or disaster). The specific people that are activated depend on the scope of the emergency; only those branches and units will activate that are needed to address the emergency.

The EOC will coordinate resource requests that originate from the field tactical response efforts in the County. The EOC will also request additional resources from outside the County, coordinate public alert systems, support development of consistent and accurate messages to the public, develop strategies for resolution of issues, develop short and long-term action plans, conduct damage assessments, coordinate the recovery and post-disaster mitigation efforts, and conduct other emergency management and coordination support functions that are needed. The EOC will essentially act as the coordinating funnel through which all operational area policy, resources and information will flow. Volume 2 of the EOP is dedicated to providing guidance for EOC functions.

### **3.8.1 Direction and Control**

Napa County is responsible for coordinating the resources, strategies and policy for any event in the operational area that exceeds the capacity of field tactical responders. Tactical control remains the responsibility of field Incident Commanders at all time. The County Executive Officer, working through the mechanisms of the EOC, provides direction and control over the coordination of multi-department and multi-jurisdictional resources to support the field responders. Policy decisions may be made by the EOC Director that is staffed by the County Executive Officer or designee.

Napa County EOC will coordinate resource requests from the local municipalities within the Napa Operational Area. If requests exceed the supply in the Operational Area, the Operations Section will provide resources based on established priorities.

If resources are not available within the operational area, requests will be made to the Coastal Region's Regional Emergency Operations Center (REOC) in Walnut Creek, CA. The REOC will coordinate resources obtained from the operational areas throughout the region.

If resources are not available in the region, they will be requested from the State Operations Center (SOC) in Sacramento. If the state cannot supply the resource, they will be requested from Federal Emergency Management Agency (FEMA) and other federal agencies.

### **3.8.2 Information Collection, Analysis and Dissemination**

***Information Collection into the EOC.*** Information will be sent into the EOC from various sources, including: the various activated County DOCs, the JIC, activated municipality EOCs, field area commanders, executives and elected officials, and other sources utilizing the WebEOC platform. Calls into the EOC will be screened by the EOC support unit for appropriateness and routed to the appropriate section.

***Information dissemination within the EOC.*** Information communication will take place using various communications tools. Primarily, the EOC provides the structure for face-to-face communication and coordination. The EOC Message Form is used for written communications and documentation of key messages. Situation Status Boards (e.g., white boards and overhead projected information) are kept updated throughout the duration of an EOC activation to provide instant status communication; this information is periodically recorded and documented by the Planning Section.

***Information communicated outside of the EOC.*** The EOC provides the single point of contact for information sharing to agencies and entities within and outside of the Operational Area. Such communications take place via typical systems such as telephone and email; the WebEOC program is used to provide and document key information sharing and resource requests to the Coastal REOC. In cases where the day-to-day operating systems are impacted, the State's Operational Area Satellite

Information System (OASIS) will be used to establish the link to the network server, allowing the County to transmit the data to the State. A number of reports will be used to communicate and document information, including: the Preliminary Report, the Situation Summary, the Status Report and a Flash Report.

### **3.8.3 Communications**

The County maintains the Napa County Tactical Interoperable Communications Plan (TICP) based on the use of VHF/UHF/800 MHz for field responders; interoperable radio, telephone, mobile telephone, satellite telephone and internet email in the EOC; and backup power supply to support EOC communications systems.

Communications Standard Operating Procedures are provided as part of the Napa County TICP. (Refer to annex, to come.)

### **3.8.4 Documentation, Finance, Administration and Logistics**

**Documentation.** The EOC Finance/Administration Section will be responsible for maintaining records on damage assessment expenditure, recovery cost expenditures, insurance related documents, personnel overtime, and other costs associated with the emergency. Guidance is provided in their position guides at the EOC.

**Planning.** The EOC Planning Section will maintain copies of documents that are integral to EOC functions, (such as EOC Action Plans, Situation Status logs, position log) that together make up the history and chronology of the emergency events. Guidance is provided in their Planning Section's operational procedures at the EOC.

The Napa County OES will conduct an After Action Review of the emergency once it is completed, and document the findings, recommendations and suggestions for improvement in an After Action Report.

**Finance.** In the case of a major disaster in the County, the EOC will support state and federal entities with cost recovery efforts, if requested and as able. Napa County citizens may benefit from the Small Business Administration, and the County may benefit from the FEMA Public Assistance Program. Napa County may assist the citizenry with public service announcements regarding support available as unemployment benefits, workers' compensation, and insurance benefits.

**Logistics.** The EOC Logistics Section is responsible for resource location and requests, and working within EOC processes to ensure resources affiliated with the emergency are documented and tracked. Mutual Aid requests are conducted according to California SEMS protocols. Guidance is provided in the EOC Logistics Section's operational procedures at the EOC.

### **3.9 Deactivation of the EOC**

As the threat to life, property, and the environment dissipates, the EOC Emergency Services Director will consider deactivating the EOC. The EOC Emergency Services Director will direct Section Chiefs to deactivate their sections, ensuring that each unit/branch/section provides its logs and files to the Recovery Unit. The Recovery Unit will organize these materials so they can be archived and/or utilized for the financial recovery process.

The Emergency Services Manager will prepare the After-Action/Corrective Action Report, submitting it to the State's Coastal Region Office of Emergency Services within 60 days of the disaster/event.

## **4.0 Recovery**

The County of Napa, each of the cities/town in the Operational Area, and all the special districts serving the Operational Area may be involved in recovery operations for the Napa Operational Area. This section is provided as summary guidance. For details on recovery, see the Recovery Annex to this Plan.

In the aftermath of a disaster, many citizens will have specific needs that must be met before they can pick up the thread of their pre-disaster lives. Typically, there will be a need for such services as these:

- Assessment of the extent and severity of damages to public and private property
- Restoration of services generally available in communities - water, food, medical assistance, utilities and lifelines
- Repair of damaged homes, buildings and infrastructure
- Professional counseling when the sudden changes resulting from the emergency have resulted in mental anguish and inability to cope

Local governments can help individuals and families recover by ensuring that these services are available and by seeking additional resources if the community needs them. Recovery occurs in two phases: short-term and long-term.

### **4.1 Short-Term Recovery**

Short-term recovery operations will begin during the response phase of the emergency. The major objectives of short-term recovery operations include rapid debris removal and cleanup, and orderly and coordinated restoration of essential services (electricity, water, and sanitary systems). Short-term recovery operations may include all the agencies participating in the Operational Area that have been impacted by the event.

The goal of short-term recovery is to restore local government to at least a minimal capacity. Short-term recovery includes:

- Utility restoration
- Expanded social, medical, and mental health services
- Re-establishment of Napa County government operations
- Re-establishment of transportation routes
- Debris removal
- Cleanup operations, and abatement and demolition of hazardous structures

Each jurisdiction will coordinate its efforts to restore utility systems and services during recovery operations. Medical services may need to operate from temporary facilities, as

necessary. Napa County Mental Health Services will help coordinate and conduct Critical Incident Stress Debriefings for emergency response personnel and victims of the disaster event.

A Local Assistance Center (LAC) may be established. This is a temporary location where residents and business owners can access information and connect with resources regarding disaster recovery assistance. Services often include building permits, financial assistance, family resources, mental health services and other community resource programs. The Federal Emergency Management Agency (FEMA) refers to this location as a Disaster Recovery Center (DRC).

For federally declared disasters, Disaster Assistance Centers may be established by the FEMA to assist disaster victims and businesses in applying for grants, loans, and other benefits. In coordination with the American Red Cross, the County and other jurisdictions will provide sheltering for disaster victims until housing can be arranged.

The County and cities/town will ensure that debris removal and cleanup operations are expedited. On the basis of the County and other Operational Area jurisdictions' assessments, structures that pose a public safety concern will be repaired or demolished.

## **4.2 Long-Term Recovery**

Long-term recovery may also begin during the response phase. The goal of long-term recovery is to restore facilities to pre-disaster condition. Long-term recovery includes hazard mitigation activities, restoration or reconstruction of public facilities, and disaster response cost recovery. Each affected jurisdiction will be responsible for their own approach to mitigation, which could include zoning variances, building code changes, plan reviews, seismic safety elements, and other land use planning techniques.

Long-term recovery can include:

- Coordinated delivery of social and health services
- Improved land use planning
- Improved Napa Operational Area Emergency Operations Plan
- Re-establishing the local economy to pre-disaster levels
- Recovery of disaster response costs
- Effective integration of mitigation strategies into recovery planning and operations
- Repair and replacement of infrastructure

With public safety a primary concern, rapid recovery may require adjustments to policies and procedures to streamline the recovery process. Hazard mitigation actions will need to be coordinated and employed in all activities by all jurisdictions in order to ensure a maximum reduction of vulnerability to future disasters. The actions are outlined in the Napa County Hazard Mitigation Plan. The County, Operational Area jurisdictions, and special districts will strive to restore essential facilities to their pre-disaster condition by retrofitting, repairing or reconstructing them during long-term recovery operations.

Recovery programs will also be sought for individual citizens and private businesses. The County's and other Operational Area jurisdictions' will play a vital role in guiding the rebuilding of commercial areas of Napa Operational Area.

### **4.3 Recovery Operations Organization**

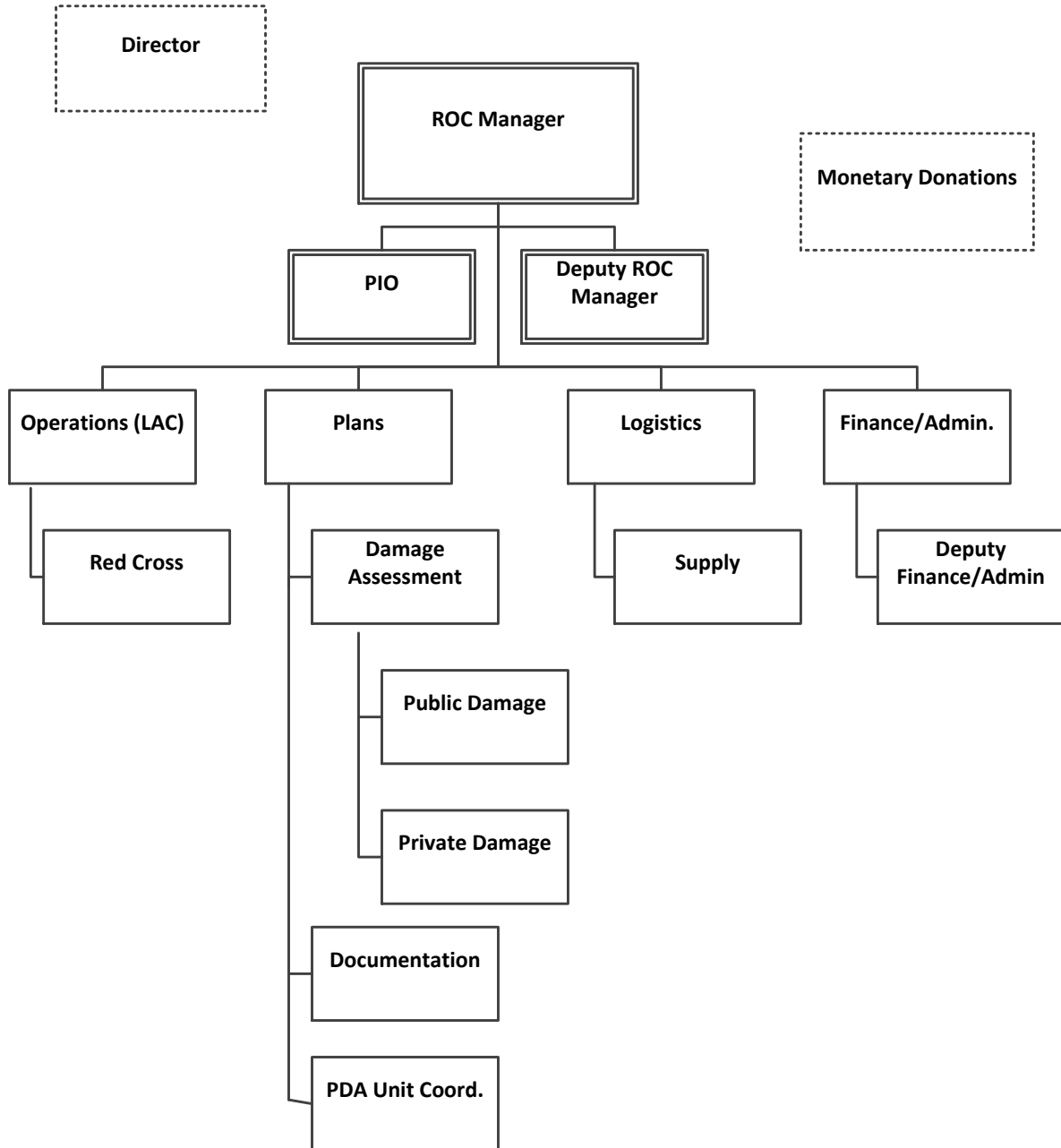
The County of Napa recovery operations will continue to be managed according to the ICS structure. Responsible entities will change as the response evolves into the recovery phase of the emergency. The Recovery ICS will be guided by the Napa County Operational Area Long Term Disaster Recovery Plan (LTDRF). Recovery issues involving Operational Area jurisdictions and special districts will be coordinated and managed between the Assistant County Executive Officer and designated representatives. Each Operational Area jurisdiction and special district will appoint a Recovery Manager to be the single point of contact for their respective recovery operations.

Public information during the recovery process will be handled independently by each agency or jurisdiction; however, information will be coordinated among the agencies and jurisdictions, through the Napa OES.

The Napa County Emergency Services Manager and County OES staff will assist the Assistant County Executive Officer in facilitating and leading the recovery process. Napa County departments will also be represented and responsible for certain functions throughout the recovery process.

The organizational chart used in recovery operations is shown on the next page.

### Napa County Operational Area Recovery Operations Organization Chart





#### 4.4 Recovery Damage and Safety Assessment

Recovery Damage and Safety Assessment is the basis for determining the type and amount of state and/or federal financial assistance necessary for recovery. Under the Napa Operational Area Emergency Operations Center's Standard Operating Procedures, an Initial Damage Estimate is developed during the emergency response phase to support a request for a gubernatorial proclamation and for the State to request a presidential declaration.

For the County, the detailed damage and safety assessment will be completed by the Napa County Department of Planning, Building and Environmental Services Building Official in coordination with the County Office of Emergency Services and other applicable County departments. The Engineering Branch/Department of each jurisdiction will complete the detailed damage assessment. The administrative and operational divisions of special districts will, in most cases, complete the detailed damage assessment for their respective areas of responsibility.

During the recovery phase, this assessment is refined to a more detailed level. This detailed damage and safety assessment will be needed to apply for disaster financial assistance programs and to manage them if they are approved. The mitigation priorities outlined in the Napa County Hazard Mitigation Plan will be utilized in this process.

#### 4.5 Recovery Operations Responsibilities

Recovery Operations Responsibilities	
Function	Departments/Agencies
Overall process management; interdepartmental coordination; policy development; decision making; and public information.	County Executive Office; Jurisdictional City Manager's Office; Special District Management
Land use and zoning variance; permits and controls for new development; revision of building regulations and codes; code enforcement; plan review; building and safety inspections; perform environmental reviews.	County Planning, Building & Environmental Services Dept; Jurisdictional Planning Depts.
Restoration of medical facilities and associated services; continue to provide mental health services;	County Health & Human Services Dept.
Debris removal; demolition; construction; management of and liaison with construction contractors; restoration of utility services.	County Public Works Dept; Jurisdictional Public Works; Utility Special Districts
Housing programs; assistance programs for the needy; oversight of care facility property management; low income and special housing.	County Health & Human Services Dept; Jurisdictional Human Resources

<b>Recovery Operations Responsibilities</b>	
<b>Function</b>	<b>Departments/Agencies</b>
Public finance; budgeting; contracting; accounting and claims processing; taxation; insurance settlements.	Co. Auditor –Controller’s Office; Jurisdictional Finance Depts; Special District Accounting Offices
Redevelopment of existing areas; financing new projects.	County and Cities
Applications for disaster financial assistance; liaison with assistance providers; onsite recovery.support; disaster financial assistance project management.	County OES; Jurisdictional OES; Special District Accounting Offices
Advice on emergency authorities, actions, and associated liabilities; preparation of legal opinions; preparation of new ordinances and resolutions.	County Counsel; Jurisdictional City Attorneys
Government operations and communications; Information Technology Services (ITS); acquisition; supplies and equipment; vehicles; personnel; and related support.	County Public Works/Gen. Svcs. Dept. & Information Technology Services Division; Jurisdictional Communications Depts.

#### **4.6 Documentation**

Documentation is the key to recovering eligible emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs. Under the State Natural Disaster Assistance Act (NDAA), documentation is required for damage sustained to the following:

- Public buildings
- Levees
- Flood control works
- Irrigation works
- County roads
- City streets
- Bridges
- Other public works

Under federal disaster assistance programs, documentation must be obtained regarding damages sustained to:

- Roads
- Water control facilities
- Public buildings and related equipment
- Public utilities
- Facilities under construction
- Recreational and park facilities
- Educational institutions
- Certain private non-profit facilities

Debris removal and emergency response costs incurred by the affected entities should also be documented for cost recovery purposes under the federal programs. It will be the responsibility of the County, jurisdictions, and special districts to collect documentation of these damages and submit them to the Recovery Manager for their jurisdiction. The Recovery Manager of special districts not within a city should submit documentation to the County Recovery Manager.

The documenting information should include the location and extent of damage, and estimates of costs for: debris removal, emergency work, and repairing or replacing damaged facilities to a non-vulnerable and mitigated condition. The cost of compliance with building codes for new construction, repair, and restoration will also be documented. The cost of improving facilities may be provided under federal mitigation programs.

Documentation is key to recovering expenditures related to emergency response and recovery operations. For each jurisdiction and special district, documentation must begin at the field response level and continue throughout the operation of their Emergency Operations Center as the disaster unfolds.

#### **4.7 After Action/Corrective Action Reporting**

The Standardized Emergency Management System (SEMS) regulations require any city, city and county, or county declaring a local emergency for which the Governor proclaims a State of Emergency, to complete and transmit an After Action Report to Cal OES within 90 days of the close of the incident period. SEMS/NIMS integration requires this report to include Corrective Actions, so this report is now called the After Action/Corrective Action (AA/CA) Report. The AA/CA report will provide, at a minimum, the following:

- Response actions taken
- Application of SEMS
- Suggested modifications to SEMS
- Necessary modifications to plans and procedures
- Training needs
- Recovery activities to date
- Corrective Actions to resolve identified issues or problems

The AA/CA report will serve as a source for documenting Napa Operational Area's emergency response activities, and identifying areas of concern and successes. It will also be utilized to develop a work plan for implementing improvements. The AA/CA report will be a composite document for all SEMS levels, providing a broad perspective of the incident, referencing more detailed documents, and addressing all areas specified in regulations.

It will include an overview of the incident, including enclosures, and will also address specific areas of the response, if necessary. It will be coordinated with, but not encompass, hazard mitigation. Hazard mitigation efforts may be included in the "recovery actions to date" portion of the AA/CA report.

The Planning Section in conjunction with the Napa County Office of Emergency Services will be responsible for the completion and distribution of the Napa County AA/CA report, including sending it to the Coastal Region Office of Cal OES within the required 90 day period.

They may coordinate with the Operational Area jurisdictions and special districts in completion of the AA/CA report. The designated emergency services coordinators for each affected Operational Area jurisdiction will be responsible for submitting the jurisdiction's report to the Coastal Region Office of Cal OES within the 90 day period. They may incorporate information from special districts.

For the Napa County and other Operational Area jurisdictions, the AA/CA report's primary audience will be County and city employees, including management.

The After Action/Corrective Action reports will be written in simple language, well structured, brief and well presented, and geared to the primary audience. Data for the AA/CA report will be collected from EOC Log Sheets and Reports, WebEOC documents, and other documents developed during the disaster response. The most up-to-date form, with instructions, can be found on WebEOC. An AA/CA Report template, which addresses NIMS integration, is located in the Forms Section of this EOP.

## **4.8 Hazard Mitigation**

The purpose of hazard mitigation is to reduce or eliminate negative consequences resulting from a disaster. It is also a requirement of Section 406 (minimum Standards for Public and Private Structures) of the Federal Disaster Relief Act of 1974 (Public Law 93-288). Napa County Hazard Mitigation priorities and strategies are outlined in the Napa County Hazard Mitigation Plan. A brief summary of pre- and post-disaster hazard mitigation actions follow.

Every disaster can teach valuable lessons about building construction, land use and emergency response. Unfortunately, many of these lessons are soon forgotten and there is a tendency to return to the poor construction, unsafe land use and other shortsighted practices that caused the disaster in the first place. Subsequently, federal statute and policy require safe land use and construction practices as a condition of receiving federal disaster aid.

#### **4.8.1 Pre-disaster Hazard Mitigation Actions**

**Avoid the hazard - Authority to Zone** - Zoning is usually a function of local government, except where State or federally owned lands are exempt from local zoning laws. Other interests may propose zoning regulations but only local government can adopt them. By mutual agreement, State or Federal restrictions may be locally adopted and enforced.

**Limitations** - Zoning can be useful but its powers are limited. Therefore, zoning usually reflects, rather than dictates, current land use trends. Zoning is also particularly vulnerable to political pressure; this is particularly true if an area is very attractive for development but rarely experiences major disasters.

Zoning is generally best suited to restrict the use of smaller areas (such as very steep slopes) within larger areas, as opposed to restricting large areas (such as areas of potential earthquake shaking).

**Improve Building Standards** - Buildings in hazardous areas can often be made safe. This can be as simple as adding a fireproof roof or it can mean tearing the building down and starting over.

**Local Standards** - Building codes are usually a function of local government, except where State or Federal buildings are exempt from local codes. Codes can be strengthened for hazardous areas. Usually stronger codes are enforced only for new construction or remodeling; but some recent laws require hazard related inspections for existing buildings that are considered at risk. The idea is that inspections will produce knowledge of liability which will motivate the owners to improve their buildings.

**State Standards** - For State owned facilities outside the jurisdiction of local governments, construction standards are adopted and enforced by the responsible State agency. In some cases, these standards may serve as models for local governments.

**State Conditions for Assistance** - As a condition for State approval of loan or grant assistance as a result of a major disaster or Emergency Declaration, the Governor's authorized representative may recommend to the Federal Emergency Management Agency Regional Administrator that the Associate Director prescribe certain construction standards for Federal Emergency Management Agency assisted projects for hazard mitigation purposes.

**Federal Standards** - Federal agencies adopt and enforce Federal standards for Federal buildings. In some cases, these Federal construction standards may serve as model standards for State and local governments.

**Federal Conditions for Assistance** - The Federal Emergency Management Agency Regional Administrator can suspend or refuse to approve any project application until it is confirmed that the work will result in a facility or structure that is safe for its intended use. A Federal agency may require local or State governments to adopt and enforce certain hazard mitigation regulations as a condition for Federal assistance or participation in federally assisted programs.

**Section 406, Public Law (93-288 1-2-B)** - As a condition of any disaster loan or grant made under the provisions of the Act, the recipient shall agree that any repair or construction to be financed therewith shall be in accordance with applicable standards of safety, decency and sanitation and in conformity with applicable codes, specifications and standards, and shall furnish such evidence of compliance with this section as may be required by regulation. As a further condition of any loan or grant made under the provisions of this Act, the State or local government shall agree that the natural hazards in the areas in which the proceeds of the grants or loans are to be used shall be evaluated and appropriate action taken to mitigate such hazards, including safe land use and construction practices, in accordance with standards prescribed or approved by the President after adequate consultation with the appropriate elected officials of general purpose local governments, and the State shall furnish such evidence of compliance with this section as may be required by regulation.

**Reduce the Hazard** - The hazard itself can be reduced. Of course, this depends on the type of hazard: double containment of a storage tank will reduce the hazard from the chemical inside but we cannot stop an earthquake or a storm. The EOC Team may make recommendations regarding hazard reduction.

**Public Education** - If the general public knows what to do before, during and after a disaster, the impact of the disaster can be greatly reduced. Public education is largely a local function, although the State and Federal governments do make a variety of educational materials available.

**Insurance** - Although insurance cannot reduce the impact of a disaster, it does spread that impact over a larger group of people over a longer period of time. Some insurance programs are private, and some, such as the Federal flood insurance program, are government funded. Insurance programs may have construction standards that must be met before insurance is sold.

#### **4.8.2 Post-Disaster Hazard Mitigation Actions**

- **Agreement to Work Together** - Following each Presidential emergency declaration or major disaster, the Regional Secretary of the Federal Emergency Management Agency and the Governor execute a document called the Federal/State Agreement. This Agreement includes hazard mitigation.

- **The Mitigation Team** - Federal, State and local Hazard Mitigation Coordinators will be appointed to work together as a Team to:

*Look for Hazards* - The Team will review reports, visit the site and talk to concerned parties. The Team will review land use laws, construction standards, mitigation measures, damage assessments, Damage Survey Reports and other information. As a result of its findings, the Team may change the boundaries of high hazard areas and recommend mapping or re-mapping of these areas.

*Review Emergency Plans* - For each hazard prone area, the Team will review local and State emergency plans. Where plans for hazard mitigation are inadequate, the team will recommend improvements. The Federal Emergency Management Agency Regional Secretary and the Governor's authorized representative may decide to require that these improvements be made. They will consider:

- If hazard mitigation could be effective
- The size and composition of the jurisdiction
- Local government's authority to regulate land use and construction practices
- The local government's exercise of such authority
- Helping governments write or update their plans

*Write a Mitigation Plan* - The Team will develop a Plan that will make recommendations and will include procedures for carrying out the recommendations. The Plan is due to the State within six months of a Presidential declaration. The Team may develop follow up contracts with the State or local government as appropriate.

*Review Standards* - The Team will inventory and evaluate the applicant's existing standards for the type of repairs, reconstruction or restorative work for which Federal loan or grant assistance is being requested. The Team may recommend upgrading existing construction standards or adopting new standards. The Team will also encourage local adoption and enforcement of hazard mitigation standards for all projects, including non-Federally assisted projects.

*Suggest Models* - The Team will make model State or Federal standards available to applicants. Such standards for new construction may be different from those for repairs or alterations to existing facilities or structures.

## **4.9 Recovery Roles and Responsibilities**

### **4.9.1 Federal**

The Administrator of the Federal Emergency Management Agency is responsible for hazard mitigation actions under the Federal/State Agreement. The Regional Administrator, in coordination with the Governor's Authorized Representative, shall:

- Provide for a Joint Federal/State/Local Hazard Mitigation Team to survey the affected area and plan for hazard mitigation
- Appoint a Hazard Mitigation Coordinator to serve on the team
- Discuss hazard mitigation with local, State and Federal officials
- Coordinate with the State Hazard Mitigation Coordinator
- Administer Section 406
- Make sure hazard mitigation is actually done
- Provide technical advice and assistance
- Encourage State and local governments to adopt safe zoning and construction standards
- Ensure that Federal efforts are in addition to local and State efforts
- Encourage initiative by State and local governments
- After floods, follow Federal Emergency Management Agency Floodplain Management Regulations

### **4.9.2 State**

The Governor will appoint a representative from the Office of Emergency Services to be the Governor's authorized representative. This person will be responsible for State hazard mitigation activities under the Federal/State Agreement. The Governor's authorized representative will also work with Federal agencies to ensure State and local participation in hazard mitigation planning.

The State Hazard Mitigation Coordinator, along with the Governor's authorized representative, shall:

- Arrange for consultations on the findings and recommendations from the joint survey and shall follow up to ensure that timely and adequate local and State hazard mitigation actions are taken.
- Provide funding or technical assistance to eligible applicants.
- Arrange for State inspection or audit to verify compliance with approved hazard mitigation measures.



**Final Report** - Upon completion of approved hazard mitigation activities in accordance with the Federal/State Agreement, submit a final report of compliance with hazard mitigation requirements by State and local governments through the Governor's authorized representative to the Federal Emergency Management Agency Regional Secretary for review and acceptance.

- Accomplish hazard mitigation planning in accordance with the Federal/State Agreement.
- Provide advice and assistance on hazard mitigation measures to applicants, private organizations and individuals.
- Evaluate or have the applicant evaluate the natural hazards in the disaster area and make mitigation recommendations.
- Follow up with applicants to ensure that, as a condition for any grant or loan under the Act, hazard mitigation actions are indeed taken.
- Follow up with applicants to ensure that hazard mitigation plans are submitted (not later than 180 days after the emergency declaration) to the Federal Emergency Management Agency Regional Secretary for concurrence.
- Review and update disaster mitigation portions of emergency plans as needed.

### 4.9.3 Local

**Applicant (Local Jurisdiction)** - The applicant's authorized representative is responsible for local performance of hazard mitigation measures under the terms of the Federal/State Agreement. The applicant's authorized representative, in coordination with the Governor's authorized representative shall:

- Appoint a Local Hazard Mitigation Coordinator to work with the Federal/State Hazard Mitigation Team.
- With respect to any project application, submit adequate assurance that required hazard mitigation measures have been taken or will be completed.
- To the extent of legal authority, implement and enforce land use regulations and such construction practices which are agreed upon as conditions for Federal Emergency Management Agency grants or loans. Applicants may request State or Federal advice or assistance in taking these actions.

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# **APPENDICES – ADDITIONAL INFORMATION**

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## Acronyms

<b>Acronyms</b>	
<b>AA/CA</b>	After Action /Corrective Action
<b>ABAG</b>	Association of Bay Area Governments
<b>ARC</b>	American Red Cross
<b>CA</b>	California
<b>Cal OES</b>	California Office of Emergency Services
<b>CLETS</b>	California Law Enforcement Telecommunications System
<b>COG</b>	Continuity of Government
<b>COOP</b>	Continuity of Operations
<b>CSTI</b>	California Specialized Training Institute
<b>DHS</b>	Department of Homeland Security
<b>DOC</b>	Departmental Operations Center
<b>EAS</b>	Emergency Alert System
<b>EMS</b>	Emergency Medical Services
<b>EOC</b>	Emergency Operations Center
<b>EOP</b>	Emergency Operations Plan
<b>ERT</b>	Emergency Response Team
<b>EF</b>	Emergency Function (California EOP)
<b>ESF</b>	Emergency Support Function
<b>FEMA</b>	Federal Emergency Management Agency
<b>GIS</b>	Geographical Information System
<b>GPS</b>	Global Positioning System
<b>HMGP</b>	Hazard Mitigation Grant Program
<b>HSEEP</b>	Homeland Security Exercise and Evaluation program
<b>HSPD</b>	Homeland Security Presidential Directive
<b>IAP</b>	Incident Action Plan
<b>IC</b>	Incident Commander
<b>JIC</b>	Joint Information Center
<b>JIS</b>	Joint Information System
<b>JOC</b>	Joint Operations Center
<b>LAC</b>	Local Assistance Center
<b>NFIP</b>	National Flood Insurance Program
<b>NIMS</b>	National Incident Management System
<b>NRF</b>	National Response Framework
<b>OA</b>	Operational Area
<b>ODP</b>	Office of Domestic Preparedness
<b>OES</b>	Office of Emergency Services (Napa County)
<b>PA</b>	Public Assistance
<b>PDA</b>	Preliminary Damage Assessment
<b>PIO</b>	Public Information Officer
<b>RIMS</b>	Response Information Management System
<b>REOC</b>	Regional Emergency Operations Center
<b>SBA</b>	Small Business Administration
<b>SEMS</b>	Standardized Emergency Management System

<b>Acronyms</b>	
<b>SITREP</b>	Situation Report
<b>SNS</b>	Strategic National Stockpile
<b>SOC</b>	State Operations Center (CA)
<b>SOP</b>	Standard Operating Procedure
<b>VOAD</b>	Voluntary Organizations Active in Disasters
<b>WMD</b>	Weapon of Mass Destruction



## Definitions

**After Action/Corrective Action report:** A written report that provides a source for documentation of response and recovery activities. It is used to identify problems and successes that occurred during emergency operations, and to analyze the effectiveness of components of the SEMS. The Corrective Action describes and defines a plan of action for implementing improvements, including mitigation activities, and a means of tracking them to completion.

**Command post:** A physical location designated at the beginning of any disaster where the Incident Commander is stationed. Depending on conditions, the command post may be moved. Multiple incidents would have multiple command posts.

**Demobilize:** When specific personnel or equipment are no longer needed, they are returned to the original dispatch location.

**Department Operations Center (DOC)** A facility used by a discipline or agency as a department level EOC. Examples are departments within a political jurisdiction such as fire, police, public works as well as agency divisions, districts or regional offices. DOCs can be used at all SEMS levels above the field response level, depending on the impacts of the emergency, demographic nature of the agency or organization, local policy and procedures, and configuration of communications systems.

**Disaster Service Worker:** All volunteers (including veterinarians) must be sworn in as disaster service workers BEFORE a disaster. Taking this oath affords them coverage if injured through the State Workers' Compensation Fund. It also allows for more protection than the Good Samaritan Act with respect to liability issues.

**Emergency:** A condition of disaster or extreme peril to the safety of persons or property. Emergencies can be small or large.

**Emergency Operations Center (EOC):** A location that monitors and coordinates the disaster response. EOC facilities are found at local governments, operational areas, regions and state.

**Emergency response agency:** Any organization responding to an emergency or providing mutual aid support to such an organization whether in the field, at the scene of an incident, or to the operations center.

**Emergency response personnel:** Personnel involved with an agency's response to an emergency.

**Incident Action Plan (IAP):** When a disaster occurs, a written or oral plan is drafted by the Planning Section with the Incident Commander which establishes goals and identifies the operational period.

**Incident Commander (IC):** The individual response for all incident activities. The IC has overall authority and responsibility for incident operations.

**Incident Command System (ICS):** A nationally used, standardized, on-scene emergency management system.

**Liaison Officer:** One person will be assigned to aid in the coordination of the response by being the point of contact for other agencies responding to an incident. The Liaison Officer reports directly to IC.

**Memorandum of Understanding:** A written agreement between two or more parties to establish official partnerships. It expresses a convergence of will between the parties, indicating an intended common line of action.

**Mitigation:** Before or after a disaster, there are actions that can be taken to reduce the impact of the event.

**Multi-agency or inter-agency coordination:** Agencies working together at any SEMS level to facilitate decisions.

**Mutual Aid:** Voluntary provision of services and facilities when existing resources prove to be inadequate. California mutual aid is based upon the State's Master Mutual Aid Agreement. There are several mutual aid systems included in the mutual aid program.

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

**Operational Period:** In each action plan, there will be a period of time specified in which identified goals must be accomplished.

**Operations Section Chief:** The Operations Section Chief directly manages all incident tactical activities and implements the Incident Action Plan.

**Public Information Officer (PIO):** One person is designated to be the ONLY contact for the media to ensure that accurate information about the disaster response is released. Press releases are approved by the Incident Commander prior to release.

**Span of control:** To insure the most effective disaster response, the optimum number of people reporting to one supervisor is no more than five people and the maximum is seven people.

**Triage:** When there are many injuries, those with the most life threatening injuries are treated first (if they have a good prognosis with treatment).

## Public Awareness and Education

The public's response to any emergency is based on an understanding of the nature of the emergency, the potential hazards, the likely response of emergency services and knowledge of what individuals and groups should do to increase their chances of survival and recovery. Public awareness and education prior to an emergency or disaster will directly affect Napa County's emergency operations and recovery efforts.

The Napa County OES will make emergency preparedness information from local, state and federal sources available to the Operational Area member jurisdictions and the citizens of Napa County.

Further, OES will provide special emphasis on specific hazards throughout the calendar year, aiding in the disaster preparation and education of the communities within the Napa Operational Area.

The following list depicts one possible outline for the specific hazards to be emphasized throughout the calendar year and recommended months for special emphasis:

Month	Area of Emphasis
January	Earthquake Preparedness
February	Tsunami Preparedness
March	Flood Preparedness
April	Household Hazardous Waste
May	Fire Prevention
June	Hazard Mitigation
July	General Family Preparedness
August	Landslide Awareness
September	Flood Preparedness
October	Business/Industry Preparedness
November	Power Outages
December	Winter Preparedness

## **Training and Exercises**

Napa County's Office of Emergency Services (OES) will develop an annual training and exercise plan for members of the Napa County emergency management organization. OES will inform County departments and Operational Area cities of training and exercise opportunities associated with emergency management. Departments with responsibilities under the Napa County EOP are responsible for ensuring their personnel are properly trained to carry out their responsibilities under the Plan. Individual departments will be responsible for maintaining training records for their respective employees. Forms will be used to provide training documentation to Cal OES as required

County OES will determine the appropriate level(s) of SEMS instruction for each member of the Napa County emergency organization and inform their respective department. The determination will be based on individuals' potential assignments during emergency response.

County OES will ensure that all emergency response personnel can demonstrate and maintain, to the level deemed appropriate, the functional capabilities for the positions they may need to staff during an emergency.

County OES is responsible for the planning and conducting of emergency exercises for Napa County. Exercises will be conducted on a regular basis to maintain readiness and allow emergency responders to become familiar with the procedures, facilities and systems which they will actually use in emergency situations.

Operational Area member jurisdictions will be invited to participate in all relevant exercises sponsored by the County OES. County OES will follow the procedures outlined in the Homeland Security Exercise and Evaluation program (HSEEP) for exercise development, execution, after action documentation and improvement plan development. This information can be provided to Cal OES to meet local exercise requirements.

## **State of Emergency Orders**

These orders and regulations may be selectively promulgated by the Governor (extracted from the California Emergency Plan).

### **State of Emergency (other than war)**

#### ***Order 1 (period of employment waived)***

It is hereby ordered that the period of employment for State Personnel Board emergency appointments, as provided in Section 19120 of the Government Code and State Personnel Board Rules 301-303, be waived for positions required for involvement in emergency and/or recovery operations. The requirements and period of employment for such appointments will be determined by the Secretary of Cal OES but shall not extend beyond the termination date of said State of Emergency.

#### ***Order 2 (control of medical supplies)***

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, all drugs and medical supply stocks intended for wholesale distribution shall be held subject to the control and coordination of the Department of Health Services, Food and Drug Section. Authority imparted under this Order and specific to the proclaimed emergency, shall not extend beyond the termination date of said State of Emergency.

#### ***Order 3 (personnel may be paid in cash)***

It is hereby ordered that during the proclaimed State of Emergency appropriate parts of Sections 18020-18026 of the Government code and State Personnel Board Rules 130-139, be waived to permit cash compensation to personnel whose work is designated by the Director, Cal OES, as essential to expedite emergency and recovery operations for all time worked over the employee's regular work week, at a rate not to exceed 1-1/2 times the regular rate of pay.

The Secretary of Cal OES will also designate the beginning and ending dates for such overtime for each individual involved. This waiver shall not extend beyond the termination date of said State of Emergency.

#### ***Order 4 (contract bond requirement suspended)***

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Secretary of Cal OES, outside of the proclaimed area(s) but which is(are) essential to the relief aid of the lives and property within the proclaimed area, the provisions of Sections 3247-3258 of the Civil Code relating to State contracting bonding requirement for the performance of heavy rescue, debris removal, expedient construction, preparation of mobile home sites and related activities are suspended. This suspension shall not extend beyond the termination date of said State of Emergency.

***Order 5 (housing laws suspended)***

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Secretary of Cal OES, outside of the proclaimed area(s) but which is(are) essential to the relief and aid of the lives and property within the proclaimed area, those zoning, public health, safety or intrastate transportation laws, ordinances, regulations or codes which the Secretary of Cal OES determines impair the provision of temporary housing be suspended for a time not to exceed 60 days, after the proclaimed State of Emergency and authorization by the President upon the declaration of a Major Disaster for the Temporary Housing Program as prescribed in Section 404 of Public Law 93-288 and Section 8654(a) of the Government Code.

***Order 6 (control of stored petroleum)***

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Secretary of Cal OES outside of the proclaimed area(s) but which is(are) essential to the relief and aid of lives and property within the proclaimed area, distribution of intrastate petroleum stocks including those in refinery storage, major distribution installations and pipeline terminals, shall be held subject to the control and coordination of the Energy Resources Conservation and Development Commission. Petroleum stocks may be prioritized and diverted for use in a disaster area or in support of disaster mitigation operations. Any and all actions taken shall be at the discretion and judgment of the State Fuel Allocator, California Energy Commission, for use in disaster mitigation. Such actions shall be coordinated with and prioritized by the Secretary of Cal OES but shall not extend beyond the termination date of said State of Emergency.

## **State of War Orders**

### **State of War Emergency (extracted from the California Emergency Plan)**

#### ***War Order 1 (When these orders in effect)***

It is hereby ordered that the following orders and regulations, numbered 2 through 12, having been duly made in advance of a State of War Emergency, approved by the California Emergency Council and filed with the Secretary of State and the County Clerk of each County, shall take full effect upon the existence of a State of War Emergency and shall remain in full force and effect until amended or rescinded or until termination of said State of War Emergency. (See Section 8567(a), (b) and (d), State Emergency Services Act).

#### ***War Order 2 (warning signals)***

It is hereby ordered that, immediately upon the existence of a State of War Emergency, all counties and cities of the State will immediately sound the indicated warning signal and/or take all other appropriate actions to warn residents. The warning signals necessary to effectuate this action shall be those prescribed by the Federal government for this purpose.

#### ***War Order 3 (State Emergency Services is in charge)***

It is hereby ordered that the Secretary of Cal OES is authorized and directed to act on behalf of the Governor and in the name of the State of California in implementing and operating the California War Emergency Plan; and he is authorized to assume command and control of operations within the State in accordance with such plan, insofar as adherence to such plan is adequate and to deviate from such plan, as directed by the Governor or to the extent and in such manner as he may deem necessary for the protection of life, property and resources of or within the State against unforeseen circumstances or hazards which, by reason of their character or magnitude, are beyond the scope of such plan.

It is further ordered that the Secretary of Cal OES is authorized to delegate such powers as are herein granted, or as authorized under Article 5 of the California Emergency Services Act, to personnel as he may deem necessary, and such personnel may act on behalf of and in the name of the Secretary of Cal OES in carrying out any authority so delegated.

#### ***War Order 4 (personnel)***

It is hereby ordered that all officials of local political subdivisions of the State or in accredited local emergency organizations, and all registered disaster service workers, and all who perform duties, are hereby declared to be members of the Statewide War Emergency by a person having the authority to command the aid of citizens in the execution of his duties, are here declared to be members of the Statewide War Emergency Organization.

It is further ordered that all officials of local political subdivisions of the State and all registered disaster service workers who perform duties in the State or regional emergency operations headquarters are hereby declared to be personnel of the State War Emergency

Organization for the period of the State of War Emergency, subject to the direction of the Governor, the Secretary of Cal OES and/or the manager of the regional headquarters to which such persons are assigned or attached.

It is further ordered that all officials and registered disaster service workers heretofore designated as coordinators or as staff personnel for Operational Area organizations, which have been ratified by the California Emergency Council, are hereby declared to be personnel of the State War Emergency Organization.

***War Order 5 (government shall continue)***

It is hereby ordered that the governmental functions for the protection of lives, property and resources of the State and of every political subdivision thereof shall continue in full force and effect, and all duly constituted officials of the State and of every political subdivision thereof shall continue to discharge their responsibilities and shall comply with, enforce and assume the responsibility for implementing such regulations and orders not inconsistent with or contradictory to rules, regulations or orders issued by the President of the United States or the Commanding General, Sixth United States Army, as are now or may hereafter be promulgated by the Governor, in accordance with approved plans and procedures.

***War Order 6 (retail sales prohibited)***

It is hereby ordered that, in accordance with National and State policy, as reflected in the General Freeze Order, Part A, California Emergency Resources Management Plan, all retail sales and transfers of consumer items are prohibited for a period of at least five days following the onset of a State of War Emergency, except for the most essential purposes as determined by Federal, State or local authorities and except for essential health items and perishables in danger of spoilage.

***War Order 7 (sale of alcohol prohibited)***

It is hereby ordered that the sale of alcoholic beverages shall be discontinued immediately.

***War Order 8 (control of petroleum)***

It is hereby ordered that all petroleum stocks for California distribution, including those in refinery storage, major distributing installations and pipeline terminals, shall be held subject to the control of the State Petroleum Director.

It is further ordered that, following the period of prohibition of sales imposed by Order 6, retail outlets for petroleum products shall operate in accordance with rules and regulations prescribed by the State Petroleum organization as outlined in Part B-VII of the California Emergency Resources Management Plan.

***War Order 9 (control of food)***

It is hereby ordered that all wholesale food stocks, including those under the control of processors, wholesalers, agents and brokers, be held subject to the control of the State Food Director, except that:



Fresh fluid milk, fresh vegetables and bread are not subject to this order; and

Supplies necessary for immediate essential use, on the basis of 2000 calories per person per day, of persons in homes or in mass care centers, restaurants, hotels, hospitals, public institutions and similar establishments feeding approximately 100 persons or more per day, may be obtained from wholesale and/or retail sources upon approval by local authorities operating in accordance with existing State and Federal food supply policies; and it is further ordered that, following the period of prohibition of sales imposed by Order 6, retail outlets for food stocks shall operate in accordance with rules and regulations prescribed by the State Food Organization as outlined in Part B-III of the California Emergency Resources Management Plan.

***War Order 10 (control of medical supplies)***

It is hereby ordered that all drugs and medical supply stocks in California, intended for wholesale distribution, shall be held subject to the control of the Chief, State Emergency Medical and Health Organization; and it is further ordered that, following the period of prohibition of sales imposed by Order 6, retail outlets for drugs and medical supplies shall operate in accordance with rules and regulations prescribed by the State Emergency Medical and Health Organization as outlined in Part B-IV of the California Emergency Resources Management Plan.

***War Order 11 (banks)***

It is hereby ordered that all banks will take emergency operating actions pursuant to Sections 1915 and 1916 of the Financial Code.

***War Order 12 (rent control and rationing)***

It is hereby ordered that, pursuant to the California Emergency Resources Management Plan, Part B-II, Economic Stabilization, and in conjunction with the lifting of the General Freeze Order as referred to in Order 6, price and rent control and consumer rationing will be invoked and administered by the State Economic Stabilization Organization. Rationed items may include those identified in the list of essential survival items contained in Part A, California Emergency Resources Management Plan, and such other items contained in Part A, California Emergency Resources Management Plan, and such other items as may be in short supply.

## Mutual Aid

The following material serves as supplementary guidance and reference material for use of mutual aid in Napa County.

When an emergency or disaster incident expands beyond the capabilities of the County it may request mutual aid through the California Mutual Aid System. The foundation of California emergency planning and response is a statewide mutual aid system which is designed to ensure adequate resources, facilities and other support is given to jurisdictions wherever their own resources are exhausted.

The Cal OES has divided the State into six Mutual Aid Regions and three Administrative Regions. Napa County is part of Mutual Aid Region II. The map below shows the various mutual aid regions within the State of California.

### California OES Mutual Aid Regions



Through the state mutual aid system, the State Office of Emergency Services can receive direct notification from a County OES official that a disaster exists or is imminent. In some cases, mutual aid can prevent a situation from developing into a disaster.

***Mutual Aid Authority.*** The basis for mutual aid is the California Disaster Master Mutual Aid Agreement, as provided for in the California Emergency Services Act. Mutual aid assistance may be provided under one or more of the following authorities:

- California Disaster and Civil Defense Master Mutual Aid Agreement
- California Fire and Rescue Emergency Plan
- California Law Enforcement Mutual Aid Plan
- Federal Disaster Relief Act of 1974 (Public Law 93-288)

***Policies and Procedures***

Mutual aid resources will be provided and utilized in accordance with the California Master Mutual Aid Agreement and supporting separate agreements.

During a proclaimed emergency, inter-jurisdictional mutual aid will be coordinated at the appropriate County (Operational Area) or Mutual Aid Regional level whenever the available resources are:

- Subject to State or Federal control
- Subject to military control
- Located outside the requesting jurisdiction
- Allocated on a priority basis

Requests for, and coordination of, mutual aid support will normally be accomplished through established channels: cities to Operational Area (County), to Mutual Aid Regions and then to the State. Requests should include, as applicable:

- Number of personnel needed
- Type and amount of equipment
- Reporting time and location
- Authority to which they are to report
- Access routes
- Estimated duration of operations

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## **SECTION 2:**

**EOC Guidance Documents  
EOC Position Guides/  
Checklists**

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## **1.0 Activation**

### **1.1 Emergency Operations Center (EOC) Purpose**

The Napa County EOC is the centralized facility through which the Operational Area responders will coordinate all emergency related services. The Operational Area EOC has the capability of serving as the central point for:

- Coordination with local governments within the Operational Area
- Information gathering and dissemination within the Operational Area
- Reporting of information to the regional level
- Coordination with the Regional EOC (REOC) and other Operational Areas

#### **1.1.1 Local Jurisdictions' EOCs**

Each of the five local jurisdictions in Napa County may activate their EOC for an incident involving their particular jurisdiction. Once a local jurisdiction's EOC is activated, they must immediately notify the Napa County OES Duty Officer. Napa County will then activate their EOC and notify the Cal OES Coastal Region REOC and the State Operations Center (SOC).

### **1.2 EOC Facilities**

#### **1.2.1 Napa County EOC Facility**

The Napa County EOC is located at:

Napa County Sheriff's Office  
1535 Airport Blvd.  
Napa, CA 94558

Parking is located adjacent to and behind the building.

#### **1.2.2 Local Jurisdictions' EOC Facilities**

Each city/town in Napa County will designate their primary EOC location and a secondary EOC location. These locations will be noted in the attached annexes to this document.

## 1.3 EOC Activation

### 1.3.1 Initial Response

Initial field response operations will be accomplished by the appropriate Cities/Town or County agencies, Napa Operational Area member jurisdictions, volunteer agencies, and segments of the private sector. During initial response operations, field responders will place emphasis on saving lives, property, and the environment, controlling the situation, and minimizing the effects of the emergency. The Incident Command System will be used to manage and control the response operations.

The disaster/event may be controlled solely by various County emergency responders or with other agencies through the mutual aid system. If the resources available at the field response level are not sufficient to mitigate the situation, the Incident Commander may request that the local Emergency Operations Plan, or the local EOC, be activated to support the field operations.

**Field Reports.** A field report is provided by the incident responders and includes information concerning the nature, severity, and extent of the situation. The information will be used to assess the extent of the disaster/event and determine the appropriate level of response for the County. [A Field Damage Estimate Procedures form is included in the Forms and Tools section of the EOP.]

### 1.3.2 Levels of EOC Activation

Any EOC may be activated as needed to support emergency operations. The EOC may be activated by one of the following:

- Director of Emergency Services
- Deputy Director of Emergency Services (Emergency Services Officer)
- County CEO
- County Sheriff or County Fire Chief
- City Manager/Town Manager
- City Police Chief or Fire Chief
- Field Incident Commander, with approval from any of the above.

The Napa County EOC is also the EOC for the Napa County Operational Area (OA). SEMS regulation specifies seven circumstances in which the Operational Area EOC must be activated and SEMS used. The Operational Area EOC will be activated when:

- A local government within the Operational Area has activated its EOC and requested activation of the Operational Area EOC to support their emergency operations.



- Two or more cities/town within the Operational Area have declared or proclaimed a local emergency.
- The County and one or more cities have declared or proclaimed a local emergency.
- A city/town and/or County have requested a governor's proclamation of a state of emergency.
- A state of emergency is proclaimed by the governor for the county or two or more cities within the Operational Area.
- The Operational Area is requesting resources from outside its boundaries. This does not include resources used in normal day-to-day operations that are obtained through existing mutual aid agreements.
- The Operational Area has received resource requests from outside its boundaries. This does not include resources used in normal day-to-day operations which are obtained through existing mutual aid agreements.

The Napa County Operational Area has developed EOC activation criteria that include conditions based on a hazard analysis as well as regulatory requirements. The goal is a rapid EOC activation when Operational Area involvement will be needed.

Three levels of activation have been identified that will provide EOC staffing commensurate with the coordination needs of varying emergency situations. The following page contains the activation criteria for the Napa County EOC.

Event/Situation	Activation Level	Minimum Staffing
<ul style="list-style-type: none"> <li>• Severe Weather Advisory</li> <li>• Pandemic or Public Health Threat</li> <li>• Earthquake Advisory</li> <li>• Flood Watch</li> <li>• Activation requested by a local government with activated EOC</li> <li>• Terrorism threat or incident</li> </ul>	<p style="text-align: center;">One</p>	<ul style="list-style-type: none"> <li>• Emergency Services Manager</li> <li>• OES Staff</li> <li>• Dept. Representatives as required</li> </ul>

Event/Situation	Activation Level	Minimum Staffing
<ul style="list-style-type: none"> <li>• Moderate Earthquake</li> <li>• Major wildfire affecting developed area</li> <li>• Major wind or rain storm</li> <li>• Pandemic or Imminent Public Health Threat</li> <li>• Imminent Earthquake Alert</li> <li>• Local emergency declared or proclaimed by:               <ul style="list-style-type: none"> <li>○ Two or more cities/town</li> <li>○ The County and one or more cities/town</li> </ul> </li> <li>• A city/town or the County requests a governor’s proclamation of a state of emergency.</li> <li>• A state of emergency is proclaimed by the governor for the County or two or more cities/town.</li> <li>• Terrorism threat or incident</li> </ul>	Two	<ul style="list-style-type: none"> <li>• Emergency Services Manager</li> <li>• OES Staff</li> <li>• All Section Chiefs</li> <li>• Branches and Units as appropriate to situation</li> <li>• Agency Representatives as appropriate</li> </ul>
<ul style="list-style-type: none"> <li>• Major countywide or regional emergency, multiple departments with heavy resource involvement</li> <li>• Major earthquake</li> <li>• Terrorism threat or incident</li> </ul>	Three	<ul style="list-style-type: none"> <li>• All EOC Positions</li> </ul>

### 1.4 Notification – EOC Emergency Recall List

If activation is required, the local Dispatch will notify everyone on the appropriate agency EOC Recall List and provide directions to the primary EOC. If the primary EOC is not available or is inaccessible, the alternate EOC will be activated.

The EOC Emergency Recall List includes personnel who are part of each SEMS function in the each Emergency Operations Center, as well as other technical support employees. The Emergency Recall List is to be activated and implemented when an emergency or disaster affects the cities/town within Napa County, or the County of Napa and poses a major threat to life, property, and/or the environment.

***Maintenance of Emergency Recall List.*** Each City and Napa County maintains the Emergency Recall List. The Napa County Office of Emergency Services ensures that Napa Dispatch, the Emergency Services Manager, and the Emergency Services Officer have current copies of the Emergency Recall List. The Emergency Recall list is activated by Napa Dispatch and will only be implemented when directed by one of the following employees:

- Napa County Director of Emergency Services or Emergency Services Officer
- County CEO
- City/Town Manager/Manager
- Napa County Sheriff or Fire Chief
- City Police Chief/Fire Chief
- Field Incident Commander, with approval from any of the above

## **1.5 Notification Implementation**

Once activation is requested and properly authorized, the Emergency Recall List will be implemented by Napa Dispatch personnel. Notifications and alerts begin with the primary Emergency Services Officer for each city/town or Napa County. If the primary Emergency Services Officer cannot be reached, other directors will be contacted until someone is reached to assume the Director of Emergency Services position.

The dispatchers will provide the Director of Emergency Services with a complete status of the incident or disaster, identifying damage sustained, current response actions, resource status, etc. Based on the information provided by the dispatcher, the Director of Emergency Services will determine what parts of the Emergency Recall List will be implemented, including what sections of the Emergency Operations Center will be activated and requested to respond.

Additionally, the Director of Emergency Services, when appropriate, will personally contact and inform the Napa County Board of Supervisors of the situation in the County.

The EOC Recall List consists of the following sections:

- Management/Command
- Operations
- Planning
- Finance
- Logistics

## **1.6 Recalled Personnel**

When notified of an Emergency Recall, personnel should notify their families, retrieve their emergency operations kit, and report to the designated Emergency Operations Center. Personnel should be prepared for a lengthy stay, which will be dependent upon the nature of the disaster and its expected duration.

It is the responsibility of each EOC Manager to assign two (2) alternates for each key position. It is also the department head's responsibility to ensure that all designated alternates have knowledge and training in their EOC assigned job functions. The Napa County Office of Emergency Services will assist each jurisdiction/city/town in Emergency Operations training.

## **2.0 EOC Operations**

### **2.1 Summary of EOC Operations**

The Standardized Emergency Management System (SEMS) is state law, and under SEMS regulations, Napa County is established as an Operational Area, one of the five SEMS levels, for use in all emergencies and disasters involving multiple agencies or multiple jurisdictions.

As an Operational Area, Napa County is an intermediate level of the state's emergency services organization that encompasses the County and all political subdivisions. The Operational Area manages and 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 through the Office of Emergency Services.

All local governments, and most special districts, within the geographic area of Napa County are part of the same Operational Area.

The Napa County government is the lead agency of the Operational Area, and is responsible for:

- Coordinating information, resources and priorities among the local governments within the Operational Area
- Coordinating information, resources and priorities between the regional level and the local government level
- Using inter-agency coordination to facilitate decisions for overall Operational Area level emergency response activities

The role of the Operational Area lead agency does not change the coordination of discipline- specific resources, such as fire, law, and medical/health, through their established mutual aid systems.

### **2.2 EOC Protocols**

An EOC provides a central location of authority and information, and allows for face-to-face coordination among personnel who must make emergency decisions. The following functions are performed in the EOC:

- Managing and coordinating emergency operations.
- Receiving and disseminating warning information.
- Developing emergency policies and procedures.

- Collecting intelligence from, and disseminating information to, the various EOC representatives, and, as appropriate, to state agencies, military, and federal agencies.
- Preparing intelligence/information summaries, situation reports, operational reports, and other reports as required.
- Maintaining general and specific maps, information display boards, and other data pertaining to emergency operations.
- Continuing analysis and evaluation of all data pertaining to emergency operations.
- Controlling and coordinating, within established policy, the operational and logistical support of departmental resources committed to the emergency.
- Maintaining contact and coordination with support DOCs, other local government EOCs, and the Napa County Operational Area.
- Providing emergency information and instructions to the public, making official releases to the news media and the scheduling of press conferences, as necessary.

Departments with critical response functions may also activate their Department Operation Centers (DOC) that act as conduits of information between field operations and the EOC.

### **2.3 Management Organization**

The SEMS regulation requires Operational Areas to provide for five functions: command, operations, planning, logistics, and finance/administration. These functions are the basis for structuring the Operational Area EOC organization.

Primary SEMS Function	Role at the Operational Area Level
Management/Command	Responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations
Operations	Responsible for coordinating support to local government's emergency response, coordinating inter-jurisdictional responses, and coordinating county-wide activities through implementation of the Operational Area Action Plan
Planning	Responsible for collecting, evaluating, and disseminating information; developing the Operational Area Action Plan in coordination with other functions; and maintaining documentation
Logistics	Responsible for providing facilities, services, personnel, equipment, vehicles, and materials to support the emergency response
Finance/Administration	Responsible for financial and other administrative activities, including documenting all costs and expenditures associated with a declared disaster

The organizational structure for the operational area EOC provides for:

- Representatives from local governments within the Operational Area
- A Field Representative sent by REOC
- Operational Area Mutual Aid Coordinators or their representatives from discipline- specific mutual aid systems
- Coordinators for other major functions needed for mutual aid and inter-jurisdictional coordination
- Representatives from other agencies, community-based organizations, private sector and volunteer service programs to function as liaison between their organizations and the Operational Area EOC
- Other functions as needed to carry out the local government responsibilities of the lead agency (in a combined Operational Area and County or other lead agency EOC)

## **2.4 Resource Management**

Resource requests from local governments and requests to the regional level will be made through one of the following processes:

- Discipline-specific mutual aid systems: requests for resources that are normally within the inventories of the mutual aid system will go from local coordinator to Operational Area Mutual Aid Coordinator to Regional Mutual Aid Coordinator.
- All other resource requests will be made through appropriate branches in the Operations Section who will then initiate the resource request through the Logistics Section at each level with emphasis on the need for lateral coordination with other EOC functions.

Resource requests from local governments will be coordinated within the Operational Area to determine if the resource is available from other local governments or other sources within the Operational Area. Available resources will be allocated to the requesting local government.

If requests for a specific resource exceed the supply, the available resources will be allocated by the Operations Section consistent with priorities established through the action planning process. The Management/Command Staff is responsible for ensuring that priorities are followed.

Resources not available within the Operational Area will be requested through the regional level. Resource requests should be coordinated internally at the Operational Area level before being placed to the regional level.

Functional coordinators in Operations and Logistics are responsible for tracking resource requests.

## **2.5 EOC Information Management**

Within the EOC, Web EOC will be used to provide written communications between the sections, branches and units. Each section, branch and unit will also use ICS 213 General Message Form to order disaster/event-related resources and to record information to be transmitted to other sections/branches/units. The message system provides an audit trail of all pertinent information necessary to document the actions taken by the County during the response to a disaster, not merely every word uttered between the various EOC Staff.

The Web EOC and the 213 Message Form will not replace face-to-face communications, but will ensure a paper trail of critical verbal communication is maintained, if not recorded on the individual's or section's/branches'/units' duty logs (found in the Web



EOC system). A copy of the EOC 213 Message Form is located in the Form and Tools section of this plan.

Acting as the Operational Area, Napa County coordinates emergency activities within the Operational Area, augmenting, not replacing, any member jurisdiction's emergency operations. It also serves as the communications link between the State's Coastal Region Emergency Operating Center (REOC) and the operating centers of the Napa Operational Area member jurisdictions. It provides a single point of contact for information on the emergency situation, as well as resource needs and priorities.

Transmission of information to the State's REOC will be accomplished electronically using Cal EOC. If the regular data or telephone lines servicing the County are not operable, the Operational Area Satellite Information System (OASIS) will be used to establish the link to the network server, allowing the County to transmit the data to the State.

Critical information from the City's and/or Town EOCs and the Napa County Operational Area will be submitted to the State's REOC on Cal EOC in a Preliminary Report, Situation Summary, Status Report, and a Flash Report.

**Preliminary Report.** The Preliminary Report form will be used by the County to transmit information to the State's REOC during the first two hours after an event.

**Situation Summary.** The Situation Summary is an assessment of the emergency and identifies major incidents/problems and response and recovery priorities. It is intended for use after the first two hours of an event.

**Status Report.** The Status Report is informational, providing data about the effects of the emergency in several categories. The Status Report and Situation Summary will be transmitted to the State together.

**Flash Report.** The Flash Report is used to transmit vital and/or time-sensitive information between the State and County/Operational Area outside regularly scheduled Situation Summaries and Status Reports.

Resources requests will be made through one of the following processes:

- Discipline-specific mutual aid systems: Requests for resources that are normally within the inventories of the mutual aid system will go from local coordinator to Operational Area Mutual Aid Coordinator to the Regional Mutual Aid Coordinator.
- All other resource requests will be made through the operations and logistics functions at each level.

Resource requests from jurisdictions within the Operational Area will be coordinated to determine if the resource is available from other local governments or other sources within the Operational Area. Mutual Aid Coordinators at each level will keep the Operations Chiefs informed of the status of resource requests and allocations. Mutual Aid Coordinators at each level will communicate and coordinate with each other to maintain current status on resource requests and allocations within the disaster area.

Resource requests from Napa Operational Area members are usually submitted on Cal EOC. Available resources will be allocated to the requesting local government. If requests for a specific resource exceed the supply, the available resources will be allocated consistent with the priorities established through the action planning process. The Section Chiefs of the County EOC are responsible for ensuring that priorities are followed.

Resources that are not available within the Operational Area will be requested through the regional level, the State's Coastal REOC. Resource requests should be coordinated internally at the Operational Area level before being forwarded to the regional level. The Resource Status Unit Leader in the Plans Section, in coordination with various Operations Branches, is responsible for tracking resource requests.

***State of California's Emergency Response System (Cal EOC).*** The purpose of the California Emergency Response System (Cal EOC) is to maintain an accurate flow of information, and to improve County Office of Emergency Services' ability to respond to major disasters. The system will increase their level of service and efficiency by improving their ability to respond to, manage and coordinate requests for resources; and collect, process, and disseminate information during and after a disaster.

Each computer in the County Emergency Operations Center has Cal EOC capability. The following reports or requests will be provided to the Governor's Office of Emergency Services via Cal EOC during and after the emergency or disaster:

- Situation Status Reports
- Mutual Aid Requests
- Local Declarations, Gubernatorial, and Presidential Declaration requests
- After Action/Corrective Action Reports

***Operational Area Satellite Information System (OASIS).*** The Operational Area Satellite Information System (OASIS) has a low susceptibility to geologic hazards and is independent of the public telephone system. OASIS is intended to be a backup to the existing Napa County communication resources, which include a county-wide radio system, amateur radio systems, and digital packet radio for data communications.

The major component of the system is the satellite communications system. The Napa County dish antenna is located on the roof of the Hall of Justice. Desktop phone sets provide access to the system and are located in the Napa County EOC and at Napa County Sheriff's Office Dispatch Center. Cal OES will operate the OASIS hub site during disasters. The State is responsible for all maintenance of the system.

## **2.6 EOC Action Planning**

The use of action plans in the EOC must provide a clear and measurable process for identifying objectives and priorities for a given event. Action planning is an important management tool that involves:

- A process for identifying priorities and objectives for emergency response or recovery efforts
- Plans which 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 Section Chiefs along with other EOC staff, as needed, such as special districts, and other agency representatives.

The Planning Section is responsible for facilitating the action planning meeting and completing and distributing the action plan. Action plans are developed for a specified operational period, which 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 timeframe 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. Guidelines for developing action plans and an action plan format are contained in the Forms and Tools section.

## **2.7 EOC Coordination**

Inter-agency coordination inside and outside the EOC is important for:

- Establishing overall priorities
- Allocating critical resources
- Developing strategies for handling multi-agency and multi-jurisdictional response problems
- Sharing information
- Facilitating communications

Inter-agency coordination is an integral part of the functioning of an Operational Area EOC. The EOC is staffed by representatives from the departments and agencies working together to coordinate the Operational Area's emergency response. Agency representatives from local governments including special districts, community-based organizations, volunteer services (VSPs), and private organizations, may also participate with EOC functional elements in coordinating the Operational Area response effort. Coordination with agencies not represented in the EOC may be accomplished through telecommunications, satellite, or other electronic means.

### **2.7.1 Field Responders**

Since the Napa County EOC is also the Napa County Operational Area's emergency operations center, communications and coordination must be established with field responders who are responding to both incorporated and unincorporated parts of the County. When no Department Operations Centers (DOCs) are activated, the Incident Commander(s) operating in the field will report directly to the Operations Section Chief in the appropriate EOC, via their dispatchers or through other methods that are available.

When City or County Departments have activated their EOCs or DOCs, the Field Incident Commander will continue to report directly to the Operations Section Chief in the EOC and provide status reports to their DOC. When the County EOC is directly overseeing Incident Command teams, it is operating in a centralized coordination and direction mode.

### **2.7.2 Department Operations Centers (DOCs)**

The appropriate EOC Section/Branch/Unit will coordinate with DOCs to obtain information for advance planning, logistical needs, available personnel and equipment resources, and other information as required. The DOCs will assist the EOC in supporting field operations.

### **2.7.3 Operational Area Member Jurisdictions**

During EOC activation, direct communications and coordination may be established between Napa County and any Operational Area member jurisdictions. Additionally, as time permits, communications will be established with other member jurisdictions that have not activated their EOCs. Initially, communications will be established by any means available and with whoever is available, regardless of his functional EOC position. Ideally, communications and coordination with City's and/or Town EOCs will occur along functional lines.

Whenever feasible, an agency representative from each jurisdiction which activated its EOC should be at the Napa County EOC. Each of the Operational Area member jurisdictions has agreed to send a representative to the Napa County EOC. The city/town representatives will ensure that adequate coordination and information exchange arrangements are made with the Operational Area.

#### **2.7.4 Special Districts**

The emergency response role of special districts is generally focused on their normal services or functional area of responsibility. During disasters, some types of special districts, such as fire districts, will be more extensively involved in the emergency response by directly coordinating, communicating, and assisting local governments.

In Napa County, relationships with special districts and the local governments are complicated by overlapping boundaries. For the special districts that serve more than one local government and/or serve the County unincorporated areas, they will coordinate and communicate directly with the County EOC.

Ideally, the special district involved in the emergency response will have a representative at the County EOC, serving as the focal point of coordination and work with other local government representatives in the EOC. If a special district is unable to send a representative, then the Liaison Officer in the EOC will be responsible for establishing communications and coordination with the special district.

#### **2.7.5 Private and Volunteer Agencies**

Within Napa County, coordination of response activities with many non-governmental agencies may occur, primarily at the local government level. However, the County EOC will establish coordination with private and volunteer agencies that have multi-jurisdictional or county-wide response roles. The agencies that play key roles in the response should have representatives at the County EOC.

Coordination with volunteer and private agencies that do not have representatives there may be accomplished through telecommunications, liaison with community councils that represent several agencies, or involvement of agencies in special multi-agency groups on specific issues.

#### **2.7.6 Coastal Region Emergency Operations Center**

Direct coordination and communications with the Coastal Region Emergency Operations Center (REOC) are essential. There is one primary method and one alternate method for the Operational Area to coordinate with the Coastal REOC:

- Primary Method - The REOC sends a field representative to the Operational Area
- Alternate Method - The Operational Area and the REOC coordinate through various telecommunications systems

Coordination and communications between the County EOC and the Coastal REOC will occur between the five SEMS functions. Direct coordination and communications will also be established between the Operational Area Mutual Aid Coordinators, who are located in the County EOC, and the Region's Mutual Aid Coordinator, who are located in the State's Coastal REOC. These coordinators may be functioning from their respective Operational Area and regional EOCs or from other locations depending on the situation and the mutual aid system.

### **2.7.7 State and Federal Field Response**

There are some instances where a state or federal agency will be part of a field response in the County. State agency field response may be the result of a flood fight effort, oil spill, hazardous materials accident or other hazard scenarios. Federal field response could result from the same scenarios or a military aircraft accident, where the federal military authorities are the Incident Commander.

When a state agency or federal agency is involved in field operations, coordination will be established with the Napa County Office of Emergency Services and the appropriate city/town emergency services office, where the incident occurs. State or federal agencies operating in the field may be found in any ICS section, branch, or unit; or part of a Unified Command. The incident will determine their location.

### **3.0 EOC Position Checklists**

The following pages contain functional descriptions and checklists for each position in the Operational Area EOC. They are arranged by sections, with the Section Chief followed by each branch or unit in that section.

## **EOC Function Specific Checklists**

### **EOC Management/Command Staff**

This section contains functional descriptions, responsibilities, and checklists for personnel assigned to the **Management/Command Staff** of the EOC. The checklists describe the minimum activities that should be accomplished by personnel assigned to functional positions within the section

#### **Management/Command Staff Functional Descriptions**

The EOC Director has the authority and responsibility to direct all EOC activity. The EOC Director has support personnel called the Management/Command Staff. They have delegated responsibility to perform management support functions.

Management/Command Staff positions will vary depending upon the need of the EOC Director for support. These positions may be activated at a one-person level, with staff assistants depending upon the level of activation, the work to be accomplished, and the numbers of personnel needed.

The Management/Command Staff positions relieve the EOC Director of many activities that may interfere with the Director's primary responsibility for EOC management.



## **EOC Director**

### **Function Description**

The EOC Director has overall responsibility and authority for the operation of the EOC. The Director will assure that the EOC is staffed and operated at a level commensurate with the emergency. The EOC Director's reporting relationship to higher authority will vary depending upon the SEMS Level.

Examples of reporting relationships are described below.

***Local Government Level.*** Mayor, City/Town Manager, or other named authority as stated in the local government's emergency ordinance.

***Operational Area.*** Napa County Executive Officer, or Emergency Services Manager, or other named authority as stated in the Operational Area's emergency ordinances.

***Regional.*** Cal OES Regional Administrator or designee.

***State.*** Cal OES Director or designee.

The EOC Director will delegate authority as appropriate to the EOC Manager. Positions reporting to the EOC Manager include but are not limited to:

#### ***Management/Command Staff***

- Emergency Services Manager
- Public Information Officer
- Liaison Officer
- Safety Officer/Stress Manager
- Security Officer
- Legal
- Health Officer

#### ***Functional Section Chiefs (General Staff)***

- Operations Section Chief
- Planning Section Chief
- Logistics Section Chief
- Finance/Administration Section Chief

### **EOC Director Responsibilities**

- Establish the appropriate staffing level for the Operational Area EOC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.
- In conjunction with the EOC Manager, set jurisdictional priorities for response efforts. Ensure that all department and agency actions are accomplished within the priorities established at the EOC.
- Exercise overall management responsibility for the coordination between emergency response agencies within the Operational Area.
- In conjunction with the EOC Manager, set priorities for response efforts in contract and incorporated areas of the County.
- Ensure that all County agency actions are accomplished within the priorities established.
- Ensure that inter-agency coordination is accomplished effectively within the Operational Area EOC.

## **EOC Director Checklists**

### **Warning Phase:**

- Place Emergency Operations Center staff on standby.
- Place the City/Town Council(s) or Board of Supervisors on standby.
- Place Department Heads on standby.
- If required, activate the Emergency Operations Center.

### **Activation Phase:**

- Determine appropriate level of EOC activation based on situation as known.
- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Brief the Board of Supervisors and elected officials or their representatives on the status of the emergency and the Incident Action Plan.
- In conjunction with the Public Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.
- If required, declare a **LOCAL EMERGENCY**.
- If required, request the Governor proclaim a **STATE OF EMERGENCY**.
- If required, ask that the Governor request the President proclaim a **FEDERAL DECLARATION OF EMERGENCY**.

- Coordinate local government proclamations with other emergency response agencies, as appropriate.
- Make sure that all essential emergency services are activated.
- Conduct periodic briefings for elected officials or their representatives.
- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

### **After an Emergency**

- Release personnel from Emergency Operations Center when crisis diminishes sufficiently.
- Re-check this checklist.
- Make sure that staff and volunteers receive debriefing and counseling, as needed.
- Have unsightly debris cleaned up as soon as possible.
- When appropriate, issue a **Proclamation of Termination of Local Emergency**.
- Appoint someone to follow through with hazard mitigation.

### **Demobilization Phase**

- Be prepared to provide input to the After Action/Corrective Action report.
- Deactivate the EOC at the designated time, as appropriate.
- Proclaim termination of the emergency response and proceed with recovery operations.
- As soon as possible, while interest in emergency preparedness is still high, place emergency preparedness and hazard mitigation proposals on the Board agenda. Suggestions for these proposals are listed below:
  - Hold critique of the emergency response effort.
  - Have someone follow through with public education programs.
  - Hold a critique of the emergency recovery effort.
  - Review this Plan.

When appropriate, prepare a Proclamation of Termination of Local Emergency.

## **Emergency Services Manager**

### **Function Description**

The Emergency Services Manager has the overall best knowledge of the functioning of the EOC. The Emergency Services Manager is also the person most familiar with emergency services for Napa County, and is an invaluable asset to the EOC Director who may not be as well versed in the day-to-day inner workings of the facility.

### **Responsibilities**

- Facilitate the overall functioning of the EOC.
- Assist and serve as an advisor to the EOC Director as needed, providing information and guidance related to the functions of the EOC and ensure compliance with operational area emergency plans and procedures.
- Assist the Liaison Officer in ensuring proper procedures are in place for directing agency representatives and conducting VIP/visitor tours of the EOC.

## **Emergency Services Manager Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Report to EOC Director; let Section Chiefs and Command Staff know you have arrived.
- Set up your workstation and review your position responsibilities.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Coordinate with other Operational Area EOCs to ensure appropriate levels of activation are in place.
- Mobilize appropriate personnel for the initial activation of the EOC utilizing Nixle.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Ensure that Web EOC is operational at the Operational Area EOC and any local governments that have it installed. Utilize Cal EOC Fusion to communicate with the State Operation's Center.
- Update the EOC Director with appropriate staffing plans for the EOC.
- Provide assistance and information regarding section staffing to all General Staff.

### **Operational Phase**

- Ensure that the EOC is properly set up and ready for operations and check-in procedure is established
- Set Operational period (12 or 24 hour) for incident.
- Ensure that telephone and/or radio communications with other EOCs are established and functioning.
- Notify the State Operations Center that Napa County has activated their EOC and if any additional EOC's are activated in the Operational Area.

- Determine which sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their sections as required.
  - Operations Section Chief
  - Logistics Section Chief
  - Planning Section Chief
  - Finance/Administration Chief
  
- Determine which Management/Command Staff positions are required and ensure they are filled as soon as possible.
  - Emergency Services Manager
  - Safety Officer/Stress Manager
  - Public Information Officer
  - Security Officer
  - Liaison Officer
  - Legal Officer
  - Health Officer
  
- Assist the Plans Chief and General Staff in developing overall strategic objectives as well as section objectives for the Action Plan.
  
- Schedule the Initial Action Planning meeting.
  
- Ensure that an EOC organization and staffing chart is posted and completed.
  
- Confer with the General Staff to determine what representation is needed at the EOC from other emergency response agencies, local governments and other agencies.
  
- Assign a Liaison Officer to coordinate outside agency response to the EOC, and to assist, as necessary, in establishing an Inter-agency Coordination Group.

**Operational Phase:**

- Monitor Management/Command Staff activities to ensure that all appropriate actions are being taken.
  
- Ensure that the Liaison Officer is providing for and maintaining effective inter-agency coordination.
  
- Based on current status reports, establish initial strategic objectives for the EOC. SMART objectives are: Specific, Measurable, Attainable, Relevant, Time-Oriented



- In coordination with General Staff, prepare EOC objectives for the initial Action Planning Meeting.
- Convene the initial Action Planning meeting. Ensure that all Section Chiefs, Management/Command Staff, and other key agency representatives are in attendance. Ensure that appropriate Action Planning procedures are followed . Ensure the meeting is facilitated appropriately by the Planning Section.
- Once the Action Plan is completed by the Planning Section, review, approve and authorize its implementation.
- Assist the Planning Section in the development, continuous updating, and execution of the EOC Action Plan.
- Provide overall procedural guidance to General Staff as required.
- Provide general advice and guidance to the EOC Director as required.
- Ensure that the State Operation Center is updated .
- Ensure that all communications with appropriate emergency response agencies are established and maintained.
- Assist the EOC Director in preparing for and conducting briefings with Board of Supervisors, agency or jurisdiction policy groups, the media, and the general public.
- Assist the EOC Director and Liaison Officer, in establishing and maintaining Inter-agency Coordination Groups as necessary.
- Assist the Liaison Officer with coordination of all EOC visits.
- Provide assistance with shift change activity as required.

**After an Emergency**

- Make sure debriefing and counseling of staff and volunteers is conducted as needed.
- Assign support staff to restock the Emergency Operations Center with supplies.
- Assemble, check and establish files of financial records; forward copies to Finance.

- Make sure the Finance Officer knows how to obtain and follow through on disaster assistance.
  
- Follow through with hazard mitigation.
  
- As soon as possible, while interest in emergency preparedness is still high:
  - Place emergency preparedness and hazard mitigation proposals on the Board agenda.
  - Help with critique of the emergency response effort.
  - Help with public education programs.
  - Recruit volunteers for longer term preparedness projects.
  - Have departments review standard operating procedures.
  
- Hold a critique of the emergency recovery effort.
  
- Review this Plan and make changes, if necessary.
  
- Recommend Emergency Operations Center improvements, if needed.
  
- Review this checklist.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
  
- Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to your departure.
  
- Be prepared to provide input to the After Action/Corrective Action report.
  
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
  
- Clean up your work area before you leave.
  
- Leave a forwarding phone number where you can be reached.

## **Health Officer**

### **Function Description**

### **Responsibilities**

- 

## **Health Officer Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Report to EOC Manager/Director, Section Chief, Branch Director, or other assigned Supervisor.
- Set up your workstation and review your position responsibilities.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

### **Operational Phase**

- Attend EOC briefings and provide Command Staff with .....
- Brief section chiefs as needed:  
\_\_\_ Operations Chief \_\_\_ Plans Chief \_\_\_ Logistics Chief \_\_\_ Finance Chief.

**E**stablish liaison, as needed, with your counterparts in:

\_\_\_ Cities \_\_\_ Special Districts \_\_\_ Adjacent counties \_\_\_ State agencies

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Legal Officer**

### **Function Description**

Counsel acts as the legal advisor to the Director of Emergency Services, Command Staff members and other incident staff during emergencies.

### **Responsibilities**

- Check the legality of various emergency documents.
- Prepare required documents including proclamations and/or resolutions.
- Watch out for potential legal liabilities.

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Report to EOC Director, Section Chief, Branch Director, or other assigned Supervisor.
- Set up your workstation and review your position responsibilities.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

### **Operational Phase**

- Attend EOC briefings and provide Command Staff with the legality and legal implications of contemplated emergency actions or policies.
- Prepare emergency ordinances and other legal documents as required by the Director of Emergency Services or Emergency Services Manager.
- Review proclamations promulgated by the County during the emergency.
- Develop the rules and regulations and laws required for acquisition and/or control of critical resources.



- Develop the necessary ordinances and regulations to provide a legal basis for evacuation of residents.
- Commence such civil and criminal proceedings as are necessary and appropriate to implement and enforce emergency actions..
- Prepare documents relative to the demolition of hazardous structures or conditions.
- Brief section chiefs as needed:  
\_\_\_ Operations Chief \_\_\_ Plans Chief \_\_\_ Logistics Chief \_\_\_ Finance Chief.
- Determine the availability of County Counsel personnel for:  
\_\_\_ Incident staffing \_\_\_ EOC staffing \_\_\_ Relief personnel
- Establish liaison, as needed, with your counterparts in:  
\_\_\_ Cities \_\_\_ Special Districts \_\_\_ Adjacent counties \_\_\_ State agencies

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Public Information Officer**

### **Function Description**

The Public Information Officer is the primary point of contact between the EOC, the media and the public. The Public Information Officer prepares information releases, briefs media representatives, and provides for press conferences. The Public Information function also oversees the Rumor Control activity.

A primary source of information for the Public Information function will be from the Situation Analysis Unit in the Planning Section. While not all information in the unit may be appropriate for the public, the information in Situation Analysis should be the best available and will have been verified for accuracy. The Public Information Officer will provide guidance as appropriate to other departments/agencies on the release of emergency-related information.

### **Organizing the Information function in an Operational Area EOC:**

The Information function within an EOC may have special organizational needs due to the possible size of the organization required to meet the agency or jurisdictional information needs.

Normally, the Information function is handled by the Information Officer who is a member of the Management/Command Staff. Assistant Information Officers may be assigned as needed. The Assistants may represent other jurisdictional departments, agencies, other jurisdictions, and/or they may also be assigned to handle specific Information functions.

### **Responsibilities**

- Serve as the central coordination point for the Operational Area for all media releases.
- Establish a "Disaster Hotline" with an up-to-date recorded message.
- Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information. Ensure that all rumors are responded to in a timely manner and with factual information.
- Coordinate media releases with Public Information Officers at incidents or representing other affected emergency response agencies as required.
- Develop the format for press conferences, in conjunction with the EOC Director.
- Maintain a positive relationship with the media representatives.
- Supervise the Public Information function and the Joint Information Center (JIC), if activated.



## **Public Information Officer Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Report to EOC Director, Section Chief, Branch Director, or other assigned Supervisor.
- Set up your workstation and review your position responsibilities.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Determine staffing requirements and make required personnel assignments for the Public Information function as necessary.

### **Operational Phase**

- Obtain policy guidance from the EOC Director with regard to media releases.
- Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.
- Coordinate with the Situation Analysis Unit and identify the method for obtaining and verifying significant information as it is developed.
- Develop and publish a media briefing schedule, to include location, format, and preparation and distribution of handout materials.
- Implement and maintain an overall information release program.
- Establish a Media Information Center, as required, providing necessary space, materials, telephones and electrical power.
- Maintain up-to-date status boards and other references at the Joint Information Center. Provide adequate staff to answer questions from members of the media.

- Interact with other EOC PIOs and obtain information relative to public information operations.
- Develop content for state Emergency Alert System (EAS) releases if available. Monitor EAS releases as necessary.
- In coordination with other EOC sections, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public. These advisories and instructions must be approved by the EOC Director.
- At the request of the EOC Director, prepare media briefings for members of the agencies or jurisdiction policy groups and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.
- Ensure that a rumor control function is established to correct false or erroneous information.
- Ensure that adequate staff is available at incident sites to coordinate and conduct tours of the affected areas.
- Provide appropriate staffing and telephones to efficiently handle incoming media and public calls.
- Update the Napa OES web site with current news releases as appropriate.
- Prepare, update, and distribute to the public a Disaster Assistance Information Directory, containing locations to obtain food, shelter, supplies, health services, etc.
- Ensure that announcements, emergency information and materials are translated and prepared for special populations (non-English speaking, hearing impaired etc.).
- Monitor broadcast media, using information to develop follow-up news releases and rumor control.
- Ensure that file copies are maintained of all information released.
- Provide copies of all media releases to the EOC Director.
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Liaison Officer**

### **Function Description**

The Operational Area Liaison Officer provides a primary point of contact for all incoming Agency, Private Sector, and Volunteer/Service Programs (VSPs) representatives assigned to the EOC. The Liaison Officer ensures agency representatives are provided with the necessary workspace, communications, information and internal points of contact necessary to perform their responsibilities. The Liaison Officer also ensures that the EOC Director is kept informed of what agencies are represented in the EOC.

During major emergencies, it is not uncommon to find representatives of many agencies reporting to the EOC. Local Governments, American Red Cross, Community Based Organizations, National Guard, Private Sector, VSPs and other state/local agencies, federal agencies, etc., may send representatives. The Liaison Officer is the primary contact, and relieves the EOC Director from overseeing their activities.

### **Responsibilities**

- Oversee all liaison activities; coordinate outside agency representatives assigned to the EOC, and handle requests from other EOCs for agency representatives. Work with and provide support to EOC Section Chiefs to determine their needs for volunteers, agency representatives, and private sector resources to meet their operational requirements.
- Establish and maintain a central location for incoming agency representatives, providing workspace and support as needed. Ensure function specific guidelines, policy directives, situation reports, and a copy of the EOC Action Plan is provided to agency representatives on check-in.
- In conjunction with the Emergency Services Manager, provide orientations for VIPs and other visitors to the EOC.

## **Liaison Officer Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Report to EOC Director, Section Chief, Branch Director, or other assigned Supervisor.
- Set up your workstation and review your position responsibilities.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Obtain assistance for your position through the Personnel Unit in Logistics, as required.

### **Operational Phase**

- Contact Agency Representatives already on-site, ensuring that they:
  - Have signed into the EOC.
  - Understand their role in the EOC.
  - Know their work locations.
  - Understand the EOC organization and floor plan.
- Determine if additional representation is required from:
  - Community based organizations.
  - Private sector organizations.
  - Volunteer Services Programs (VSPs).
  - Utilities not already represented.
  - Other agencies.
- In conjunction with the EOC Director and Emergency Services Manager, establish and maintain an Inter-agency Coordination Group comprised of outside agency representatives, and county and city executives not assigned to specific sections within the EOC. Set a daily Cooperator's Briefing and publicize location and time.

- Assist the EOC Director and Emergency Services Manager in conducting regular briefings for the Inter-agency Coordination Group and with distribution of the current EOC Action Plan and Situation Report.
- Request that Agency Representatives maintain communications with their agencies and obtain situation status reports regularly.
- With the approval of the EOC Director, provide agency representatives from the EOC to other EOCs as required and requested.
- Maintain a roster of Agency Representatives located at the EOC. The roster should include assignment within the EOC (Section or Inter-agency Coordination Group). Roster should be distributed internally on a regular basis.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.
- Release Agency Representatives that are no longer required in the EOC when authorized by the EOC Director.

## **Agency Representative**

### **Function Description**

Agency Representatives are individuals assigned to the EOC by other agencies and jurisdictions. They also include representatives from Community Based Organizations, Private Sector and Volunteer Services Programs. Agency Representatives serve three principal functions:

- They bring to the EOC information from the agency they represent.
- They normally have some level of authorization to speak or act for their agency.
- They provide their agency with information obtained at the EOC.

### **Responsibilities**

- Agency Representatives should be able to speak on behalf of their agencies, within established policy limits, acting as a liaison between their agencies and the EOC.
- Agency Representatives may facilitate requests to or from their agencies, but normally do not directly act on or process resource requests.
- Agency Representatives are responsible for obtaining situation status information and response activities from their agencies for the EOC.

## **Agency Representative Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Report to EOC Director, Section Chief, Branch Director, or other assigned Supervisor.
- Set up your workstation and review your position responsibilities.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Check in with the Liaison Officer and clarify any issues regarding your authority and assignment, including the functions of other representatives from your agency (if any) in the EOC.
- Establish communications with your home agency; notify the Logistics Section Communications Unit and the Liaison Officer of any communications problems.
- Unpack any materials you may have brought with you and set up your assigned station, requesting necessary materials and equipment through the Liaison Officer and/or Logistics Section.
- Obtain an EOC organization chart, floor plan, and telephone list from the Liaison Officer.
- Contact the EOC sections or branches that are appropriate to your responsibility; advise them of your availability and assigned work location in the EOC.

### **Operational Phase**

- Facilitate requests for support or information that your agency can provide.
- Keep current on the general status of resources and activity associated with your agency.
- Provide appropriate situation information to the Planning Section.



- Represent your agency at planning meetings, as appropriate, providing update briefings about your agency's activities and priorities.
- Keep your agency executives informed and ensure that you can provide agency policy guidance and clarification for the EOC Director as required.
- On a regular basis, inform your agency of the EOC priorities and actions that may be of interest.
- Maintain logs and files associated with your position.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.
- When demobilization is approved by the EOC Director, contact your agency and advise them of expected time of demobilization and points of contact for the completion of ongoing actions or new requirements.
- Ensure that you complete all final reports, close out your activity log, and transfer any ongoing missions and/or actions to the Liaison Officer or other appropriate individual.
- Ensure copies of all documentation generated during the operation are submitted to the Planning Section.

## **Safety Officer**

### **Function Description**

The Safety Officer ensures a safe working environment is established and maintained within the facility. The Safety Officer will routinely inspect and correct any deficiencies in the operating environment of the EOC. The Safety Officer also ensures that personnel working in EOC positions are not over stressed or working for extended periods that may jeopardize their health.

### **Responsibilities**

- Ensure that all buildings and other facilities used in support of the EOC are in a safe operating condition.
- Monitor operational procedures and activities in the EOC to ensure they are being conducted in a safe manner, considering the existing situation and conditions.
- Stop or modify all unsafe operations outside the scope of the EOC Action Plan, notifying the EOC Director of actions taken.
- Assign a Stress Manager position for the EOC during activation

## **Safety Officer Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Report to EOC Director, Section Chief, Branch Director, or other assigned Supervisor.
- Set up your workstation and review your position responsibilities.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

### **Operational Phase**

- Tour the entire EOC facility and evaluate conditions; advise the EOC Director of any conditions and actions that might result in liability, (unsafe layout or equipment set-up, etc.).
- Study the EOC facility and document the locations of all fire extinguishers, emergency pull stations, and evacuation routes and exits.
- Be familiar with particularly hazardous conditions in the facility; take action when necessary.
- Prepare and present safety briefings for the EOC Director and General Staff at appropriate meetings.
- If the event that caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Ensure that the EOC facility is free from any environmental threats - e.g., radiation exposure, air purity, water quality, etc.
- Keep the EOC Director advised of unsafe conditions; take action when necessary.
- Coordinate with the Finance/Administration Section in preparing any personnel injury claims or records necessary for proper case evaluation and closure.

**Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Stress Manager Checklist**

### **Responsibilities**

- The Stress Manager provides direct mental health support and services to all EOC staff.

(to be completed)

## **Security Officer**

### **Function Description**

- Provide 24-hour security for the EOC.
- Control personnel access to the EOC in accordance with policies established by the EOC Director.
- Handle any situation arising from inappropriate personnel actions within the EOC.

### **Responsibilities**

The Security Officer provides access control for the EOC facility. The Security Officer oversees personnel check-in and checkout rosters, according to the security policy established by the EOC Director.

## **Security Officer Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Report to EOC Director, Section Chief, Branch Director, or other assigned Supervisor.
- Set up your workstation and review your position responsibilities.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

### **Operational Phase**

- Determine the current EOC security requirements and arrange for staffing as needed.
- Determine needs for special access to EOC facilities.
- Provide executive and VIP security as appropriate and required.
- Provide recommendations as appropriate to EOC Director.
- Prepare and present security briefings for the EOC Director and General Staff at appropriate meetings.

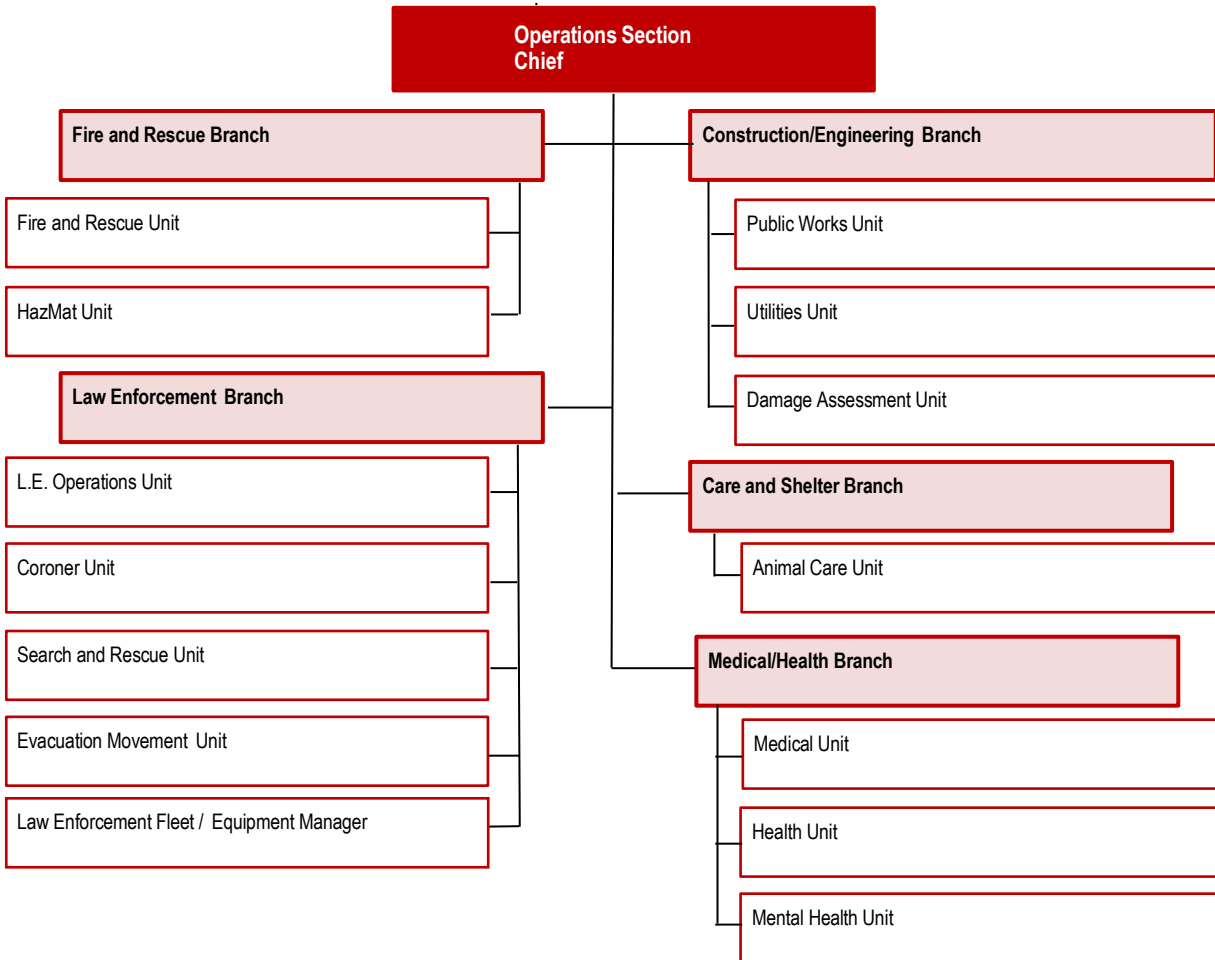
### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## EOC Function Specific Checklists

### Operations Section

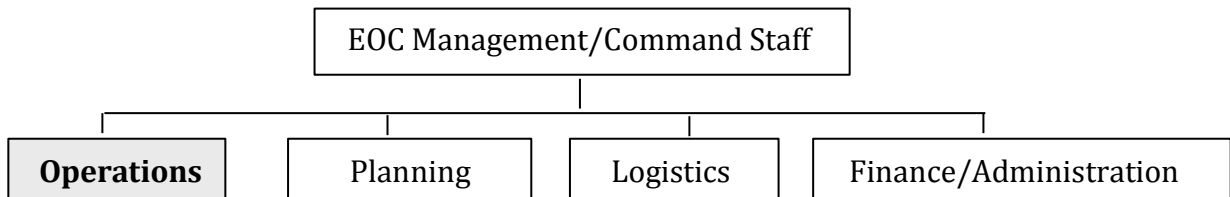
#### Operations Section Organization Chart





## **Operations Section**

This section contains functional descriptions, responsibilities, and checklists for personnel assigned to the Operations Section of an operational area EOC. The checklists describe the minimum activities that should be accomplished by personnel assigned to functional positions within the section.



When activated, the five primary EOC functions are established as separate sections of the EOC organization. Within each section, there may be several sub-functions that would normally be established as branches or units depending on their size.

The functions described here are those activities that may need to be activated during an EOC activation for the Operations Section at the local government EOC. Some variations in duties and responsibilities may be found at different SEMS levels.

### **Staffing**

The determination of the appropriate level of staffing and lead agency to manage the function is the responsibility of the agency or jurisdiction at each SEMS level. In general the following conditions will apply.

- Staff the section with the most qualified person in the discipline most closely aligned to the emergency. (Logistics and Finance/Administration Sections may have a standard designation of personnel for all emergencies).
- Maintain a span of control not to exceed one supervisor for up to seven sub-functions.
- One person may have delegated authority for more than one area of responsibility. Usually this is done during the early portion of the Activation Phase or in the Demobilization Phase.
- Each of these functional areas can be expanded as needed into additional organizational units with further delegation of authority.
- If a section is not activated, the EOC Director will perform its responsibilities.

### **Operations Section Functional Descriptions**

The EOC Director has the authority and responsibility to direct all EOC activity. The Director may delegate authority to members of the General Staff. Operations Section positions will vary depending upon the need. These positions may be activated at a one-person level, or at a unit, group or branch, level depending upon the level of activation, the work to be accomplished, and the numbers of personnel needed.

The Operations Section in the Operational Area EOC acts as the primary point of contact between the EOC and the local government EOCs, county Department Operations Centers (DOCs), and in some jurisdictions may be linked directly to field Incident Commands. Directors assigned to the functional branches within the EOC Operations Section receive incoming situation reports, department status, resource requests, and field intelligence. Incoming information will be routed to the appropriate EOC section. They will provide information from the EOC to county DOCs, local government EOCs and in some cases to county field Incident Commands as appropriate to the jurisdiction.

The Operations Section positions are extremely important in that they relieve the EOC Director of many activities that may interfere with the Director's primary responsibility for EOC management.

## **Operations Section Chief**

### **Function Description**

The Operations Section Chief, a member of the General Staff, is responsible for the management and coordination of all EOC related operational functions. Based on the emergency, The Operations Section Chief will ensure that all necessary operational functions have been activated and are appropriately staffed.

### **Responsibilities**

- Ensure that the Operations function is carried out including coordination of activities for all operational functions assigned to the EOC.
- Ensure that operational objectives and assignments identified in the EOC Action Plan are carried out effectively.
- Establish the appropriate level of branch and unit organizations within the Operations Section, to effectively coordinate both county and Operational Area responsibilities.
- Continuously monitor the organizational effectiveness and modify as necessary.
- Exercise overall responsibility for the coordination of Branch and Unit activities within the Operations Section.
- Ensure that the Planning Section is provided with Status Reports and Major Incident Reports (utilizing the CalEOC formats if available).
- Conduct periodic Operations briefings for the EOC Director as required or requested.
- Supervise the Operations Section.

## **Operations Section Chief Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Meet with Planning Section Chief; obtain a preliminary situation briefing.
- Based on the situation, activate appropriate branches within the section. Designate Branch Directors as necessary.
  - Fire & Rescue
  - Law Enforcement
  - Care & Shelter
  - Medical & Health
  - Construction & Engineering
- Ensure that sufficient staffing is in place to provide for coordinating services to meet County local government and Operational Area responsibilities.
- Determine if there are mutual aid requests for these functional areas. Initiate coordination with appropriate mutual aid systems as required.
- Request additional personnel for the section as necessary to support 24-hour operations.
- Obtain a current communications status briefing from the Communications Unit Leader in Logistics. Ensure that there is adequate equipment and radio frequencies available as necessary for the section.
- Determine estimated times of arrival of section staff from the Personnel Branch in Logistics.
- Confer with the EOC Director to ensure that the Planning and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.

- Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section.
- Coordinate with the Planning Section Chief to determine the need for any Technical Specialists.
- Establish radio or phone communications with county Department Operations Centers (DOCs), local government in the Operational Area, and/or with Incident Commander(s) as directed, and coordinate accordingly.
- Determine activation status of other EOCs in the Operational Area or adjacent areas and establish communication links with their Operations Sections if necessary.
- Based on the situation known or forecasted, determine likely future needs of the Operations Section.
- Identify key issues currently affecting the Operations Section; meet with section personnel and determine appropriate section objectives for the first operational period.
- Review responsibilities of branches in section; develop an Operations Plan detailing strategies for carrying out Operations objectives.
- Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur

### **Operational Phase**

- Ensure Operations Section position logs and other necessary files are maintained.
- Ensure that situation and resources information is provided to the Planning Section on a regular basis or as the situation requires, including Status Reports and Major Incident Reports (utilize CalEOC format if available).
- Ensure that all media contacts are referred to the Public Information Officer.
- Conduct periodic briefings and work to reach consensus among staff on objectives for forth-coming operational periods.
- Attend and participate in EOC Director's Action Planning meetings.

- Provide the Planning Section Chief with the Operations Section's objectives prior to each Action Planning meeting.
- Work closely with each Branch Director to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.
- Ensure that the branches coordinate all resource needs through the Logistics Section.
- Ensure that intelligence information from Branch Directors is made available to the Planning Section in a timely manner.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/ Administration Section (notification of emergency expenditures and daily time sheets).
- Brief the EOC Director on all major incidents.
- Complete a Major Incident Report for all major incidents; forward a copy to the Planning Section.
- Brief Branch Directors periodically on any updated information you may have received. Share status information with other sections as appropriate.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Fire and Rescue Branch**

### **Function Description**

The Fire and Rescue Branch in the EOC Operations Section is responsible for linking the EOC to Fire Department Operations Centers, Dispatch Centers, the fire and rescue mutual aid system and, as appropriate, to the jurisdiction Incident Command on incidents under the management of the fire services. The Branch Director reports to the Operations Section Chief. The Branch will obtain situation reports, requests for resource support (outside of the mutual aid system), and be the primary link from the EOC to fire department operations throughout the Operational Area. The Branch will supply local government EOCs, fire DOCs and ICs as appropriate, with information and directives developed in the EOC.

Smaller jurisdictions may not activate separate units for fire operations, fire & rescue and hazmat.

### **Responsibilities**

- Coordinate fire, hazardous materials, and urban search and rescue operations in the jurisdictional area.
- Assist Fire & Rescue Mutual Aid System Coordinator in acquiring mutual aid resources, as necessary.
- Coordinate the mobilization and transportation of all resources through the Logistics Section.
- Complete and maintain status reports (in CalEOC format if available) for major incidents requiring or potentially requiring operational area, state and federal response, and maintains status of unassigned fire & rescue resources.
- Coordinate with the Law Enforcement Branch Director on jurisdiction Search & Rescue activities.
- Implement the objectives of the EOC Action Plan assigned to the Fire & Rescue Branch.
- Supervise the Fire & Rescue Branch.

## **Fire and Rescue Branch Director Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Based on the situation, activate the necessary Units within the Fire & Rescue Branch:
  - Fire & Rescue Unit
  - HazMat Unit
- If the mutual aid system is activated, coordinate use of fire resources with the Operational Area Fire & Rescue Mutual Aid Coordinator.
- Prepare and submit a preliminary status report and major incident reports as appropriate to the Operations Section Chief.
- Prepare objectives for the Fire & Rescue Branch; provide them to the Operations Section Chief prior to the first Action Planning meeting.

### **Operational Phase**

- Ensure that Branch and Unit position logs and other necessary files are maintained.
- Obtain and maintain current status on Fire & Rescue missions being conducted in the Operational Area.
- Provide the Operations Section Chief and the Planning Section with an overall summary of Fire & Rescue Branch operations periodically or as requested during the operational period.



- On a regular basis, complete and maintain the Fire & Rescue Status Report on CalEOC forms if available.
- Refer all contacts with the media to the Public Information unit.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/ Administration Section (daily time sheets and notification of any emergency expenditures).
- Prepare objectives for the Fire & Rescue Branch for the subsequent operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- Provide your relief with a briefing at shift change; inform him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Fire and Rescue Unit**

### **Responsibilities**

- Provide coordination for mutual aid requests to and from the Operational Area Fire/Rescue Mutual Aid Coordinator, as appropriate.
- Respond to requests for non-fire support resources from the county fire departments DOC and local governments in a timely manner, following established priorities (life safety, protection of the environment, and protection of property).
- Monitor and track fire resources utilized during the event.
- Assist in mobilizing urban search & rescue teams at the request of local governments, county Department Operations Centers (DOCs) or Incident Commands as appropriate.
- Provide general support to county field personnel as required.
- Supervise the Fire & Rescue Unit.

## **Fire and Rescue Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Establish and maintain radio or phone communication with local government EOCs, the County Fire Department Operations Center, or with County Fire Incident Commands if appropriate.
- Determine the status of all County department emergency operations.
- Obtain regular status reports on the fire situation from local government, the County Department Operations Center or as appropriate from Incident Commands.
- Determine the impact of the emergency on the local governments and County Fire Department's operational capability.
- Establish the objectives of the Fire & Rescue Unit based on the nature and severity of the emergency, and provide them to the Fire & Rescue Branch Director prior to the first Action Planning meeting.
- Work closely with all Operations Section Branch Directors to determine the scope of any urban search and rescue assistance required.
- Coordinate with the Fire & Rescue Branch Director to determine missions for urban search and rescue teams based on established priorities.
- Assist in mobilizing urban search & rescue teams consistent with established policies and priorities.
- Work closely with the Logistics Section to determine the status and availability of urban search and rescue resources specifically larger jurisdictions that have organized Urban Search & Rescue teams.
- Coordinate with the Law Enforcement Branch to determine availability of search dog units and other Search & Rescue resources.
- Provide fire status updates to the Fire & Rescue Branch Director on a regular basis.
- Evaluate and process all requests for fire Mutual Aid resources through the Operational Area Fire & Rescue Mutual Aid Coordinator.
- In conjunction with Planning, determine if current and forecasted weather conditions will affect fire and rescue operations.

- Inform the Fire & Rescue Branch Director of all significant events that occur.
- Coordinate with the Law Enforcement Branch to determine status of SAR missions, evacuations and shelter locations.
- Determine availability of shelter facilities (or commercial lodging) through the Logistics Section.
- Reinforce the use of proper procedures for media contacts.

**Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **HazMat Unit**

### **Responsibilities**

- Determine the scope of hazardous materials incidents.
- Assist in mobilizing hazardous materials teams at the request of local governments, County Department Operations Centers or Field Incident Commanders as appropriate.
- Request assistance from and/or provide hazardous materials support as required to Operational Area Emergency Response Agencies consistent with established priorities and objectives.
- Ensure that deployed teams are provided with adequate support.
- Supervise the HazMat Unit.

## **HazMat Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Work closely with all Operations Section Branch Directors to determine the scope of HazMat incident response required.
- Coordinate with the Fire & Rescue Branch Director to determine missions for HazMat teams based on established priorities.
- Mobilize and deploy available HazMat teams in a manner consistent with the HazMat Mutual Aid System and established priorities.

- Establish radio or phone communication with all deployed HazMat teams to determine the scope of support required.
- Work closely with the Logistics Section to determine the status and availability of HazMat Response Teams in the Operational Area.
- Coordinate with Construction/Engineering to provide on-site assistance with HazMat operations at the request of team leaders.
- Coordinate with the Emergency Medical Unit to determine medical facilities where victims of HazMat incidents can be transported following decontamination.
- Coordinate with the Coroner/Fatalities Management Unit to provide on-site assistance in managing fatalities at HazMat scenes.
- Monitor and track the progress and status of each HazMat team.
- Ensure that HazMat Team Leaders report all significant events.
- Assist the Operational Area local governments in establishing camp facilities (or commercial lodging) for HazMat teams through the Logistics Section.
- Inform the Fire & Rescue Branch Director of all significant events.
- Reinforce the use of proper procedures for media contacts. This is particularly critical in instances where the media is seeking technical information on the hazardous material, statistical information, or personal identities of injured victims or fatalities.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.

- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Law Enforcement Branch Director**

### **Function Description**

The Law Enforcement Branch in the EOC Operations Section is responsible for linking the EOC to local government EOCs and/or law enforcement agencies Department Operations Centers, Dispatch Centers, the law enforcement mutual aid system, and, as appropriate to the jurisdiction, with Incident Command on incidents under the management of county law enforcement agencies.

The Law Enforcement Branch Director reports to the Operations Section Chief. The Branch will obtain situation reports, requests for resource support (outside of the mutual aid system), and be the primary link from the EOC to law enforcement operations throughout the Operational Area. The Branch will supply law enforcement agency DOCs and ICs as appropriate, with information and directives developed in the EOC.

### **Responsibilities**

- Coordinate movement and evacuation operations during an emergency.
- Alert and notify the public of the impending or existing emergency.
- Coordinate operational area law enforcement, search and rescue, and traffic control operations during the emergency.
- Coordinate site security at incidents.
- Coordinate Law Enforcement Mutual Aid requests from emergency response agencies through the Operational Area Law Enforcement Mutual Aid Coordinator.
- Supervise the Law Enforcement Branch.



## **Law Enforcement Branch Director Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Based on the situation, activate the necessary units within the Law Enforcement Branch:
  - Law Enforcement Operations Unit
  - Coroner/Fatalities Management Unit
  - Search and Rescue Unit
  - Evacuation Movement Unit
  - Fleet Manager
- Ensure that staffing is adequate to meet the combined coordination needs of the Operational Area local government EOCs and County law enforcement.
- Contact and assist the Operational Area EOC Law Enforcement and Coroner's Mutual Aid Coordinators as required or requested.
- Provide an initial situation report to the Operations Section Chief.
- Based on the initial EOC strategic objectives prepare objectives for the Law Enforcement Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.

### **Operational Phase**

- Ensure that Branch and Unit position logs and other necessary files are maintained.
- Maintain current status on Law Enforcement missions being conducted.
- Provide the Operations Section Chief and the Planning Section with an overall summary of Law Enforcement Branch operations periodically or as requested during the operational period.

- On a regular basis, complete and maintain the Law Enforcement Status Report. (Use CalEOC forms if available).
- Refer all contacts with the media to the Public Information unit.
- Determine need for Law Enforcement Mutual Aid.
- Determine need for Coroner's Mutual Aid.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/ Administration Section (daily time sheets and notification of any emergency expenditures).
- Prepare objectives for the Law Enforcement Branch for the subsequent Operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning Meeting.
- Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Law Enforcement Operations Unit Leader**

### **Responsibilities**

- Coordinate requests for Law Enforcement Mutual Aid resources through the Operational Area Law Enforcement Mutual Aid Coordinator.
- Establish and maintain communication with Law Enforcement Branch Directors at the local government or at the county Department Operations Center (DOC) if activated.
- Respond to requests for law enforcement resources from local governments in a timely manner, using the law enforcement mutual aid system, and following established priorities (life safety, protection of the environment, and protection of property).
- Monitor and track law enforcement resources utilized during the event.
- Provide general support to field personnel as required.
- Supervise the Law Enforcement Operations Unit.

## **Law Enforcement Operations Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Establish and maintain radio or phone communication with local government EOCs, and the County Law Enforcement Department Operations Center (DOC).
- Obtain regular status reports on the law enforcement situation from local governments, the County EOC or County Law Enforcement Incident Commands as appropriate.
- Assess the impact of the emergency on the department's operational capability.
- Establish the objectives of the Law Enforcement Operations Unit based on the nature and severity of the emergency, and provide them to the Law Enforcement Branch Director prior to the first Action Planning meeting.
- If the County Law Enforcement DOC is not activated, ensure that the assignment of law enforcement resources are closely monitored and coordinated, and that on-scene time is logged at the field level.
- In conjunction with the Planning Section, determine if current and forecasted weather conditions will affect law enforcement operations.
- Coordinate major evacuation activity with the Fire Operations Branch, as required.
- Coordinate with the Care and Shelter Unit to establish suitable shelter locations and appropriate shelter facilities for evacuated population.
- Determine availability of camp facilities (or commercial lodging) for law enforcement personnel, through the Logistics Section.
- Reinforce the use of proper procedures for media contacts.

- Provide law enforcement status updates to the Law Enforcement Branch Director on a regular basis.
- Evaluate and process all requests for law enforcement resources through the Operational Area Law Enforcement Mutual Aid Coordinator.

**Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Coroner Unit Leader**

### **Responsibilities**

- At the direction of the Sheriff/Coroner, establish and/or implement oversee an Operational Area system for managing fatalities resulting from the emergency.
- At the direction of the Sheriff/Coroner, establish and oversee the operation of temporary morgue facilities and maintain detailed records of information relative to each fatality.
- Supervise the Coroner Unit.

## **Coroner Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Ensure that all Operational Area locations where fatalities are discovered are secured.
- Ensure that fatality collection points are established and secured as necessary.
- Ensure that temporary morgue facilities are established in accordance with guidelines established by the Sheriff/Coroner.
- Request Coroner's Mutual Aid as required.
- Procure, through Logistics, all necessary fatalities management equipment and supplies, such as temporary cold storage facilities or vehicles, body bags, etc.
- Coordinate with the Fire & Rescue Unit or Law Enforcement Search & Rescue (SAR) Unit to determine location and number of extricated fatalities.

- Ensure that human remains are transported from fatality collection points to temporary morgue(s), if so advised by the Sheriff/Coroner.
- Assist the Sheriff/Coroner with identification of remains and notification of next of kin as required.
- In conjunction with local mortuaries and cemeteries, assist with the reburial of any coffins that were surfaced and/or disturbed as a result of an emergency.
- Keep the Law Enforcement Branch Director informed of Coroner/Fatalities Management Unit activities on a regular basis.
- Inform the Law Enforcement Branch Director and the Public Information Officer of the number of confirmed fatalities resulting from the emergency. **(NOTE: This information must be verified with the Sheriff/Coroner prior to release).**
- Ensure that all media contacts are referred to the Public Information Officer.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Law Enforcement Fleet/Equipment Manager Unit Leader**

### **Responsibilities**

The Fleet Manager position in the Law Enforcement/Coroner Branch (herein after referred to as “law branch”, under the Operations Section, is a law enforcement sergeant level position whose primary function is to vehicle and equipment allocation in support of law enforcement/coroner missions identified by the Emergency Operations Center (EOC). The following checklist is not intended to be all-inclusive, but to serve as a guideline for the Fleet Manager assigned to the emergency.

### **Law Enforcement Fleet/Equipment Manager Unit Leader Checklists**

#### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

#### **Operational Phase**

- Meet with Law Enforcement/Coroner Branch Director and identify branch’s fleet (vehicle) and equipment needs for the next two (2) operational periods.
- Identify vehicles, both marked and unmarked, available for deployment to both non-emergency and emergency related missions..
- Assign vehicles to regular patrol for non-emergency related regular duty.
- Identify vehicles available for deployments related to the emergency:
  - Consider mutual aid if need exceeds available resources. Mutual aid needs and requests to be made via the Law Branch Director.



Identify any equipment needs related to the emergency's mission for vehicles assigned.  
Examples:

- Radio interoperability: do the vehicles have functioning radios with necessary frequencies for the identified mission.
- Marked vs. unmarked, functioning emergency equipment (lights and siren).
- Gas mask, helmet, riot baton, shield, if appropriate.
- Emergency evacuation markers, forms and signage.
- First aid kits.
- Water, snacks, MREs.

Assign vehicles to incoming personnel assigned to the emergency. Perform vehicle inspection prior to assignment.

Plan for second operation period and shift-change as it relates to vehicle assignments.

- Assist personnel with replacing any equipment or resources needed for the upcoming operation period.

### **Demobilization Phase**

Deactivate your assigned position and close out logs when authorized by the EOC Director.

Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.

Be prepared to provide input to the After Action/Corrective Action report.

If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.

Clean up your work area before you leave.

Leave a forwarding phone number where you can be reached.

## **Search and Rescue (SAR) Unit Leader**

### **Responsibilities**

- Determine the scope of the search & rescue mission.
- Assist in mobilizing Search & Rescue Teams at the request of Department Operations Centers or Field Incident Commanders.
- Provide search & rescue support as required to other emergency response agencies consistent with established priorities and objectives.
- Ensure that deployed teams are provided with adequate support.
- Supervise the Search & Rescue Unit.

## **Search and Rescue (SAR) Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Work closely with all Operations Section Branch Directors to determine the scope of search & rescue assistance required.
- Coordinate with the Law Enforcement Branch Director to determine missions for search & rescue teams based on established priorities.
- Mobilize and deploy available search & rescue teams to locations or to other emergency response agencies, consistent with established policies and priorities.
- Establish radio or phone communication with all deployed search & rescue team leaders to determine the scope of support required.

- Work closely with the Logistics Section to determine the status and availability of search & rescue resources specifically larger jurisdictions who have organized SAR teams.
- Coordinate with Construction/Engineering to provide on-site assistance with rescue operations at the request of team leaders.
- Coordinate with the Emergency Medical Unit to provide on-site assistance to extricated victims requiring medical treatment.
- Coordinate with the Coroner/Fatalities Management Unit to provide on-site assistance in managing fatalities at search locations.
- Ensure that each team leader develops a safety plan for each assigned mission.
- Monitor and track the progress and status of each search & rescue team.
- Ensure that team leaders report all significant events.
- Assist in establishing camp facilities (or commercial lodging) for search and rescue teams through the Logistics Section.
- Inform the Law Enforcement Branch Director of all significant events.
- Reinforce the use of proper procedures for media contacts. This is particularly critical in instances where the media is seeking statistical information or personal identities of injured victims or fatalities.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.

- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Evacuation Movement Unit (EMU) Leader**

### **Responsibilities**

- Prepares EMU action plans, listing objectives to be accomplished, and formation of strategies to achieve those objectives as well as advanced planning considerations. (This task may be delegated.)
- Ensures situation status information pertaining to the EMU is updated, posted, and communicated regularly.
- Develops the recommended evacuation movement strategy.
- Communicates the recommended evacuation movement strategies to the Law Branch Director, Operations Section Chief, and EOC management.
- Ensures the recommended evacuation strategy is approved and disseminated to the EOC.
- Requests resources needed for development of evacuation recommendation, including: GIS or other static maps of area, traffic light maps, digital mapping tools, photos, etc.
- Coordinates with Law Branch Director and other counterparts in the EOC to ensure planned evacuation routes are viable and developed.
- Coordinates with Operations Section Chief to support effective establishment and staffing of the Evacuation Assembly Points.
- Coordinates with all EMU staff to develop recommended evacuation routes, siting and staffing of Evacuation Assembly Points, and coordination of Evacuation Task Force Teams.
- Coordinate with Care and Shelter Unit (with representative in EMU) to ensure evacuation strategy aligns with evacuation center/shelter placement strategy.
- Coordinate with Napa Valley Transportation Authority (NVTA) (with liaison to EMU) to assign bus stops and stations as Evacuation Assembly Points, and other transportation services.
- Ensure coordination with paratransit vehicle operators in the operational area in support of evacuation task forces, transportation to evacuation centers and/or shelters, and evacuees' return to their original location(s).

- Check with the Evacuation Transfer Points (ETPs) for situational status updates of field teams providing services to evacuating persons.
- Provides JIC representative with situational updates to support accurate and effective development of the public information message.

### **Evacuation Movement Unit Leader Checklists**

#### **Activation Phase**

- Notify Law Branch Director and Operations Section Chief of (expected time of) arrival in EOC.
- Proceed to the EOC and assume control of the Evacuation Movement Unit upon notification by the EOC.
- Advise Operations Section Chief of the need for representatives, depending on the location of the event, from the Sheriff's Office, Napa Valley Transportation Agency, Care and Shelter Unit and Public Information Officer.
- Advise transportation representatives to notify their operations center of emergency situation and the need for their support in evacuation strategy development and implementation.
- Follow generic Activation Phase Checklist.

#### **Operational Phase**

- Establish and maintain a position log and other necessary files/documents.
- Provide the Operations Chief, EOC management and Planning Chief with updates and/or reports as appropriate.
- Communicate the approved evacuation movement strategy to the EOC, as assigned.
- Prepare EMI objectives for the subsequent operational period and provide to the Operations Section Chief prior to the end of the shift and/or the next Action Planning meeting.
- Brief relief staff on *in process* and *follow-up* activities at shift change.

- Maintain a record of time spent (time sheet), supply expenses and mileage connected with the disaster relief effort.

**Demobilization**

- Follow the generic Demobilization Phase Checklist.
- Complete all necessary forms, logs and reports.
- Ensure appropriate full time staff and/or emergency workers are notified of deactivation of EMU and/or Evacuation Assembly Points.
- Ensure all agencies and/or persons worked with during emergency are contacted and advised of deactivation of EMU and/or Evacuation Assembly Points, and the points of contact for the completion of ongoing actions or new requirements..
- Ensure copies of all documentation are provided to the Planning Section, Documentation Unit.

## **Construction & Engineering Branch Director**

### **Function Description**

The Construction/Engineering Branch in the Operational Area EOC coordinates all infrastructure related activities during an emergency. The Branch Director reports to the Operations Section Chief. The Branch title may vary depending on the jurisdictional organization. Typically it may include coordination of utility services (public and private), public works, engineering, and damage and safety inspections and assessments.

### **Responsibilities**

- Survey all utility systems serving the Operational Area, and restore systems that have been disrupted, including coordinating with utility service providers in the restoration of disrupted services.
- Survey all public and private facilities, assessing the damage to such facilities, and coordinating the repair of damage to public facilities.
- Survey all other infrastructure systems, such as streets and roads within the jurisdictional area.
- Assist other sections, branches, and units as needed.
- Supervise the Engineering Branch.



## **Construction/Engineering Branch Director Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Based on the situation, activate the necessary units within the Engineering Branch:
  - Utilities Unit
  - Public Works Unit
  - Damage/Safety Assessment Unit
- Ensure that adequate staffing is available to cover both County and local government responsibilities in the Operational Area.
- Contact and assist the Operational Area Public Works Mutual Aid Coordinator with the coordination of mutual aid resources as necessary.
- Provide an initial situation report to the Operations Section Chief.
- Based on the initial EOC strategic objectives prepare objectives for the Engineering Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.

### **Operational Phase**

- Ensure that Branch and Unit position logs and other necessary files are maintained.
- Maintain current status on all emergency construction/engineering activities being conducted within the Operational Area.
- Ensure that damage and safety assessments are being carried out for both public and private facilities.
- Request mutual aid as required through the Operational Area Public Works Mutual Aid Coordinator.

- Determine and document the status of transportation routes into and within affected areas.
- Coordinate debris removal services as required.
- Provide the Operations Section Chief and the Planning Section with an overall summary of Construction/Engineering Branch activities periodically during the operational period or as requested.
- Ensure that all Utilities and Construction/Engineering Status Reports, as well as the Initial Damage Estimation are completed and maintained. (Utilize CalEOC forms if available).
- Refer all contacts with the media to the Public Information Officer.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/ Administration Section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the Construction/Engineering Branch for the subsequent operations period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.

- Clean up your work area before you leave.
  
- Leave a forwarding phone number where you can be reached.

## **Public Works Unit Leader**

### **Responsibilities**

- Assist other Operation Section Branches by providing construction equipment and operators as necessary.
- Provide heavy equipment assistance to the Damage/Safety Assessment Unit as required.
- Provide emergency construction and repair to damaged roadways. Assist with the repair of utility systems as required.
- Providing flood-fighting assistance, such as sandbagging, rerouting waterways away from populated areas, and river, creek, or stream bed debris clearance.
- Supervise the Public Works Unit.

## **Public Works Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Establish and maintain a position log and other necessary files.
- Ensure that appropriate staff members are available to assist other emergency responders with the operation of heavy equipment, in coordination with the Logistics Section.
- Ensure that engineering staff are available to assist the Damage/Safety Assessment Unit in inspecting damaged structures and facilities.

- As requested, direct staff members to provide flood fighting assistance, clear debris from roadways and water ways, assist with utility restoration, and build temporary emergency structures as required.
- Work closely with the Logistics Section to provide support and materiel as required.
- Keep the Construction/Engineering Branch Director informed of unit status.
- Refer all contacts with the media to the Public Information Officer.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Utilities Unit Leader**

### **Responsibilities**

- Assess the status of utilities; provide Utility Status Reports as required.
- Coordinate restoration of damaged utilities with utility representatives in the EOC if present, or directly with utility companies.
- Supervise the Utilities Unit.

## **Utilities Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Establish and maintain a position log and other necessary files.
- Establish and maintain communications with the utility providers.
- Determine the extent of damage to utility systems.
- Coordinate with the Liaison Officer to ensure that agency representatives from affected utilities are available to respond to the Operational Area EOC.
- Ensure that all information on system outages is consolidated and provided to the Situation Analysis Unit in the Planning Section.
- Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems.

- Keep the Medical & Health Branch Director informed of any damage to sewer and sanitation systems, as well as possible water contamination problems.
- Keep the Construction/Engineering Branch Director informed of the restoration status.
- Complete and maintain the Utilities Status Report (Utilize CalEOC forms if available).
- Refer all contacts with the media to the Public Information Officer.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Damage/Safety Assessment Unit Leader**

### **Responsibilities**

- Collect initial damage/safety assessment information from other branches/units within the Operations Section.
- If the emergency is storm, flood, or earthquake related, ensure that inspection teams have been dispatched to assess the condition of all facilities that might be affected.
- Provide detailed damage/safety assessment information to the Planning Section, with associated loss damage estimates.
- Maintain detailed records on damaged areas and structures.
- Initiate requests for Engineers to inspect structures and/or facilities.
- Supervise the Damage/Safety Assessment Unit.

## **Damage/Safety Assessment Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Establish and maintain a position log and other necessary files.
- Utilize GIS Unit to develop maps of damaged facilities.
- Obtain initial damage/safety assessment information from the Fire & Rescue Branch, Law Enforcement Branch, Utilities Unit, local government EOCs and other branches/units as necessary.



- Coordinate with the American Red Cross, utility service providers, and other sources for additional damage/safety assessment information.
- Prepare detailed damage/safety assessment information, including estimate of value of the losses, and provide to the Planning Section.
- Clearly label each structure and/or facility inspected in accordance with ATC-20 standards and guidelines.
- Maintain a list of structures and facilities requiring immediate inspection or engineering assessment.
- Initiate all requests for engineers and building inspectors through the Operational Area EOC.
- Keep the Construction/Engineering Branch Director informed of the inspection and engineering assessment status.
- Refer all contacts with the media to the Public Information Officer.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Medical and Health Branch Director**

### **Function Description**

The Medical and Health Branch at the Operational Area EOC is responsible for jurisdictional coordination of medical & health facilities and resources needed to serve people affected by the emergency. The Branch will also provide Operational Area coordination for the provision of emergency medical services, and public mental health facilities and services. The Branch will coordinate the caregiving activities through medical and health resources available within the jurisdiction, or by obtaining such services as required through agreements with other governmental agencies, community based organizations and/or established mutual aid programs.

Smaller jurisdictions may not activate separate units for the functions covered under medical & health.

### **Responsibilities**

- Safeguard the public health of citizens within the Operational Area by ensuring there is an ample supply of potable water, a functioning sanitation system, and vector controls are established, as required.
- Ensure that emergency medical services adequate to the needs of the emergency are in place and functioning properly.
- Supervise the Medical and Health Branch.

## **Medical and Health Branch Director Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Ensure Branch and Unit position logs and other necessary files are maintained.
- Based on the situation, activate the necessary units within the Medical and Health Branch:
  - Medical Unit
  - Health Unit
  - Mental Health Unit
- Ensure that all potable water supplies remain safe, and free from contaminants.
- Ensure that sanitation systems are operating effectively and not contaminating water supplies.
- Ensure that a vector control plan is established and implemented for the affected area(s) within the Operational Area.
- Provide the Operations Section Chief and the Planning Section with an overall summary of Medical & Health Branch operational status periodically during the operational period or as requested.
- Ensure that the Public Health Unit is available to assist the Coroner/Fatalities Management Unit in mitigating and managing mass fatality situations.

- Prepare objectives for the Medical and Health Branch for the subsequent operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- Refer all contacts with the media to the Public Information Officer.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Medical Unit Leader**

### **Responsibilities**

- Ensure that all available emergency medical resources are identified and mobilized as required.
- Activate the Mass Casualty Plan if necessary. Contact Cal OES for copy of State plan.
- Provide assistance as required to local government EOCs and County Department Operations Centers in establishing triage teams.
- Determine the status of medical facilities within the affected area.
- Ensure adequate transportation resources are available for the transportation of injured victims to appropriate medical facilities.
- Supervise the Emergency Medical Unit.

## **Medical Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- As soon as possible, determine if the State Mass Casualty Plan needs to be activated. Mass Casualty Plan is a separate document from this Emergency Operations Plan. Contact Cal OES for a copy of this plan.
- Work closely with all Operations Section Branch Directors to determine the scope of emergency medical assistance required.

- Determine the status and availability of medical mutual aid resources in the Operational Area; specifically paramedics and ambulances.
- Establish radio or telephone communication with area hospitals and other medical facilities to determine their capability to treat disaster victims.
- Determine status and availability of specialized treatment such as burn centers.
- Assist in obtaining and providing triage services for extricated victims.
- Coordinate with the Logistics Section to acquire suitable transportation for injured victims as required or requested.
- Establish and maintain communication with the local government EOCs and determine status and availability of medical resources.
- Coordinate with the Logistics Section to obtain necessary supplies and equipment to support Operational Area emergency medical operations.
- Inform the Medical and Health Branch Director of all significant events.
- Reinforce the use of proper procedures for media contacts. This is critical in an emergency medical situation where statistical information is requested by the media.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Health Unit Leader**

### **Responsibilities**

- Assess the status and availability of potable water throughout the Operational Area.
- Assess the status of the sanitation system serving the Operational Area.
- Inspect and assess emergency supplies such as food and other consumables for purity and utility.
- Assess the need for a vector control plan for the affected emergency areas.
- Supervise the Public Health Unit.

## **Health Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Coordinate with the Utilities Unit Leader to determine current status of water and sanitation systems throughout the Operational Area.
- If systems are damaged, request assistance from County Public Health to assess drinking water quality and potential health risks from ruptured sewer/sanitation systems.
- Develop a distribution system for drinking water as required.
- Contact and coordinate with the Logistics Section, to obtain chemical (portable) toilets and other temporary facilities for the disposal of human waste and other infected waste.

- Inspect emergency supplies to be used in the EOC or by field emergency responders, such as food, drugs, and other consumables for purity and utility.
- Determine the need for vector control, and coordinate with County Public Health for vector control services as required.
- Inform the Medical and Health Branch Director on all activities of the Public Health Unit periodically during the operational period, or as requested.
- Refer all contacts with the media to the Public Information Officer.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.



## **Mental Health Unit Leader**

### **Responsibilities**

- Maintain liaison with Napa County Mental Health Disaster Director to activate Mental Health Disaster Plan, and provide mental health support to disaster victims and workers.
- Maintain liaison with other Operational Area EOC Branches and Units to identify and prioritize mental health needs and resources.
- Maintain contact with Mental Health Immediate Response Team and provide direction and support.
- Supervise the Mental Health Unit.

## **Mental Health Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Coordinate activation of the Napa County Mental Health (NCMH) Disaster Plan with NCMH Disaster Coordinator (See Mental Health Annex to this plan).
- Coordinate with EOC Branches and Units to identify and prioritize mental health needs and resources.
- Maintain contact with Napa County Mental Health response team to determine their needs, provide direction, and support.
- Establish communications through the Liaison Officer with American Red Cross or other community and faith-based organizations to coordinate mental health needs and resources through their organizations.

- Contact and coordinate with the Logistics Section, Care & Shelter Unit to determine mental health needs at area shelters.
- Communicate with Operations Branches and Units to maintain awareness of mental health needs of Disaster Service Workers and Responders.
- Refer all contacts with the media to the Public Information Officer.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **People with Access and Functional Needs (PAFN) Unit Leader**

### **Responsibilities**

- Supervise the PAFN Unit in the Medical Health Branch of the Napa County EOC.
- Determine the scope of the incident and the impact on PAFN populations.
- Determine which PAFN populations are impacted.
- Assist in mobilizing resources and personnel in support of request from Operations.
- Ensure that staff members assigned to PAFN support has adequate support.

### **PAFN Unit Leader Checklist**

#### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

#### **Operational Phase**

- Work closely with all Operations Section Branch Directors to determine the scope of PAFN resources and response needs.
- Coordinate with the Medical and Health Branch Director to determine missions based on established priorities..
- Monitor and assist with message development/translation, as needed, alert and warning messages to ensure they are reaching all elements of the access and functional needs population.
- Monitor the progress of evacuation planning/operations to assure that persons with access and functional needs are being accommodated.

- Coordinate with the Care and Shelter Coordinator and the Public Information Officer to provide regularly updated information on the location of shelters suitable for AFN populations.
- Request trained and qualified staff to work with non-English speaking and who are sensitive to diversity and culturally diverse groups, when needed.
- As requested, assist Logistics staff with responding to requests for acquiring equipment, supplies, and trained personnel to support persons with access and functional needs.

### **Demobilization Phase**

- Monitor activities associated with the lifting of evacuation orders to assure the needs (such as returning transportation) of those with access and functional needs are being addressed.
- Monitor post-incident public messages to assure that information regarding recovery programs is provided in various languages and through other methods that reach all impacted access and functional needs populations.
- Assist the Recovery Coordinator with identifying accessible locations for Local Assistance Centers or Disaster Assistance Centers, if implemented.
- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Care and Shelter Branch**

### **Function Description**

The Care & Shelter Branch at the Operational Area EOC coordinates the sheltering, feeding, potable water, and clothing for evacuated or displaced personnel at the time of the emergency. The coordination of these services may include other County services, the American Red Cross, private agencies, churches and other community-based organizations as necessary.

### **Responsibilities**

- Coordinate directly with the American Red Cross and other community-based organizations to provide food, potable water, clothing, shelter, mass care and other basic needs as required to disaster victims.
- Assist the American Red Cross with inquiries and registration services to reunite families or respond to inquiries from relatives or friends.
- Assist the American Red Cross with the transition from mass care to separate family/individual housing.
- Supervise the Care & Shelter Unit.

## **Care and Shelter Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Assign additional care and shelter coordination staff as necessary.

- Coordinate with the Liaison Officer to request an Agency Representative from the American Red Cross. Work with the Agency Representative to coordinate all shelter and congregate care activity.
- Establish communications with other Operational Area community-based services to provide clothing and other basic life sustaining needs.
- Ensure coordination of all mass care activities occurs with the American Red Cross and other community-based organizations as required.
- Ensure that each activated shelter meets the requirements as described under the Americans with Disabilities Act.
- Assist the American Red Cross in staffing and managing the shelters to the extent possible.
- In coordination with the American Red Cross, activate an inquiry registry service to reunite families and respond to inquiries from relatives or friends.
- Assist the American Red Cross with the transition from operating shelters for displaced persons to separate family/individual housing.
- Complete and maintain the Care and Shelter Status Report Form (utilize CAL EOC forms if available).
- Refer all contacts with the media to the Public Information Officer.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.

- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Animal Care and Welfare Unit Leader**

### **Function Description**

The Animal Care & Welfare Unit at the Operational Area EOC determines the need for care and shelter of animals displaced or put at risk as a result of an emergency, particularly those belonging to persons who are in a shelter situation. Animals at risk may include domestic pets, farm livestock, and wild animals that may require emergency services. This unit will, in coordination with the Medical & Health Branch, develop and implement a plan for providing services to endangered animals during an emergency.

### **Responsibilities**

- Assess the status of animal care needs within all local governments in the Operational Area.
- Determine status of available shelters and establish locations for additional sheltering.
- Determine the need for County animal care and veterinary services.
- Develop a plan for meeting jurisdictional animal welfare needs for the duration of the emergency.
- Coordinate as necessary with other EOC positions on animal care & welfare issues and requirements.
- Supervise the Animal Care & Welfare Unit.



## **Animal Care and Welfare Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Assign additional animal care coordination staff, as necessary.
- Contact jurisdictional animal welfare facilities and determine their status and ability to function.
- Ensure that animal control measures are in effect and animal care and sheltering services are appropriate for the emergency.
- Determine location and time of any animal welfare facilities that are activated.
- Obtain phone numbers/pager numbers for all essential animal care locations and/or personnel that may have contact with the EOC. Utilize resources in Animal Care Annex as necessary. Blank Animal Emergency forms are located in the Forms Section.
- Determine status of available communications systems.
- Obtain current level of staffing and anticipated needs for additional personnel. Work closely with Liaison Officer and Human Resources Unit Leader to include Volunteer/Services Programs (VSPs) personnel where needed and available.
- Determine location and status of major incidents involving a threat to or from animals.
- Determine extent of damage to, and the operational capacity of, all animal shelter facilities in the Operational Area. Provide this information to Situation Analysis Unit.
- Coordinate animal care needs of shelter residents with Care & Shelter Unit.

- Participate in EOC planning meetings, as required.
- As requested, provide estimate of the emergency's impact on area animals, and the need for animal control and care.
- Communicate plans developed at the EOC that affect animal control and care to appropriate outside locations.
- Assign specific duties to support staff and supervise staff..
- As needed, request additional resources through established ordering procedures.

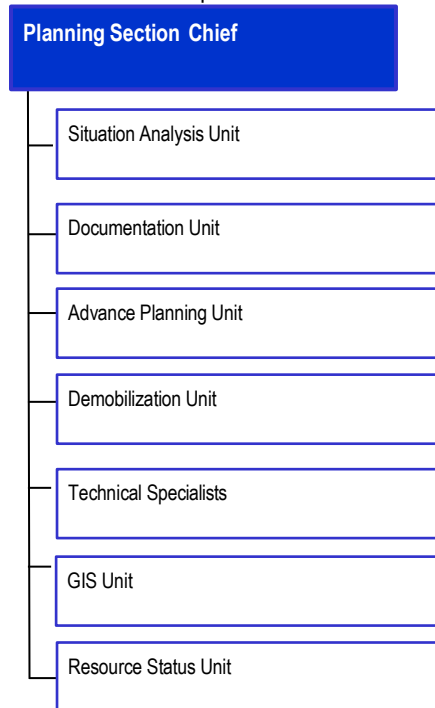
**Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## EOC Function Specific Checklists

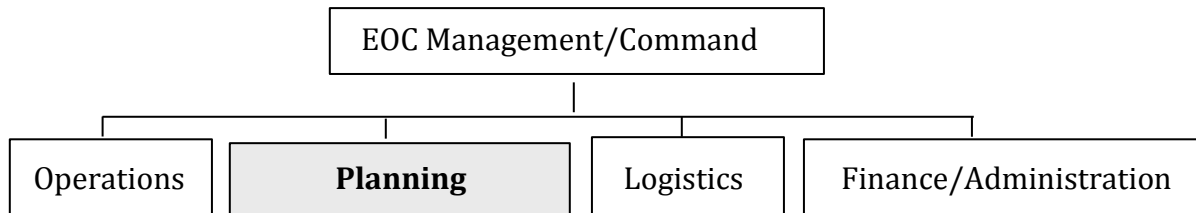
### Planning Section

#### Planning Section Organization Chart



## **Planning Section**

This section contains functional descriptions, responsibilities, and checklists for personnel assigned to the Planning Section of an Operational Area EOC. The checklists describe minimum activities that should be accomplished by personnel assigned to functional positions within the section.



When activated, the five primary EOC functions are established as separate sections of the EOC organization. Within each section, there may be several sub-functions that may normally be established. The functions described here are those activities that may need to be activated during EOC activation for the Planning Section at the Operational Area EOC.

### **Staffing**

The determination of the appropriate level of staffing and lead agency to manage the function is the responsibility of the agency or jurisdiction at each SEMS level. In general the following conditions will apply:

- Staff the section with the most qualified person in the discipline most closely aligned to the emergency. (Logistics and Finance/Administration sections may have a standard designation of personnel for all emergencies).
- Maintain a span of control not to exceed one supervisor for up to seven sub- functions.
- One person may have delegated authority for more than one area of responsibility. Usually this is done during the early portion of the Activation Phase or in the Demobilization Phase.
- Each of these functional areas can be expanded as needed into additional organizational units with further delegation of authority.
- If a section is not activated, the EOC Director will perform its responsibilities.

## **Planning Section Chief**

### **Function Description**

The Planning Section is a primary function for any operational area EOC. The Section will gather information from a variety of sources, including all activated local government EOCs, analyze and verify information, and prepare and update internal EOC information and map displays. The Situation Analysis function will be activated under any EOC activation. The Section has an important function in overseeing the planning meetings and in preparing the EOC Action Plan. The Section will collect and process internal EOC documentation, and prepare advance planning information and the After Action/Corrective Action report. Technical Specialists assigned to the EOC will initially be part of the Planning Section. The Section Chief reports directly to the EOC Director.

### **Responsibilities**

Ensure that the following responsibilities of the Planning Section are addressed as required:

- Collecting, analyzing, and displaying situation information.
- Preparing periodic Situation Reports.
- Preparing and distributing the EOC Action Plan and facilitating the Action Planning meeting. (See Action Planning Guide for additional information.)
- Conducting Advance Planning activities and report.
- Providing technical support services to the various EOC sections and branches, and documenting and maintaining files on all EOC activities, including the After Action/Corrective Action report.
- Establish the appropriate level of organization for the Planning Section.
- Exercise overall responsibility for the coordination of unit activities within the section.
- Keep the EOC Director informed of significant issues affecting the Planning Section.
- In coordination with the other Section Chiefs, ensure that Status Reports are completed and utilized as a basis for situation analysis reports, and the EOC Action Plan.

## **Planning Section Chief Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Ensure that the Planning Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Based on the situation, activate units within the section as needed and designate Unit Leaders for each element:
  - Situation Analysis Unit
  - Documentation Unit
  - GIS Unit
  - Advance Planning Unit
  - Demobilization Unit
- Request additional personnel for the section as necessary to maintain 24-hour operations.
- Establish contact with the State Regional EOC (REOC) when activated, and coordinate Situation Analysis Reports with their Planning Section.
- Meet with Operations Section Chief; obtain and review any major incident reports.
- Review responsibilities of units in the section; develop plans for carrying out all responsibilities.
- Make a list of key issues to be addressed by the Planning Section; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.
- Keep the EOC Director informed of significant events.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

### **Operational Phase**

- Ensure that Planning Section position logs and other necessary files are maintained.
- Ensure that the Situation Analysis Unit is maintaining current information for the situation analysis report.
- Ensure that major incidents reports and status reports are completed by the Operations Section and are accessible by Planning (Utilize CalEOC forms if available).
- Ensure that a situation analysis report is produced and distributed to EOC Sections and the State Regional EOC (REOC) at least once, prior to the end of the operational period.
- Ensure that all status boards and other displays are kept current and that posted information is neat and legible.
- Ensure that the Public Information Branch has immediate and unlimited access to all status reports and displays.
- Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.
- Facilitate the EOC Director's Action Planning meetings approximately two hours before the end of each operational period.
- Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting.
- Ensure that the EOC Action Plan is completed and distributed prior to the start of the next operational period.
- Work closely with each unit within the Planning Section to ensure the section objectives, as defined in the current EOC Action Plan are being addressed.
- Ensure that the Advance Planning Unit develops and distributes a report which highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall strategic objectives of the EOC.

- Ensure that the Documentation Unit maintains files on all EOC activities and provides reproduction and archiving services for the EOC, as required, and assists in preparing the After Action/Corrective Action report.
- Provide technical specialists to all EOC sections as required.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.



## **Situation Analysis Unit Leader**

### **Responsibilities**

- Oversee the collection, organization, and analysis of situation information related to the emergency.
- Ensure that information collected from all sources is validated prior to posting on status boards.
- Ensure that situation analysis reports are developed for dissemination to EOC staff and also to the State Regional EOC (REOC) and other EOCs as required.
- Ensure that an EOC Action Plan is developed for each operational period.
- Ensure that all maps, status boards and other displays contain current and accurate information.
- Supervise Situation Analysis Unit.

## **Situation Analysis Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Make contact with local government EOCs in the Operational Area and establish a schedule for obtaining situation reports.
- Ensure that adequate staff is available to collect and analyze incoming information, maintain the Situation Analysis Report and facilitate the Action Planning process.
- Prepare Situation Analysis Unit objectives for the initial Action Planning meeting.

### **Operational Phase**

- Establish and maintain a position log and other necessary files.
- Oversee the collection and analysis of all emergency-related information.
- Oversee the preparation and distribution of the Situation Report. Coordinate with the Documentation Unit for manual distribution and reproduction as required.
- Ensure that each EOC Section provides the Situation Analysis Unit with status reports on a regular basis.
- Meet with the Public Information Officer to determine the best method for ensuring access to current information.
- Prepare a situation summary for the EOC Action Planning meeting.
- Ensure each section provides their objectives at least 30 minutes prior to each Action Planning meeting.
- In preparation for the Action Planning meeting, ensure that all EOC objectives are posted on chart paper, and that the meeting room is set up with appropriate equipment and materials (easels, markers, situation analysis reports, etc.)
- Following the meeting, ensure that the Documentation Unit publishes and distributes the EOC Action Plan prior to the beginning of the next operational period.
- Ensure that adequate staff is assigned to maintain all maps, status boards and other displays.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.

- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
  
- Clean up your work area and leave a forwarding number before you leave.

## **Documentation Unit Leader**

### **Responsibilities**

- Collect, organize and file all completed emergency related forms, to include: all EOC position logs, situation analysis reports, EOC Action Plans and any other related information, just prior to the end of each operational period.
- Provide document reproduction services to EOC staff.
- Distribute the EOC situation analysis reports, EOC Action Plan, and other documents, as required.
- Maintain a permanent electronic archive of all Situation Reports and Action Plans associated with the emergency.
- Assign an After Action/Corrective Action (AA/CA) Point of Contact (POC) to assist the EOC Coordinator (Emergency Services Manager) in the preparation, distribution and tracking of the After Action/Corrective Action Report.
- Supervise the Documentation Unit.

## **Documentation Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Designate an individual/team to initiate the entire After Action/Corrective Action process for the event in accordance with ICS organizational structures, doctrine, and procedures. This individual/team will be the AA/CA Point of Contact (POC).

### **Operational Phase**

- Meet with the Planning Section Chief to determine what EOC materials should be maintained as official records.
- Meet with the Recovery Unit Leader to determine what EOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.
- Initiate and maintain a roster of all activated EOC positions to ensure that position logs are accounted for and submitted to the Documentation Unit at the end of each shift.
- Reproduce and distribute the Situation Reports and Action Plans. Ensure distribution is made to the Operational Area EOC.
- Keep extra copies of reports and plans available for special distribution as required.
- Set up and maintain document reproduction services for the EOC.
- Pass all event documentation to the AA/CA POC, the staff responsible for the development of the AA/CA Report. The AA/CA POC will:
  - Identify all organizations involved in the event, exercise or training.
  - Establish a reporting system to collect after action and corrective action information from all organizations involved in the event, exercise or training.
  - Develop a timeline or work plan for completing the AA/CA Report.
  - Establish an AA/CA Report Team, as necessary, to assist in the AA/CA Report development process.
  - Determine the AA/CA Reporting mechanism to be used for the AA/CA Report (AA/CA Report Survey or Briefing/Hot Wash Survey).
  - Identify when and where AA/CA Hot Wash will occur and send out AA/CA Report survey form to those involved in the event.
  - Conduct AA/CA Hot Wash involving all those activated or participating in the event; document all Hot Wash comments and consolidate into one overall report.

- Send out AA/CA Report survey to those personnel who could not attend the AA/CA Hot Wash.
- Initiate development of the AA/CA Report using all the compiled information from the Hot Wash and the AA/CA Report surveys that were returned.
- Identify points of contact for each organization that will receive the AA/CA Report.
- Establish suspense dates throughout the process for completing and forwarding AA/CA Reports to meet compliance deadlines:
  - For declared states of emergency, local governments forward AA/CA Report to their respective Cal OES Region within 90 days of the close of the incident or event to meet SEMS requirements.
  - Cal OES Regions forward all AA/CA Reports to State Cal OES Headquarters POC.
  - For all other events, forward the approved AA/CA Report to the next higher SEMS organizational level within 90 days of the close of the event.
- Develop a mechanism or planning tool that can be used for tracking identified corrective actions or lessons learned.
- Identify a point of contact responsible for tracking the corrective action to completion.
- Track the identified corrective action status through its completion or implementation and document the completion date.
- For federally funded exercises follow the applicable grant guidelines/conditions.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.

- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **GIS Unit Leader**

### **Function Description**

The GIS Unit provides support to the Plans Section in the areas of mapping, field data collection, data analysis and reporting. These services may be used for damage assessment, response planning, public information and post-recovery documentation.

### **Responsibilities**

- Provide technical support and recommendations to EOC staff for data collection, mapping and reporting, as required.
- Work with inter-agency coordination groups as necessary providing expertise.

## **GIS Technical Specialist Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Provide technical services as required to requesting EOC staff.
- Contribute to EOC planning meetings and inter-agency coordination groups as requested.
- Ensure that all recommendations are appropriately documented.
- Advise Planning Section when duties are completed.
- Obtain release from Planning Section Chief prior to leaving the EOC.



### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Advance Planning Unit Leader**

### **Responsibilities**

- Development of an Advance Plan consisting of potential response and recovery related issues likely to occur beyond the next operational period, generally within 36 to 72 hours.
- Review all available status reports, Action Plans, and other significant documents. Determine potential future impacts of the emergency; particularly issues which might modify the overall strategic EOC objectives.
- Provide periodic briefings for the EOC Director and General Staff addressing Advance Planning issues.
- Supervise the Advance Planning Unit.

## **Advance Planning Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Monitor the current situation report to include recent updates.
- Meet individually with the General Staff and determine best estimates of the future direction and outcomes of the emergency.
- Contact local government EOCs and determine issues and concerns related to the Operational Area advance planning effort.

- Develop an Advance Plan identifying future policy related issues, social and economic impacts, significant response or recovery resource needs, and any other key issues likely to affect EOC operations within a 36 to 72 hour timeframe.
- Submit the Advance Plan to the Planning Section Chief for review and approval prior to conducting briefings for the General Staff and EOC Director.
- Review Action Planning objectives submitted by each section for the next operational period. In conjunction with the General Staff, recommend a transition strategy to the EOC Director when EOC activity shifts predominately to recovery operations.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Demobilization Unit Leader**

### **Responsibilities**

- Develop a Demobilization Plan for the EOC based on a review of all pertinent planning documents, and status reports.
- Supervise the Demobilization Unit.

## **Demobilization Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Review EOC personnel roster to determine size and scope of any demobilization efforts.
- Meet individually with the General Staff to determine their need for assistance in any demobilization planning.
- Advise Planning Section Chief on the need for a formal written Demobilization Plan.
- If a Demobilization Plan is required, develop the plan using detailed specific responsibilities, release priorities and procedures.
- Establish with each Section Chief which units/personnel should be demobilized first.
- Establish timetables for deactivating or downsizing units.
- Determine if any special needs exist for personnel demobilization (e.g. transportation).

- Develop a checkout procedure if necessary, to ensure all deactivated personnel have cleared their operating position.
- Submit any formalized Demobilization Plan to the Planning Section Chief for approval.
- Meet with each assigned Agency Representative and Technical Specialist to determine what assistance may be required for their demobilization from the EOC.
- Monitor the implementation of the Demobilization Plan and be prepared to handle any demobilization issues as they occur.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Technical Specialists**

### **Responsibilities**

- Provide technical observations and recommendations to EOC staff in specialized areas as required.
- Advise on legal limitations use of particular resources.
- Work with inter-agency coordination groups as necessary providing expertise.

## **Technical Specialists Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Provide technical services as required to requesting EOC staff.
- Contribute to EOC planning meetings and inter-agency coordination groups as requested.
- Ensure that all recommendations are appropriately documented.
- Advise Planning Section when duties are completed.
- Obtain release from Planning Section Chief prior to leaving the EOC.

**Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Resource Status Unit Leader**

### **Responsibilities**

- Coordinate with the other units in the Plans Section to capture and centralize necessary resource/location status information.
- Develop and maintain resource status/location boards in the Plans Section.
- Supervise the Resource Status Unit

## **Resource Status Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Coordinate closely with all units in the Logistics Section particularly Ordering and Human Resources.
- As resource requests are received in the Plans Section, post the request on a status board and track the progress of the request until filled..
- Status boards should track requests by providing at a minimum, the following information: date and time of the request, items requested, priority designation, time the request was processed and estimated time of arrival or delivery to the requesting party..
- Work closely with other Plans and Logistics units and assist in notifying requesting parties of the status of their resource request. This is particularly critical in situations where there will be delays in filling the request.



- An additional status board may be developed to track resource use by the requesting party. Information categories might include the following: actual arrival time of the resource, location of use and an estimate of how long the resource will be needed. Keep in mind that it is generally not necessary to track mutual aid resources unless they are ordered through the Logistics Section.

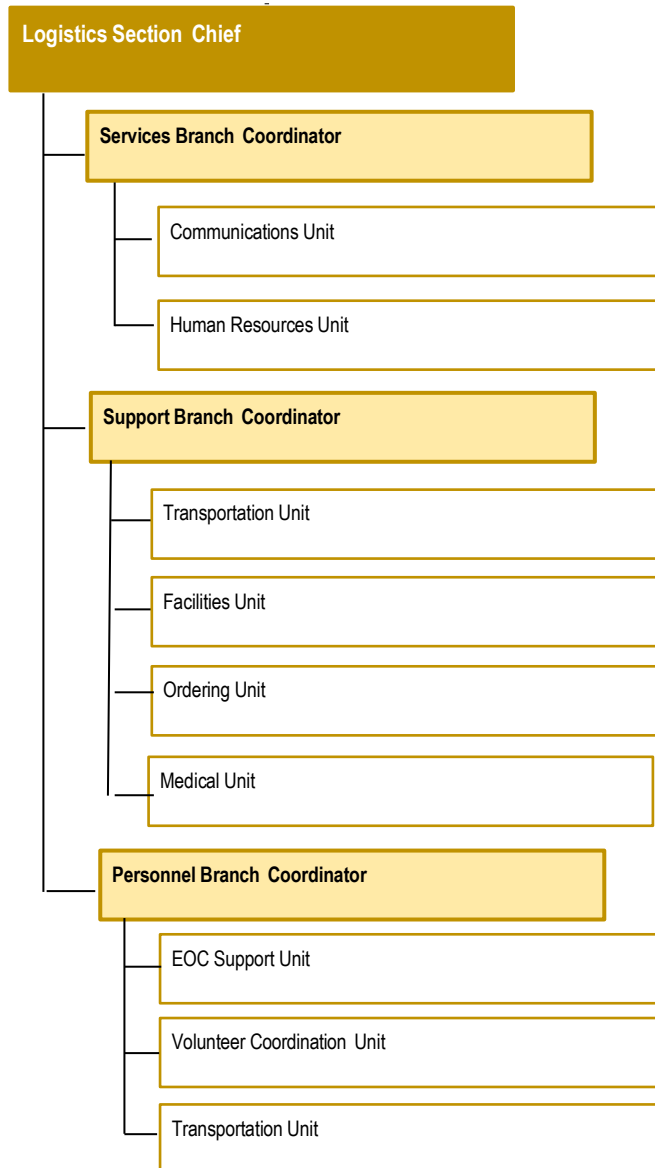
### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## EOC Function Specific Checklists

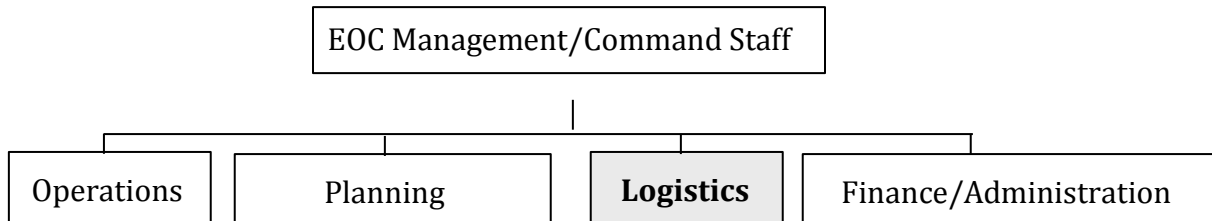
### Logistics Section

#### Logistics Section Organization Chart



## **Logistics Section**

This section contains functional descriptions, responsibilities, and checklists for personnel assigned to the Logistics Section of the Operational Area EOC. The checklists describe minimum activities that should be accomplished by personnel assigned to functional positions within the section.



When activated, the five primary EOC functions are established as separate sections of the EOC organization. Within each section, there may be several sub-functions that may normally be established as Branches and/or Units.

The functions described here are those activities that may need to be activated during EOC activation for the Logistics Section at the Operational Area EOC.

The determination of the appropriate level of staffing and lead agency to manage the function is the responsibility of Napa County OES.

- Staff the section with the most qualified person in the discipline most closely aligned to the emergency. (Logistics and Finance/Administration sections may have a standard designation of personnel for all emergencies).
- Maintain a span of control not to exceed one supervisor for up to seven sub- functions.
- One person may have delegated authority for more than one area of responsibility. Usually this is done during the early portion of the Activation Phase or in the Demobilization Phase.
- Each of these functional areas can be expanded as needed into additional organizational units with further delegation of authority.
- If a section is not activated, the EOC Director will perform its responsibilities.

## **Logistics Section Chief**

### **Function Description**

The Logistics Section provides facilities, services, resources and other support services both to county agencies responding to the emergency, to local governments in response to requests for resources and to meet internal EOC operating requirements. Incident, DOC or agency, and local government requests for support directed to the EOC will be channeled through the EOC Operations Section. The Logistics Section Chief reports to the EOC Director.

### **Responsibilities**

- Ensure the Logistics function is carried out in support of the EOC. This function includes providing communication services, acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.
- Establish the appropriate level of branch and/or unit staffing within the Logistics Section, to support County and local government responsibilities, continuously monitoring the effectiveness of the organization and modifying as required.
- Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated timeframe.
- Coordinate closely with the Operations Section Chief to establish priorities for resource allocation to meet both County and local government requests.
- Keep the EOC Director informed of all significant issues relating to the Logistics Section.
- Supervise the Logistics Section.

## **Logistics Section Chief Checklist**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Ensure the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
- Based on the situation, activate branches/units within section as needed and designate Unit Leaders for each element:

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**Services Branch**

- Communications Unit
- Human Resources Unit

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**Support Branch**

- Transportation Unit
- Facilities Unit
- Ordering Unit
- Medical Unit

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**Personnel Branch**

- EOC Support
- Volunteer Coord. Unit
- Transportation Unit

- Mobilize sufficient section staffing for 24 hour operations.
- Advise branches and units within the section to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from DOCs or Incident Command Posts in the field, prior to acting on the request.
- Meet with the EOC Director and Management/Command Staff and identify resource needs.
- Meet with the Finance/Administration Section Chief and determine level of purchasing authority for the Logistics Section.
- Assist branch and unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the Action Plan.
- Provide periodic Section Status Reports to the EOC Director.

- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

### **Operational Phase**

- Ensure that Logistics Section position logs and other necessary files are maintained.
- Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.
- Provide the Planning Section Chief with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.
- Attend and participate in EOC Action Planning meetings.
- Ensure that the Ordering Unit coordinates closely with the Purchasing Unit in the Finance/Administration Section, and that all required documents and procedures are completed and followed.
- Ensure that transportation requirements, in support of response operations, are met.
- Ensure that all requests for facilities and facility support are addressed.
- Ensure that all resources are tracked and accounted for, as well as resources ordered through Mutual Aid.
- Provide section staff with information updates as required.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.

- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Services Branch Director**

### **Function Description**

This function may be established at the Unit or Branch level depending upon the functions to be performed, and personnel requirements.

The Services Branch provides for the coordination of County or local government services, such as Communications and Human Resources to meet incident, DOC or agency needs. Communications services will include electronic information processing, telephone, fax, and radio. The branch also provides internal and external communications services to meet and support EOC operating requirements.

### **Responsibilities**

- Ensure communications services are established and maintained to support the Operational Area and the EOC.
- Coordinate personnel resources to support EOC and field requirements.
- Supervise the Services Branch.

## **Services Branch Director Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Based on the situation, activate the necessary units within the Services Branch:
  - Communications Unit
  - Human Resources Unit
- Prepare objectives for the Services Branch; provide them to the Logistics Section Chief prior to the initial Action Planning meeting.



### **Operational Phase**

- Ensure that branch and unit position logs and other necessary files are maintained.
- Obtain and maintain current status on Communications and Human Resource requirements, being conducted for the incident/disaster.
- Provide the Logistics Section Chief and the Planning Section with an overall summary of Service Branch operations periodically or as requested during the operational period.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/ Administration Section (daily time sheets and notification of any emergency expenditures).
- Prepare objectives for the Services Branch for the subsequent operational period; provide them to the Logistics Section Chief prior to the end of the shift and the next Action Planning meeting.
- Provide your relief with a briefing at shift change; inform him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.
- Refer all contacts with the media to the Public Information Branch.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Communications Unit Leader**

### **Responsibilities**

- Ensure radio, telephone, and computer resources and services are provided to EOC staff as required.
- Oversee the installation of communications resources within the EOC. Ensure that communications links are established with the State Regional EOC (REOC) and with adjacent EOCs as required.
- Determine specific computer requirements for all EOC positions.
- Implement CalEOC if available, for internal information management to include message and e-mail systems.
- Ensure that the EOC Communications Center is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage.
- Develop and distribute a Communications Plan that identifies all systems in use and lists specific frequencies allotted for the emergency.
- Assist EOC positions in determining appropriate numbers of telephones and other communications equipment required to facilitate operations.
- Acquire radio frequencies as necessary to facilitate operations.
- Assign amateur radio operators as needed to augment primary communications networks, e.g. local Radio Amateur Civil Emergency Services (RACES).
- Supervise the EOC Communications Center and the Communications Unit.

## **Communications Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Keep all sections informed of the status of the communications systems, particularly those that are being restored.
- Coordinate with all EOC sections/branches/units regarding the use of all communication systems.
- Ensure that the EOC Communications Center is activated to receive and direct all emergency related communications to appropriate destinations within the EOC.
- Ensure that adequate communications operators are mobilized to accommodate each discipline on a 24-hour basis or as required.
- Ensure that Cal EOC communications links are established with the REOC and with local governments that have Cal EOC installed.
- Ensure that communications links are established with activated EOC within the Operational Area, as appropriate.
- Continually monitor the operational effectiveness of EOC communications systems. Provide additional equipment as required.
- Ensure that technical personnel are available for communications equipment maintenance and repair.
- Mobilize and coordinate amateur radio resources to augment primary communications systems as required.

- Keep the Logistics Section Chief informed of the status of the communications systems.
- Prepare objectives for the Communications Unit; provide them to the Services Branch Director and the Logistics Section Chief prior to the next Action Planning meeting.
- Continually monitor and test the activated radio and telephone systems. Keep the Services Branch Director informed of system failures and restoration activities.
- Develop instructional guidance for use of radios and telephones and conduct training sessions for EOC staff as necessary.
- Meet periodically with the Operations Section Branches to ensure that their radio frequencies are adequate. Make modifications as necessary to maintain their operational capability.
- Coordinate with telephone company to obtain portable telephone banks, as necessary.
- Refer all contacts with the media to the Public Information Branch.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Human Resources Unit Leader**

### **Responsibilities**

- Provide personnel resources as requested in support of the EOC and Field Operations.
- Identify, recruit and register volunteers as required; work closely with Liaison Officer and Operations Section Chief to understand volunteer capabilities and requirements.
- Develop an EOC organization chart.
- Supervise the Personnel Unit.

## **Human Resources Unit Leader Checklist**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- In conjunction with the Documentation Unit, develop a large poster size EOC organization chart depicting each activated position. Upon check in, indicate the name of the person occupying each position on the chart. The chart should be posted in a conspicuous place, accessible to all EOC personnel. Update this chart for each operational period.
- Coordinate with the Liaison Officer and Safety Officer to ensure that all EOC staff, including volunteers, receive a current situation and safety briefing upon check-in.
- Establish communications with Emergency Volunteer Center (EVC) Manager and community-based organizations, and other organizations that can provide personnel resources.

- Coordinate with the State Regional EOC (REOC) to activate the Emergency Management Mutual Aid System (EMMA), if required.
- Process all incoming requests for personnel support. Identify the number of personnel, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly.
- Maintain a status board or other reference to keep track of incoming personnel.
- Coordinate with the Liaison Officer and Security Officer to ensure access, identification, and proper direction for responding personnel arriving at the EOC.
- Assist the Fire and Rescue Branch and Law Enforcement Branch with ordering of mutual aid resources as required.
- To minimize redundancy, coordinate all requests for personnel resources from the County field level or from local governments through the EOC Operations Section prior to acting on the request.
- In coordination with the Safety Officer, determine the need for crisis counseling for emergency workers; acquire mental health specialists as needed.
- Arrange for child care services for EOC personnel as required.
- Establish registration locations with sufficient staff to register volunteers, and issue them disaster service worker identification cards.
- Keep the Logistics Section Chief informed of significant issues affecting the Personnel Unit.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.

- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Support Branch Director**

### **Function Description**

This function may be established at the unit or branch level depending upon the functions to be performed, and personnel requirements.

The Support Branch provides for the coordination of County or local government support services to meet incident, DOC or agency needs. These services will include transportation, facilities, supplies and ordering and medical support.

### **Responsibilities**

- Ensure transportation services are available to EOC and field personnel as required.
- Ensure essential facilities are obtained and furnished to support response efforts.
- Ensure supplies and materials not normally available through mutual aid are available to support response efforts.
- Ensure medical unit is available to EOC personnel as needed.
- Supervise the Support Branch.

## **Support Branch Director Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.



- Based on the situation, activate the necessary units within the Support Branch:
  - Transportation Unit
  - Ordering Unit
  - Facilities Unit
  - Medical Unit
- Prepare objectives for the Support Branch; provide them to the Logistics Section Chief prior to the initial Action Planning meeting.

### **Operational Phase**

- Ensure Branch and Unit position logs and other necessary files are maintained.
- Keep all sections informed of the status of transportation systems and resources, particularly those that are being restored.
- Coordinate with all EOC sections/branches/units regarding transportation requirements.
- Coordinate with all EOC sections/branches/units regarding essential facility requirements to support emergency efforts.
- Ensure that appropriate supplies and materials are made available to EOC and field response teams.
- Continually monitor all resource requests from other sections and field locations; ensure all requests are prioritized and tracked. Escalate problem situations to the Logistics Section Chief.
- Keep the Logistics Section Chief informed of the status of all Support Branch operations.
- Prepare objectives for the Support Branch; provide them to the Logistics Section Chief prior to the next Action Planning meeting.
- Refer all contacts with the media to the Public Information Branch.

**Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Transportation Unit Leader**

### **Responsibilities**

- In coordination with the Engineering Branch Director, and the Situation Analysis Unit, develop a transportation plan to support EOC operations.
- Arrange for the acquisition or use of required transportation resources.
- Supervise the Transportation Unit.

## **Transportation Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Routinely coordinate with the Situation Analysis Unit to determine the status of transportation routes in and around the affected area.
- Routinely coordinate with the Engineering Branch Director to determine progress of route recovery operations.
- Develop a Transportation Plan which identifies routes of ingress and egress; thus facilitating the movement of response personnel, the affected population, and shipment of resources and materiel.
- Establish contact with local transportation agencies and schools to establish availability of equipment and transportation resources for use in evacuations and other operations as needed.

- Keep the Support Branch Director and Logistics Section Chief informed of significant issues affecting the Transportation Unit.

**Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Facilities Unit Leader**

### **Responsibilities**

- Ensure that adequate essential facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.
- Ensure acquired buildings, building floors, and or workspaces are returned to their original state when no longer needed.
- Supervise the Facilities Unit.

## **Facilities Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Work closely with the EOC Coordinator and other sections in determining facilities and furnishings required for effective operation of the EOC.
- Coordinate with branches and units in the Operations Section to determine if assistance with facility acquisition and support is needed at the local government level.
- Arrange for continuous maintenance of acquired facilities, to include ensuring that utilities and restrooms are operating properly.
- If facilities are acquired away from the EOC, coordinate with assigned personnel and designate a Facility Manager.

- Develop and maintain a status board or other reference which depicts the location of each facility; a general description of furnishings, supplies and equipment at the site; hours of operation, and the name and phone number of the Facility Manager.
- Ensure all structures are safe for occupancy and that they comply with ADA requirements.
- As facilities are vacated, coordinate with the facility manager to return the location to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.
- Keep the Support Branch Director and Logistics Section Chief informed of significant issues affecting the facilities unit.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Ordering Unit Leader**

### **Responsibilities**

- Oversee the procurement and allocation of supplies and material not normally provided through mutual aid channels.
- Coordinate procurement actions with the Finance/Administration Section.
- Coordinate delivery of supplies and material as required.
- Supervise the Supply/Procurement Unit.

## **Ordering Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Determine if requested types and quantities of supplies and materiel are available in inventory.
- Determine procurement spending limits with the Purchasing Unit in the Finance/Administration Section. Obtain a list of pre-designated emergency purchase orders as required.
- Whenever possible, meet personally with the requesting party to clarify types and amount of supplies and materiel, and also verify that the request has not been previously filled through another source.
- Maintain a status board or other reference depicting procurement actions in progress and their current status.

- Determine if the item to be ordered can be provided without cost from another jurisdiction or through the Operational Area.
- Determine unit costs of supplies and material, from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.
- Orders exceeding the purchase order limit must be approved by the Finance/Administration Section before the order can be completed.
- If vendor contracts are required for the ordering of specific resources or services, refer the request to the Finance/Administration Section for development of necessary agreements.
- Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pickup and delivery through the Transportation Unit.
- In coordination with the Personnel Unit, provide food and lodging for EOC staff and volunteers as required. Assist field level with food services at camp locations as requested.
- Coordinate donated goods and services from community groups and private organizations. Set up procedures for collecting, inventorying, and distributing usable donations.
- Keep the Logistics Section Chief informed of significant issues affecting the Ordering Unit.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.



- Clean up your work area before you leave.
  
- Leave a forwarding phone number where you can be reached.

## **Medical Unit Leader**

### **Responsibilities**

- Provide Medical resources as requested in support of the EOC and Field Operations.
- Participate in Logistics Section planning activities.
- Determine level of Emergency medical activities performed prior to activation of the Medical Unit.
- Supervise Medical Unit.

## **Medical Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Activate Medical Unit.
- Prepare Medical Plan (206).
- Provide medical input into the planning process for strategy development.
- Coordinate with Safety Officer, Operations, Technical Specialists and others on proper PPE procedures for incident personnel.
- Prepare procedures for Major Medical Emergency (Incident Within Incident [IWI]).
- Develop major transportation routes and methods for injured incident personnel.

- Respond to requests for medical aid, medical requests and medical supplies.
- Monitor health aspects and trends of incident personnel.
- Meet with Compensation/Claims Unit daily.
- Keep the Logistics Section Chief informed of significant issues affecting the Medical Unit.

**Demobilization Phase**

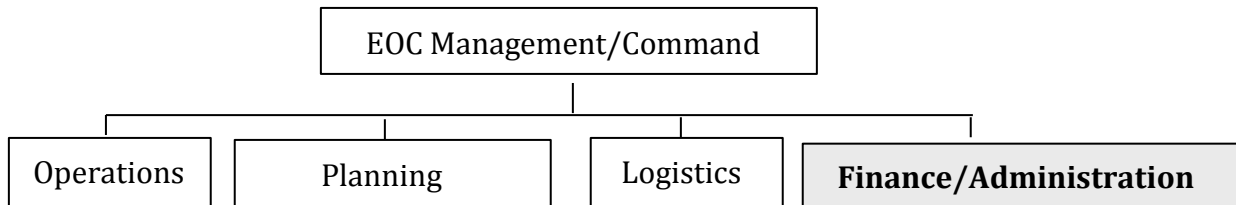
- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

**EOC Function Specific Checklists**  
**Finance/Administration Section**

**Finance/Administration Section Organization Chart**

## **Finance/Administration Section**

This Section contains functional descriptions, responsibilities, and checklists for personnel assigned to the Finance/Administration Section of the Operational Area EOC. The checklists describe the minimum activities that should be accomplished by personnel assigned to functional positions within the section.



When activated, the five primary EOC functions are established as separate sections of the EOC organization. Within each section, there may be several sub-functions that may normally be established as Units. The functions described here are those activities that may need to be activated during EOC activation for the Finance/Administration Section at the Operational Area EOC.

### **Staffing**

The determination of the appropriate level of staffing and lead agency to manage the function is the responsibility of the agency or jurisdiction at each SEMS level. In general the following conditions will apply:

- Staff the section with the most qualified person in the discipline most closely aligned to the emergency. (Logistics and Finance/Administration sections may have a standard designation of personnel for all emergencies).
- Maintain a span of control not to exceed one supervisor for up to seven sub-functions.
- One person may have delegated authority for more than one area of responsibility. Usually this is done during the early portion of the Activation Phase or in the Demobilization Phase.
- Each of these functional areas can be expanded as needed into additional organizational units with further delegation of authority.
- If a section is not activated, the EOC Director will perform its responsibilities.

## **Finance/Administration Section Chief**

### **Function Description**

The Finance/Administration function in the EOC manages all financial, administrative and cost analysis aspects of the emergency. Initially, this work may be done in the EOC, but in later stages of the emergency this function may be accomplished at other locations.

### **Responsibilities**

- Ensure that all financial records are maintained throughout the emergency.
- Ensure that all on-duty time is recorded for all emergency response personnel.
- Ensure that all on-duty time sheets are collected from EOC assigned personnel and that departments are collecting this information from Field Level Supervisors or Incident Commanders and their staffs.
- Ensure there is a continuum of the payroll process for all employees responding to the emergency.
- Determine purchase order limits for the procurement function in Logistics.
- Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
- Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
- Provide administrative support to all EOC Sections as required, in coordination with the Personnel Unit.
- Activate units within the Finance/Administration Section as required; monitor section activities continuously and modify the organization as needed.
- Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.
- Supervise the Finance/Administration Section.

## **Finance/Administration Section Chief Checklist**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.
- Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- Based on the situation, activate units within section as needed and designate Unit Leaders for each element:
  - Time Recording Unit
  - Cost Accounting Unit
  - Compensation & Claims Unit
  - Purchasing Unit
  - Recovery Unit
- Ensure that sufficient staff is available for a 24-hour schedule, or as required.
- Meet with the Logistics Section Chief and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to the Logistics Section.
- Meet with all Unit Leaders and ensure that responsibilities are clearly understood.
- In conjunction with Unit Leaders, determine the initial Action Planning objectives for the first operational period.
- Notify the EOC Director when the Finance/Administration Section is operational.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

### **Operational Phase**

- Ensure that Finance/Administration Section position logs and other necessary files are maintained.
- Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.
- Participate in all Action Planning meetings.
- Brief all Unit Leaders and ensure they are aware of the EOC objectives as defined in the Action Plan.
- Keep the EOC Director, General Staff, and elected/other officials aware of the current fiscal situation and other related matters, on an on-going basis.
- Ensure that the Recovery Unit maintains all financial records throughout the emergency.
- Ensure that the Time Recording Unit tracks and records all agency staff time.
- In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- Ensure that the Compensation & Claims Unit processes all workers' compensation claims, resulting from the emergency, in a reasonable time-frame, given the nature of the situation.
- Ensure that the Time Recording Unit processes all time-sheets and travel expense claims promptly.
- Ensure that the Finance/Administration Section provides administrative support to other EOC Sections as required.
- Ensure that all recovery documentation is accurately maintained by the Recovery Unit during the response, and submitted on the appropriate forms to Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.



**Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Time Recording Unit Leader**

### **Responsibilities**

- Track, record, and report all on-duty time for personnel working during the emergency.
- Ensure that personnel time records, travel expense claims and other related forms are prepared and submitted to the budget and payroll office.
- Supervise the Time Recording Unit.

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Initiate, gather and update time reports from all personnel, to include volunteers assigned to each shift; ensure that time records are accurate and prepared in compliance with policy.
- Obtain complete personnel rosters from the Personnel Unit. Rosters must include all EOC personnel as well as personnel assigned to emergency duties in County agencies.
- Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them.
- Establish a file for each employee or volunteer within the first operational period; maintain a fiscal record for as long as the employee is assigned to the response.
- Keep the Finance/Administration Section Chief informed of significant issues affecting the Time Recording Unit.

**Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Cost Accounting Unit Leader**

### **Responsibilities**

- Responsible for collecting cost information, performing cost-effectiveness analysis and providing cost estimates and cost savings recommendations.
- Supervise the Cost Accounting Unit.

## **Cost Accounting Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Establish (or implement) an accounting system and special cost codes associated with this emergency.
- Monitor all emergency expenditures.
- Ensure that all sections and units are documenting cost related information.
- Collect and compile cost information at the end of each shift.
- Obtain and record all cost data to cover:
  - Personnel
  - Equipment
  - Rental/Contract Equipment
  - Supplies from outside vendors
  - Contracts for special or emergency services

- Coordinate with the Documentation Unit on content and format of cost related files to be transferred.
- Review existing documentation to determine if there are additional cost items that may have been overlooked.
- Prepare cost estimates related to EOC objectives and strategies. Be prepared to discuss these at EOC Planning Meetings if required.
- Compile cumulative cost records on a daily basis.
- Ensure that departments are compiling cost information using any special agency/jurisdiction cost codes.
- Ensure that estimate costs are replaced with actual costs where known.
- Provide verbal or written reports to the Finance/Administration Section Chief upon request.
- Prepare and maintain a cost report to include cumulative analysis, summaries and total expenditures related to the emergency.
- Organize and prepare records for audits as necessary.
- Act as the liaison for the EOC with County and other disaster assistance agencies to coordinate the cost recovery process.
- Prepare all required state and federal documentation as necessary to recover allowable costs.

**Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Compensation and Claims Unit Leader**

### **Responsibilities**

- Oversee the investigation of injuries and property/equipment damage claims arising out of the emergency.
- Complete all forms required by workers' compensation program.
- Maintain a file of injuries and illnesses associated with the emergency which includes results of investigations.
- Supervise the Compensation and Claims Unit.

## **Compensation and Claims Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Maintain a chronological log of injuries and illnesses, and property damage reported during the emergency.
- Investigate all injury and damage claims as soon as possible.
- Prepare appropriate forms for all verifiable injury claims and forward them to Workmen's Compensations within the required timeframe consistent with jurisdiction's policy & procedures.
- Coordinate with the Safety Officer regarding the mitigation of hazards.

- Keep the Finance/Administration Coordinator informed of significant issues affecting the Compensation and Claims Unit.
- Forward all equipment or property damage claims to the Recovery Unit.

**Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.



## **Purchasing Unit Leader**

### **Responsibilities**

- Coordinate vendor contracts not previously addressed by existing approved vendor lists.
- Coordinate with Supply/Procurement Unit on all matters involving the need to exceed established purchase order limits.
- Supervise the Purchasing Unit.

## **Purchasing Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Review the emergency purchasing procedures.
- Prepare and sign contracts as needed; be sure to obtain concurrence from the Finance/ Administration Section Chief.
- Ensure that all contracts identify the scope of work and specific site locations.
- Negotiate rental rates not already established, or purchase price with vendors as required.
- Admonish vendors as necessary, regarding unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during emergencies.

- Finalize all agreements and contracts, as required.
- Complete final processing and send documents to Budget and Payroll for payment.
- Verify costs data in the pre-established vendor contracts and/or agreements.
- In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- Keep the Finance/Administration Section Chief informed of all significant issues involving the Purchasing Unit.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **Recovery Unit Leader**

### **Responsibilities**

- Determine impacts of the emergency requiring recovery planning.
- Initiate recovery planning meetings with appropriate individuals and agencies.
- Develop the initial recovery plan and strategy for the jurisdiction.
- Ensure that all appropriate agencies are kept informed and have the opportunity to participate in the recovery planning process.
- Develop the strategy to transition from recovery planning in the EOC to a wider post-emergency recovery effort.
- Supervise the Recovery Unit.

## **Recovery Unit Leader Checklists**

### **Activation Phase**

- Respond immediately to the EOC, identify yourself and locate your functional work area. Put on your vest and determine EOC operational status.
- Obtain briefing from available sources.
- Establish and maintain a Unit Event Log that chronologically describes your actions taken during your shift.

### **Operational Phase**

- Monitor the current situation report to include recent updates and determine overall impacts of the emergency.
- Based on available information, prepare an initial estimate of likely recovery issues that must be addressed. Document these in a preliminary report.
- Coordinate with the Advance Planning Unit to determine major mid-to-long range social, economic, environmental and political impacts.

- Assist the Operational Area as necessary in determining appropriate sites for Disaster Application Centers.
- Facilitate recovery planning meetings involving appropriate Management and General Staff personnel and other agencies as needed.
- Develop a recovery plan and strategy for the jurisdiction or agency.
- Coordinate with Finance/Administration to ensure that FEMA, Cal EMA and other public reimbursement source documents and applications are consistent with the recovery strategy.
- In conjunction with Finance/Administration, ensure that specific project timelines are developed to meet the goals and objectives of the recovery plan.

### **Demobilization Phase**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
- Be prepared to provide input to the After Action/Corrective Action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

## **4 EOC Forms and Tools**

	<b>Form or Tool</b>
1	EOP Quick Reference Index
2	EOC Action Plan Template
3	Field Damage Estimate Procedures (1.3.1)
4	EOC Message Form (213)
5	ICS Forms (link to Firescope site) <a href="http://www.firescope.org/documents/public%20searches/main.php">http://www.firescope.org/documents/public%20searches/main.php</a>

## **1 - EOP Quick Reference Index**

(to follow)

## **2 - EOC Action Plan Template**

The following generic EOC Action Plan may be used as a guide in preparing your action plan.









<b>EOC Staff List</b>	<b>FOR OPERATIONAL PERIOD</b>
	<b>FROM:</b> Date: _____ <b>TO:</b> Date: _____ Time: _____ Time: _____
<b>MANAGEMENT STAFF</b>	<b>PLANNING &amp; INTELLIGENCE SECTION</b>
EOC Director	Planning & Intelligence Chief
Public Information Officer	Situation Unit Leader
Safety Officer	<i>Field Observation Single Resource Boss</i>
Agency / Liaison Officer	Documentation Leader
Legal Officer	<i>Message Center Single Resource Boss</i>
Emergency Preparedness Coordinator	Technical Specialist Unit Leader
Persons with Disabilities & Functional Needs Officer	<i>GIS Single Resource Boss</i>
	Demobilization Unit Leader
	Resource Unit Leader
<b>OPERATIONS SECTION</b>	<b>LOGISTICS SECTION</b>
Operations Chief	Logistic Chief
Fire / Rescue Branch Director	Communications Unit Leader
<i>Fire / Rescue Group Supervisor</i>	Medical Unit Leader
<i>Disaster Medical Group Supervisor</i>	Food Unit Leader
<i>Search / Rescue</i>	Supply Unit Leader
<i>Haz Mat</i>	Facilities Unit Leader
Law Enforcement Branch Director	Care and Shelter Unit Leader
<i>Law Operations</i>	<i>Mass Care and Shelter Single Resource Leader</i>
<i>Coroner</i>	Personnel Unit Leader
Public Works Branch Director	Transportation Unit Leader
Utilities Branch Director	
<b>FINANCE SECTION</b>	<b>AGENCY REPRESENTATIVES</b>
Finance Section	
Time Recording Unit Leader	
Purchasing Unit Leader	
Compensation & Claims Unit Leader	
Cost Accounting Unit Leader	







<b>SCHEDULED MEETINGS &amp; BRIEFINGS (DIRECTOR / PLANS COORDINATOR / PIO)</b>				
<b>BRIEFING TYPE</b>	<b>FREQUENCY</b>	<b>TIME</b>	<b>LOCATION</b>	<b>BRIEFER</b>
Section Chiefs	2/Daily			Section Chiefs
EOC Staff Shift Change	2/Daily			Plans Chief
Media	2/Daily			PIO
EOC Action Planning Meeting	2/Daily			Director/Plans Chief

### **3- Field Damage Estimate Procedures**

A sample of a FEMA Damage Assessment form for public facilities, followed by an explanation of the various categories is available in the FEMA toolkit located at: <https://emilms.fema.gov/IS559/lesson6/Toolkit.pdf> (scanned copies follow)



DAMAGE ASSESSMENT – Public Facilities			
Collect information for each facility on a separate form.			
<p>The categories for damage to public facilities are listed below. When asked for the damage category, simply list the appropriate letters.</p> <ul style="list-style-type: none"> <li>A. Debris Clearance</li> <li>B. Protective Measures</li> <li>C. Roads Systems</li> <li>D. Water Control Facilities</li> <li>E. Public Building and Equipment</li> <li>F. Public Utility Systems (Do not include privately-owned utilities)</li> <li>G. Parks/Recreation/Other</li> </ul>			
<b>Respondent Information</b>			
Date: _____			
Name: _____			
Agency: _____			
Phone: _____		Fax: _____	
Location: _____			
(City)		(County)	
<b>Infrastructure</b>			
Answer this section for damages to infrastructure (roads, bridges, parks, etc.)			
Type of Facility: _____			
Site #: _____			
Address/Map Location/Directions: _____			
Name of Local Contact: _____			
Phone: _____		Fax: _____	
Damage Category (circle one):            A        B        C        G			
Description of Damage: _____			
Impact of Damage: _____			
Percent of repairs completed: _____ %			
Estimated cost of repairs		\$ _____	
Damages covered by		insurance: \$ _____	
		federal assistance: \$ _____	
		state assistance: \$ _____	

DAMAGE ASSESSMENT – Public Facilities			
<b>Public &amp; Non-Profit Structures</b>			
Answer this section for damages to structures (schools, hospitals, non-profits, etc.)			
Facility Name: _____			
Permanent Mailing Address: _____ _____			
Permanent Phone Number: _____			
Current Mailing Address: _____			
Current Phone Number: _____			
Damaged Property Location: _____			
Damage Category (circle one):                    D                    E                    F			
Is the facility inaccessible?		Yes	No
Is the facility insured?		Yes	No
Does the facility have flood insurance?		Yes	No
Name of insurance company: _____			
Insurance Agent: _____		Phone: _____	
1. Dollar damage to the facility:		\$ _____	
estimate of insurance recovery:		\$ _____	
damage to equipment:		\$ _____	
estimate of insurance recovery for equipment:		\$ _____	
e facility experience any indirect damage (i.e., utility outage, roads blocked so customers could not reach business)?			Yes                    No
ated dollar loss due to indirect damage:		\$ _____	
Number of people unemployed for:		a) 1–7 days                    _____	
		b) 1–4 weeks                    _____	
		c) Over 4 weeks                    _____	
		d) Permanent                    _____	
Number of:		a) Manufacturing jobs                    _____	
		b) Retail/service/clerical jobs                    _____	
		c) Professional jobs                    _____	

From FEMA's EMI course IS-1 *Emergency Manager: An Orientation to the Position*

**For Public Facilities**

**(A) Debris Clearance**

Debris clearance is the removal of damaged objects such as tree limbs, building parts, signs, and other materials from public roads and streets, public property, and private property.

**(B) Protective Measures**

These are measures to prevent further damage when the event is occurring. For example, sandbagging a riverbank, evacuating, controlling traffic, and erecting barricades are such measures. You take them to protect life and safety, property and health.

**(C) Road Systems**

This category includes roads, streets, bridges, culverts, and other similar transportation-related features. You might subdivide the damage assessment into state highways, county roads, and city or village roads if this is useful. Damage might range from some minor damage fixable immediately with local resources to more extensive damage from complete washout or road destruction requiring more substantial resources and time.

**(D) Water Control Facilities**

This category covers damages to dikes, levees, dams, drainage channels, irrigation works, and other similar facilities. Obviously, it is mostly flood-related emergencies that will involve these and require an assessment of damage.

**(E) Public Buildings and Equipment**

Damage assessment in this area should include the number of buildings affected, the estimate for their restoration, cost of supplies or inventory lost or damaged, and vehicles or equipment that were damaged or destroyed. This kind of damage assessment occurs rather frequently, since most major disasters affect buildings one way or another.

**(F) Public Utility Systems**

Facilities in your political jurisdiction that sustain damage could include the water system, sanitary sewer systems, storm drains, and other publicly owned utilities. Since they are critical to modern-day living, it is important to get an accurate and early assessment of the damage they may have sustained. Often, they are high on the priority list of services to restore.

**(G) Parks, Recreational, and Other**

Structures that fall in this category may be eligible for special disaster assistance. Therefore, make sure your damage assessment includes any damage to these facilities. You are better off to file for assistance than to decide that the damage sustained is not worth the filing.

These facilities include educational, emergency, medical, and custodial facilities but exclude churches or places used exclusively for worship.

This last group includes parks and recreational facilities such as bike and jogging paths, sports fields, and community centers.

**Summary**

In brief, these are some of the major duties your emergency management team will be responsible for during response. As you can see, there will be a lot to do. The more of this you can anticipate and plan for, the better off you and your jurisdiction will be when something happens.

The secret is playing your stage manager role well and making sure that all of the other actors and performers know their roles and are ready to respond.

### 4- EOC Message Form (ICS 213)

Below is a sample of the ICS 213 form used for messages and replies. This form is available for purchase in 3 part triplicate and/or download by searching online by form number, for ex: <http://www.nwccg.gov/sites/default/files/publications/pms449-2.pdf> (Page 39); (<http://training.fema.gov/emiweb/is/icsresource/icsforms.htm>) etc.

GENERAL MESSAGE		
TO:	POSITION:	
FROM:	POSITION:	
SUBJECT:	DATE:	TIME:
MESSAGE:		
SIGNATURE:	POSITION:	
REPLY:		
DATE:	TIME:	SIGNATURE/POSITION:

## **5 – ICS Forms**

The following is one suggested link that will provide access to downloadable ICS forms. Others are available online by searching ICS forms.

<http://www.firescope.org/documents/public%20searches/main.php>



# City of Calistoga EOP Annex

This Annex details the following documents that are specific and inclusive to the County of Napa Emergency Operations Plan.





## **Sections:**

- 1. EOC Location**
- 2. Organization of Emergency Services**
- 3. Phone Lists**
- 4. EOC Shift Assignment List**
- 5. Appendices**
  - a. Appendix 1: Mass Care and Shelter**
  - b. Appendix 2:Flood**
  - c. Appendix 3:Earthquake**



# **Section 1:**

# **EOC Location**





Primary EOC – the City of Calistoga’s primary EOC is located at the Fire Department.

Calistoga Fire Department  
1113 Washington Street  
Calistoga, CA 94515

Alternate EOC - the City of Calistoga’s secondary EOC is located at:

Calistoga Police Department  
1235 Washington Street  
Second Floor Conference Room  
Calistoga, CA 94515



# **Section 2:**

# **Organization of**

# **Emergency Services**



## **Organization of Emergency Services**

1. The City of Calistoga operates under a mayor/council form of government. Members of the City Council are responsible for overall policy and city law by passing ordinances and resolutions.
2. The City Manager serves as the city's Director of Emergency Services. The Assistant Director of Emergency Services is the Chief of the Fire Department. There is also appointed an Emergency Services Coordinator who will carry out the daily emergency preparedness and management activities within the City of Calistoga.
3. The City of Calistoga Municipal Code establishes the Emergency Services Program organization within the city. The Disaster Council is established to review, recommend, and advise the City Council on all issues pertaining to emergency preparedness, including mutual aid plans and agreements, ordinances, resolutions, rules and regulations as necessary to implement such plans and agreements.
4. The day to day organizational structure of the City of Calistoga serves as the basis for all responses for major emergency and disaster situations. Each employee's role will operate from the general structure of his or her assignment.



## Emergency Operations Center

The Emergency Operating Center (EOC) serves as the center of the city's disaster operations. All functions of this Emergency Operations Plan, operating under the Standardized Emergency Management System (SEMS) will be carried out from this location. If the primary location is not usable, an alternate location will be utilized.

**Primary EOC:** [Calistoga Fire Department](#), 1113 Washington Street, Calistoga, CA. This site is equipped with emergency power generators, radios, telephones, maps, and is staffed 24 hours/day.

**Alternate EOC:** [Calistoga](#) Police Department, 1235 Washington Street, Calistoga, CA. This site is equipped with emergency power generators, radios, telephones, maps, and is staffed 24 hours/day.

### There are three types of activation:

1. **Minimum activation:** The EOC is activated by one or two people to collect data on the situation, release public information if needed, and call other staff to the EOC if situation escalates.
2. **Partial activation:** The EOC is activated, but only some of the positions are filled. This may involve a smaller emergency that a limited number of responders can handle, it might involve the early stages of an expanding disaster, or it might involve the late stages of a response prior to deactivation of the EOC.
3. **Full activation:** The EOC is activated, and all or most of the positions are filled. This involves an emergency requiring a city-wide emergency response personnel effort and/or resources above and beyond the city's capability.



<b>EVENT</b>	<b>MINIMUM ACTIVATION</b>	<b>PARTIAL ACTIVATION</b>	<b>Full Activation</b>
Hazardous Material Event		Impending evacuation of persons from homes and businesses	Required evacuation; severe damage or injuries/deaths
Wildland Fire	Extended local mutual aid	Populated area threatened	State and/or Federal mutual aid response; evacuation of threatened populated area
Severe Winter Storm	Severe weather advisory	Major power outages; other damages	Life-threatening conditions; severe damage; multiple communities affected
Flooding	Flood Watch	Damages, especially in many areas throughout the county; impending evacuation	Required evacuation; severe damage; injuries/deaths
Earthquake		Minor property damage (store shelves spilled, windows	Multiple casualties, major damages to buildings



<b>EVENT</b>	<b>MINIMUM ACTIVATION</b>	<b>PARTIAL ACTIVATION</b>	<b>Full Activation</b>
		cracked, dishes broken, etc.)	
Multiple Casualties		Upon request of emergency medical system to acquire resources	Upon request of Police/Fire or County EOC
Civil Disturbance		Threat to safety of citizens	At direction of Police Department
National Security, Terrorism		Impending evacuation; minor damages	Required evacuation; damages, or injuries/death
Other	Activation requested by County OES; resource request received from outside the operational area (not part of normal mutual aid system)	Requesting Governor's proclamation of a state of emergency	Major countywide or regional emergency; multiple departments with heavy resource involvement needing support



# **Section 3:**

# **Phone Lists**



Calistoga EOC:

Main: 707-942-4215

Command: 707-942-4429

EOC Manager, PIO

Operations: 707-942-4195

Planning: 707-942-4186

Logistics: 707-942-4156

Finance: 707-942-4203

PIO: 707-942-4429

EOC FAX: 707-942-





# **Section 4:**

# **EOC Shift Assignment List**

**December 2016**



**CALISTOGA EOC SHIFT ASSIGNMENTS**

**December 2016**

**First Callout when EOC A Shift activated** – limited opening (yellow highlights)

**First Callout when EOC B Shift activated** – limited opening (blue highlights)

\*Authorized to have Central Dispatch initiate callout for EOC activation. The Activating Officer will designate the shift to be called out, either A Shift or B Shift. In the absence of instruction, call out the A Shift. Call only the highlighted position on the A or B shift. The City will take responsibility for notifying additional staff.

*The Emergency Services Coordinator is authorized to activate the EOC, but is required to notify Director of Emergency Services.*

Function	Contact	Department	Home #	Cell #	Other
<b>COMMAND</b>					
<b>*DIR. OF EMERGENCY SVCS:</b>				(Assumes Area Code 707 unless indicated otherwise)	
A Shift	Dylan Feik	City Manager		801-821-1734	
B Shift					
Alternates					
<b>PUBLIC INFORMATION OFFICER:</b>					
A Shift	Kathy Flamson	City Clerk		481-0840	
B Shift	Louise Harrison	Public Works		975-4537	
Alternates	Kris Breiner	Fire		396-2412	
<b>SAFETY OFFICER:</b>					
A Shift					
B Shift					
Alternates					
<b>LIAISON OFFICER:</b>					
A Shift					
B Shift					
Alternates					
					(Use cell first)







Function	Contact	Department	Home #	Cell #	Other
<b>LOGISTICS</b>					
<b>LOGISTICS SECTION CHIEF:</b>					
A Shift	Mike Kirn	Public Works		559-493-8829	
B Shift	Derek Rayner	Public Works		975-2939	
Alternates	John Montelli	Public Works		975-2465	
Function	Contact	Department	Home #	Cell #	Other
<b>FINANCE/ADMIN.</b>					
<b>FINANCE SECTION CHIEF</b>					
A Shift	Gloria Leon	Finance/Admin			
B Shift	Angela Madrigal	Finance/Admin		975-2469	
Alternates	Maryna Smith	Finance/Admin		975-2469	
<b>Cost Unit:</b>					
A Shift					
B Shift					
Alternates					
<b>Time Unit:</b>					
A Shift					
B Shift					
Alternates					
<b>Compensation/Claims Unit:</b>					
A Shift					
B Shift					
Alternates					



# **Section 5:**

# **Appendices**



# **Appendix 1:**

# **Evacuation**



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# Quick Guide 1

## Evacuation Coordination Priorities

- Establish evacuation strategy for impacted area(s).
- Coordinate evacuation alert and warning to allow people maximum time to evacuate.
- Coordinate evacuation transportation routes with local and state agencies.
- Ensure shelter locations and evacuation routes are aligned.
- Coordinate with the EOC Logistics Section to obtain required supplies, equipment, and personnel for evacuation.
- Coordinate evacuation transportation for people with access and functions needs.
- Coordinate with local transportation systems to provide assets for transportation.
- Coordinate activation and deployment of Evacuation Task Force members, if needed to enter a specific evacuation area.
- Coordinate the location for evacuation assembly points.
- Ensure communications are available between key evacuation locations and evacuation vehicles
- Coordinate animal evacuation resources.
- Coordinate with Hazardous Materials Team to determine evacuation versus shelter-in-place criteria.
- Coordinate with other local authorities, and the County Emergency Operations Center as necessary, to ensure that the public, including the special needs population, is aware of the timeline, stages, and major routes and means of evacuation.



- Coordinate public safety and security resources will be required to support the evacuation.
- Coordinate with specialty vehicles (e.g., paratransit like vehicles) that will be required to support the evacuation.
- Begin planning for evacuee reentry strategy, includes all of the above tasks.

## Quick Guide 2 – Evacuation Task Force Activation

In any evacuation event, some evacuees will not have access to cars or other transportation, and/or will not be able to mobilize to designated bus pickup locations.

Some evacuees may be people with access and functions needs (PAFN) that are not able to self-evacuate without some level of assistance.

To provide services to these people in a time-critical evacuation situation, an Evacuation Task Force will be activated and mobilized into neighborhoods to provide emergency transportation to the Evacuation Assembly Points. An Evacuation Task Force will consist of representatives from:

- Law Enforcement Officer(s) and vehicle(s)



- General population buses (from School District)
- Animal control staff and kennel equipped vehicle(s) (e.g., trailer with kennels)
- Paratransit-type vehicle(s)
- Other vehicles, as needed

When designating suggested transportation routes for the Evacuation Task Force, the EOC will take into consideration the location of Evacuation Assembly Points to which the evacuees will be sent or transported. Ensure that the Task Force has easy access to these locations. It is the policy of the City of Calistoga that evacuation assembly facilities will be Americans with Disabilities Act (ADA) accessible.



## 1.0

### Introduction

The function of the evacuation annex is to provide strategies to move large numbers of people out of harm's way in time to avoid being negatively impacted by an emergency situation. For most people, this will entail guidance to support their self-evacuation. For others who have access and functional needs (for example, do not have access to, or cannot operate a vehicle), the EOC will need to coordinate the mass transportation assets needed for evacuation.

## 1.1

### Purpose

The Evacuation Annex to the City of Calistoga Emergency Operations Plan (EOP) provides an overview of evacuation functions, agency roles and responsibilities, and overall guidelines for the evacuation of people from hazardous areas to areas of safety in both incidents with and without warning. It describes the actions, roles, and responsibilities of coordinating and participating organizations and how the County will



endeavor to manage the evacuation process before, during, and after the emergency.

This annex addresses only general strategies used for any emergency. Specific tactical actions are described in individual agency procedures, and will be made by the EOC

## 1.2

### Scope

This annex is intended to address the evacuation needs of the general population, including those with access and functional needs. It is not intended to address the evacuation of any specific facility, such as a hospital, school or assisted living center. Such facilities are required to have their own evacuation strategies. However, these facilities are likely to need assistance with coordinating transportation assets for their populations, and their populations will likely need specialty services (e.g., paratransit like vehicles).

This annex provides the following information:

- Criteria under which the County will support the evacuation process,
- Agencies and organizations involved in a supporting the evacuation function,
- Roles and responsibilities of agencies in preparing for and conducting evacuations,
- Concept of operations for carrying out an evacuation,
- Guidelines to improve coordination when evacuation is required.

Emergency Support Function #1 (ESF#1)–Transportation.



This annex aligns with the ESF #1 of the National Response Framework for transportation.

This ESF also aligns with the Transportation function in the California Emergency Plan.

ESF #1 provides for transportation technical assistance and analysis for evacuation operations and evacuation route conditions. The transportation function is responsible for ensuring the evacuation of all affected populations by providing resources to transport those individuals and households that do not have the means to self-evacuate, and ensuring sufficient transportation assets, including accessible transportation assets, are available.

The City of Calistoga may maintain contracts capable of providing bus or other evacuation support and the capability to contract additional resources such as ensuring fuel and basic vehicle service are available along evacuation routes.

ESF #1 transportation is responsible for coordinating evacuation routes with local agencies and other jurisdictions to determine the status of transportation infrastructure to be used for evacuation. Transportation will facilitate coordination between local agencies and

governments and the State regarding the impact of outflow of persons and traffic on the entry of response teams and supplies into the affected area.

Any requests for special transportation waivers for such things as driver hours, truck weight limits, and fuel quality that are issued by State or Federal agencies will be requested through the Operational Area to the State for requesting specific Federal Agencies.



The City of Calistoga Evacuation Annex takes into account these elements of the ESF #1, and adds to them the strategy for evacuating specific areas of Calistoga.

### 1.3

#### Policy

It is the Policy of the City of Calistoga to develop plans and procedures to address evacuating citizens and visitors to the County from hazardous areas to areas of safety. Under the Americans with Disabilities Act (ADA), transportation providers must permit passengers with disabilities to be accompanied by their service animals.

The City of Calistoga will use local evacuation resources to every extent possible before requesting outside assistance from Mutual Aid or the State.

### 2.0

#### Authorities and References

Authorities for conducting evacuation for general population, for people with access and functional needs, and for evacuating animals include the following.

##### Federal

- The Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288, as amended. (42 U.S.C. §§ 5121-5206)
- National Incident Management System (NIMS).
- National Response Framework, 2008. Sets forth roles and responsibilities of federal and certain non-federal entities after catastrophes overwhelm state and local government.



Transportation is found in the Emergency Support Function (ESF) #1.

- Homeland Security Act of 2002
- Presidential Policy Directive / PPD-8: National Preparedness
- Post-Katrina Emergency Management Reform Act of 2006
- Pets Evacuation and Transportation Standards Act of 2006
- Americans With Disabilities Act (ADA) of 1990

## California

- California Emergency Services Act, California Government Code, Sections 8550-8668.
- California Emergency Plan (California Government Code, Section 8850 et seq.).
- Standardized Emergency Management System (SEMS) - Chapter 1 of Division 2 of Title 19 of the California Code of Regulations.
- California Master Mutual Aid Agreement.
- SB 1451. Emergency Preparedness for the Disabled Community.
- AB450. Standardized Emergency Management System to Include Preparedness for Animals.
- California Code of Regulations (Health and Safety Code § 1336.3). Requires each facility licensed by the Department of Health Services to adopt a written emergency plan.
- California Code of Regulations Title 22. Requires Community Care facilities licensed by the Department of Social Services to have a written disaster and mass casualty plan.





- Legal Guidelines for Flood Evacuation. Completed in compliance with the Flood Emergency Action Team (FEAT): Initiative Number 2, California Governor's
- Executive Order W-156-97.
- Legal Guidelines for Controlling Movement of People and Property During an Emergency. Approved by California SEMS Advisory Board on August 29, 1999.

## Napa County

- Napa County Emergency Operations Plan

## 3.0

### Assumptions and Considerations

#### 3.1

##### Planning Assumptions

The City will coordinate with its neighbors and the County concerning the destinations for evacuees and the flow of transportation assets and will ensure the jurisdictions receiving evacuees from an impacted area agree to accept these individuals prior to evacuation.

Coordination with any Federal support will be through the Operational Area and the State.

The City of Calistoga will follow State policies and guidelines governing household pet evacuations when incorporating household pet issues into evacuation planning.



The City is aware that individuals may choose to not evacuate. Many will choose to stay behind if directed to leave their animal(s) behind.

Residents of the evacuated area will need to return to the area after the event if possible.

Evacuation coordination will include considerations to facilitate return of evacuated residents.

Members of the population with access and functional needs may require additional support or assistance.

## 3.2

### Evacuation Planning Considerations

#### ***If an Evacuation is Contemplated, Lead Time is Required:***

It may be necessary to activate plans as much as 72 hours prior to the time an evacuation is likely to be ordered. Resources may need to be mobilized as much as 48 hours prior to the start of evacuations to have sufficient capacity in place once the evacuation order is given.

#### ***There are Limits in Weather Forecasting:***

The variables in weather forecasting the track, intensity, and forward speed of weather systems make it difficult for decision makers to commit costly resources in a timely manner.

#### ***There are Interdependencies Between Shelters and Transportation:***

The transportation assets needed to carry out evacuation are based on the number of people needing evacuation, availability of privately owned transportation, number of evacuees with special mobility and medical needs, the time available to conduct evacuation operations, and the



distance to and availability of shelters. If shelters are located too far away, transportation assets may be able to only make one trip.

It is critical to identify shelters for the general population and persons with access and functional needs that are as close as safely possible. The designation and distance to household pet shelters or shelters that will accommodate pets is also important.

***The Special Needs of Children Must Be Considered:***

It is important to recognize the special needs of children during evacuations. In a no-notice evacuation, children could be located in large numbers away from their parents, such as in schools, childcare facilities or other locations.

Reunification of children separated from their parents will be an issue during evacuation and planning must be given to accomplishing this.

***Persons with Access and Functional Needs:***

Access and functional needs may include practical and/or functional assistance in communication, mobility, maintaining independence, and medical care.

***Evacuating Animals:***

There will be requirements for the transportation, sheltering and care of animals, including, but are not limited to, the following:

- **Service Animals:** The ADA defines service animals as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability including, but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Under the ADA



regulations, service animals have access to the same facilities as the humans they serve.

- **Household Pets:** The tracking, embarkation, transportation, care, feeding, and sheltering of household pets can significantly impact the ability to safely evacuate the general population. The County will consider alternative methods for owner and pet evacuation, such as identifying and providing locations to which household pets may be evacuated; providing logistical support for the care, immunization, and quarantine of household pets; providing specifications for vehicles that can be used to evacuate household pets; coordinating with private industry for household pet evacuations; and, planning for the co-location of pet shelters near general populations when possible.

***Environmental Contamination:***

Evacuation efforts may be impacted when they are done in response to a large-scale hazardous materials (HAZMAT) incident. Evacuation decision makers consult with available local HAZMAT officials as appropriate regarding the location of embarkation sites and evacuation routes.

***Victim Decontamination:***

The City of Calistoga will retain primary responsibility for victim screening and decontamination operations when necessary in response to a HAZMAT incident. Appropriate personnel and equipment must be available.

***Critical Infrastructure:***

An evacuation could present a range of implications for many of the critical infrastructure and key resources (CIKR) sectors



within the impacted area. The evacuation could directly affect CIKR operations, supply lines, and/or distribution systems.

## 4.0 Roles and Responsibilities

### 4.1 Overview

Conducting evacuation activities and coordinating the movement of large numbers of people in the City is a function of Calistoga City government.

There are circumstances where the evacuation activities exceed City of Calistoga capabilities, and the County, State and/or Federal Government may need to provide resources and support. Requests for assistance will be initiated through the Napa County Emergency Operations Center. Should the County EOC be unable to procure the resources, it will push requests forward to the Region, State or Federal coordination centers.

Likewise, private entities have an essential role in the successful evacuation.

Agencies must also identify staff and maintain notification procedures to ensure appropriately trained agency personnel are available for extended emergency duty in the City EOC, or field command posts, as needed.



## 4.2

### Calistoga Government Entities

The following local government entities have a role in preparedness and implementation during an incident requiring evacuation of citizens. Some have a primary role and always activated, and some support as needed and called upon by their emergency managers.

#### 4.2.1

##### Office of Emergency Services

The City of Calistoga Office of Emergency Services (OES) is charged with emergency management for the City, and responsible for maintaining situational awareness of threats that may necessitate an evacuation of citizens. In cases where an emergency situation or disaster exists, the OES will coordinate the City government's role in response to and recovery from the disaster. The OES fulfills the City's requirements under the Emergency Service Act (Government Code Section 8550 et. seq.). Furthermore, the OES will work in partnership with the departments of the City to provide overall coordination at the EOC.

##### Coordination and Emergency Management

- Activate an information coordination conference call or meeting that will include essential stakeholders. The purpose is to determine increase situational awareness of the threat, the seriousness of the threat, and what next steps may need to be taken, including beginning public alert, press releases, activating the EOC, et al.
- Activate the EOC, in coordination with the City Manager, to the appropriate emergency level.



- Notify staff of pending EOC activation, and/or to current activation levels, and coordinate staffing of all needed positions.
- Request assistance from support agencies, and communication resources, as appropriate.
- Maintain coordination and communication between the EOC and support agencies.
- Communicate with Napa County Office of Emergency Services, and keep them apprised of local situation and request additional resources as needed.

### Public Alert and Warning

- Coordinate the activation of public alert systems.
- Provide support to the City PIO.
- Coordinate the activation of the Joint Information Center (JIC) as needed.
- Provide public information on mass care sites, services provided, available routes, and transportation options

### 4.2.2

#### Police Department

The Police Department supports the EOC when activated as the lead of the Law Enforcement Branch of the Operations Sections, as well as the being responsible for the overall evacuation and movement of citizens throughout the operational area.

Furthermore, law enforcement agencies will be integral in the tactical incident command post in evacuating people from the impacted area.

During significant evacuation emergencies the Police Department key functions include:



## Coordination and Emergency Management

- Locate evacuation assembly points for evacuees.
- Facilitate the movement of emergency vehicles with Napa County Sheriff's Office and the California Highway Patrol.
- Appoint a Coroner Unit and Leader.
- Incident Commander at Field Command Post.
- Post-emergency: Coordinate the return movement of evacuees back to their homes.
- Public Alert and Warning
- Use loud speakers on field vehicles to alert those in the immediately threatened areas.
- Give ample and redundant information to critical facilities, such as day cares, schools, adult residential care, skilled nursing, board and care, etc. These will need additional time to close or evacuate, and may need to close or evacuate as a precautionary action.
- Identify persons and populations that appear to be in need of special assistance.

## Traffic Control

- Coordinate the routes for movement of motorists toward designated / safest evacuation routes.
- Control and monitor primary routes and area access.
- Supporting mass transit pick-up and movement of those needing assistance.
- Define traffic control areas
- Close roads that will not be used as the primary egress or ingress routes to the evacuated area.





- Provide for tow trucks on evacuation routes to assist disabled vehicles and clearing roadway.

### 4.2.3

#### Public Works

City of Calistoga Public Works Department activates to the EOC to provide logistics support to the evacuation emergency. In this role, they provide transportation services, goods and services to support evacuation efforts. Calistoga OES processes requests for the movement of goods, equipment, and responders through this function.

Special considerations include:

- Transportation resources. Transportation resources, especially busses from private companies, must be contacted and ordered as resources.
- Adequate fuel supplies. Gasoline and diesel fuels must remain available in an evacuation. Considerations include availability of fuel for individuals who are self-evacuating, availability of fuels for government-supplied transportation vehicles, and provision of fuel to emergency response vehicles along evacuation routes.
- Evacuation assembly point supplies. Supplies for assembly points include water, port-a-potties, communications, power, and first aid supplies.



## 5.0 Concept of Operations

### 5.1 Pre Response/Initial Actions

The City OES works with City agencies and non-governmental partners and stakeholders to determine the support required for anticipated evacuation scenarios.

Coordination will include consideration for populations with access and functional needs and service animals/household pets. If practical, evacuation decisions will be implemented before an actual event occurs. Those with access and functional needs will require extended time to evacuate, and need as much advanced warning as possible.

In the case of an imminent hazardous materials release (whether chemical, biological, radiological, or nuclear contamination), the release may require a decision on evacuation versus sheltering in place. Contact the Napa County Hazardous Materials Team to provide technical support for decision makers.

If an event has the potential to impact evacuation routes (e.g., flooding) OES will endeavor to make evacuation decisions early enough to allow people to leave the area of impact. A wait-and-see policy may be disastrous if people then cannot safely evacuate once the danger is present.

If evacuation operations seem likely, the EOC Operations and Planning Section personnel will perform the following functions:

- Establish the Evacuation Movement Unit and begin strategizing the movement of people from the impact area.



- EOC Law Branch coordinates with the EOC Logistics Section to obtain required supplies, equipment, and personnel for evacuation.
- Ensure communications are available between key evacuation staging areas and evacuation vehicles.
- Coordinate with other local authorities, and the REOC as necessary, to ensure that the public, including the special needs population, is aware of the timeline, stages, and major routes and means of evacuation.
- Coordinate public safety and security resources will be required to support the evacuation.
- Coordinate with specialty vehicles (e.g., paratransit like vehicles) that will be required to support the evacuation.
- Coordinate animal transportation that will be required to support the evacuation.

## 5.2

### Evacuation Coordination

In the field, the Incident Commander will begin evacuation of local residents due to an imminent threat or actual event. When the emergency has reached a level in which the impact has extended well beyond the local area, the EOC will be activated to coordinate an area wide evacuation in response to a disaster in the City, or in support of large numbers of evacuees passing through or into Calistoga.



## 5.2.1

### Evacuation Orders

Evacuation orders may be given as either voluntary or mandatory. In Calistoga, the evacuation order can be given by:

- The City Manager
- The Emergency Services Manager
- The Police Chief
- The Fire Chief
- Fire & Law Incident Commander(s)

If a mandatory evacuation is ordered, law enforcement will not use force to remove persons who choose to remain in the affected area. California Penal Code Section 409.5 does not authorize forcible evacuations, but rather authorizes officers to refuse admittance of others into the impacted area. Possible exceptions can be made for adults who will not evacuate minors from immediately dangerous environments; the children can be removed

under child endangerment laws.

Responders must clearly inform people that failure to evacuate may result in physical injury or death and that a future opportunity to evacuate may not exist. People must be informed that there is no guarantee that resources to rescue them will be available. Law enforcement should have those that refuse to evacuate sign a waiver and document where these persons are located. Once an evacuation order is given, it is critical that the public

information system provide clear instruction through all available alert and warning systems and mechanisms.



## 5.2.2

### Evacuation Task Force

The EOC may also need to coordinate the assembly of evacuation task force units that can enter the threatened area and evacuate people with access and functional needs, animals, and others. The task force will likely consist of busses, paratransit vehicles, law enforcement and animal control vehicles and staff.

## 5.3

### Reentry

Once the threat has passed, and assuming the evacuated area is safe from debris, contamination, or other residual threats, the evacuated persons will be allowed to reenter the area. The EOC, coordinates transportation, routes and resource use strategy to support the reentry.

The strategy will be coordinated with regional partners, as any evacuation will likely have impacts beyond the operational area. The Operations Section Chief is responsible for providing the PIO with the information regarding the safe return to the evacuated area.

Those who needed assistance to evacuate will again need assistance to return.

Work in coordination with other local jurisdictions and the County in planning for return of evacuees to the affected area.

- Coordinates with ESFs #3, #10, #12, #13, and #14 to ensure that the affected area is safe for individuals to return and that the infrastructure can sustain a return of the population.



- Coordinate the transportation of evacuees back to the affected area, and provides vehicles, including accessible vehicles.



# Appendix 2:

# Mass Care and Shelter



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## 5.4 Post Response/Shelter Closure

### Appendix A: Definitions



## Quick Guide—Mass Care and Shelter Coordination

### Mass Care and Shelter Coordination Checklist

#### Evacuation Center Activation(s)

When the need is for Evacuation Centers to provide day-time shelter, food and support services.

- Coordinate with Emergency Operations Center (EOC) to find best general location for Evacuation Centers. Location must be safe, acceptable distance from evacuation area, and close to major roadways.
- Coordinate with American Red Cross (ARC) to access contact persons for the chosen Evacuation Centers.
- Confirm the Evacuation Center's availability and schedule access and activation.
- Coordinate with ARC for volunteers and food.
- Coordinate provision for security at Evacuation Center(s)
- Confirm if any People with Access and Functional Needs (PAFN) need additional support, and coordinate caretaker volunteers.
- Coordinate with Public Information Officer/Joint Information Center (PIO/JIC) to release information on Evacuation Center.

#### Shelter Activation(s)

When the need is to activate overnight Shelters to provide shelter, sleeping accommodations, food support, support services and medical triage.

- Coordinate with EOC to find best general location for Shelter locations. Location must be safe, acceptable distance from



evacuation area, and close to major roadways. (May be same as Evacuation Centers.)

- Coordinate with ARC to access contact persons for the chosen Shelters.
- Confirm the Shelter's availability and schedule access and activation.
- Coordinate with ARC for volunteers, food services, cots, blankets, and other shelter supplies.
- Coordinate provision for security at Shelter Center(s).
- Coordinate with PIO (or JIC) to release information on Shelter.
- Coordinate support for evacuees needing transportation to shelter.
- Ensure Fire and law branches inform their resources close to the shelter of location(s) and expected numbers of clients.
- Ensure Emergency Medical Services is notified of shelter location and number of clients.

### Shelter Closure

Note: PAFNs are prone to transfer trauma and environmental stresses; the sooner they can be moved back to normalcy in their homes or care facility, the better.

- Coordinate shelter closure with facility management.
- Coordinate transportation of shelter clients to their homes or alternate facilities.
- Coordinate all financial paperwork (receipts, volunteer and employee sign-in sheets) with EOC Administration/Finance Section.
- Develop a schedule and plan to return the shelter to its original purpose as a first priority.
- Coordinate placement for those needing long-term housing support.



- Ensure expendable resources are ordered for restocking.
- Coordinate with Federal and State disaster relief agencies to provide emergency support functions for disaster victims.
- Coordinate with Disaster Assistance Centers (if activated) for the delivery of services.



## 1.0

### Introduction

The function of mass care and shelter is to provide temporary relief to disaster victims by providing emergency care including shelter, food, liquids, health care, information, communication, and other human services. Along with the care and shelter, the City of Calistoga and other service providers will support the disaster victims in moving back to a stable situation as soon as possible.

## 1.1

### Purpose

The Mass Care and Shelter Annex to the City of Calistoga Emergency Operations Plan (EOP) provides an overview of mass care and shelter functions, agency roles and responsibilities, and overall guidelines for the care and shelter of people who need care and sheltering services during an emergency situation in incidents with and without warning.

This plan describes the actions, roles, and responsibilities of coordinating and participating organizations in the County in their endeavor to manage the care and shelter process before, during, and after the emergency. This annex addresses only general strategies used for any emergency in general, and the EOC coordination efforts specifically. Tactical actions that are taken at the shelter or evacuation sites are described in individual agency procedures.

## 1.2

### Scope

This annex is intended to address the mass care and shelter needs of the general population, including those with functional and access needs. This annex is not intended to address the needs of those who are medically fragile (see definition in glossary). People needing medical services and/or full-time caretakers must be sent to a



licensed facility that can support them, or to a specialized shelter established just for the medically fragile.

For the purposes of this annex, mass care and shelter includes:

- Sheltering.** This includes the designation of previously identified or unidentified shelter sites, the temporary construction of shelter facilities (e.g. tents or constructions), or the use of facilities outside the County.

- Feeding operations.** This includes the feeding of workers and shelter guests through fixed facilities at or near the shelter, purchase of food from vendors, mobile feeding unit, and/or bulk food distributions. Sound nutritional guidelines will be incorporated, and special dietary needs honored as possible.

- Emergency first aid.** First aid provided will be for basic care, and is supplemental to any serious medical (both physical and mental health) requirements.

- Bulk distribution of emergency items.** This includes clothing, basic personal care items, and other essentials for those who may have evacuated without time to gather personal belongs.

This annex provides the following information:

- Quick Guides to follow when the City needs to activate the care and shelter function, improve coordination, and implement care and sheltering in the City.

- Authorities and References for implementation of care and shelter in the Calistoga City.

These provide criteria under which Calistoga City will support the mass care and shelter process.

- Assumptions and considerations that were made in developing this plan and that are valid when activating the C&S function.

- Roles and responsibilities of agencies and organizations in preparing for and conducting mass care and shelter activities.



- Concept of operations to coordinate mass care and shelter activities as a function of the Calistoga Emergency Operations Center (EOC). Tasks identified in the plan annex are to be addressed as needed, and are not necessarily contingent on the EOC being activated. When the EOC is activated, the responsibilities for care and shelter coordination will fall to the Care and Shelter Unit in the Logistics Section.

Emergency Support Function #6.

This City of Calistoga functional annex aligns with the Emergency Support Function #6 (ESF #6) of the National Response Framework for mass care. It also aligns with the Emergency Function for Mass Care in the California State Emergency Plan. Other aspects of ESF #6 are not included in this annex. These other aspects include information on emergency assistance (e.g., family reunification, pet care, medical shelter care, donated goods management, voluntary agency assistance, and others); housing (e.g., rental, repair. Loans referrals and other assistance); and human services (e.g., disaster assistance programs for disaster victims, crisis counseling, disaster legal services, and others). If these additional ESF #6 services are needed, they will be provided by the operational area with assistance from County, State, Federal and private/non-profit partners.

### 1.3

#### Policy

It is the Policy of The City of Calistoga to develop plans and procedures to address mass care and shelter for its citizens and visitors to the City who seek care and shelter services due to an immediate or possible incident that requires them to seek such support. Duplication of effort and benefits will be reduced to the extent possible.

Under the Americans with Disabilities Act (ADA), shelter sites



must permit shelterees with functional and access and functional needs to be accompanied by their service animals, and to have access to the services. The City will assist in coordination of persons in need without regard to race, color, national origin, religion, nationality, sex, age, disability, limited English proficiency, or economic status.

The City of Calistoga will use local mass care and shelter resources to every extent possible before requesting outside assistance from Mutual Aid or the County.

## 2.0

### Authorities and References

Authorities for the conducting mass care and shelter for general population, for people with access and functional needs, and; for evacuating animals include the following.

#### Federal

- The Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288, as amended. (42 U.S.C. §§ 5121-5206)
- United States Congress mandates by congressional charter the American Red Cross to undertake activities for the purpose of mitigating the suffering caused by natural disasters and other emergencies.
- National Incident Management System (NIMS)
- National Response Framework, 2008. Sets forth roles and responsibilities of federal and certain non-federal entities after catastrophes overwhelm state and local government. Mass Care is found in the Emergency Support Function (ESF) #6.
- Homeland Security Act of 2002
- Homeland Security Presidential Directive 5
- Post-Katrina Emergency Management Reform Act of 2006
- Pets Evacuation and Transportation Standards Act of 2006
- Public Health Service Act, as amended





- Social Security Act of 1935, as amended
- Americans With Disabilities Act of 1990

## California

- California Emergency Services Act, California Government Code, Sections 8550-8668.
- California Emergency Plan (California Government Code, Section 8850 et seq.). The provision of Emergency Welfare Services falls with the authority of State supervised and County administered public social services. In case of an officially declared state of an emergency, and pursuant to the rules and regulations of the California Emergency Council, “State, regional and local government employees will become disaster workers; duties may include support of the American Red Cross.”
- Health and Safety Code Section 34070 – 34072. Local government is to provide or contract with recognized community organizations to make emergency or temporary shelter available for people made homeless by a natural disaster or other emergency. California’s State Emergency Plan, the California Standardized Emergency Management System, and National Incident Management System (NIMS) puts local government at the first level of response for meeting the disaster needs of people in its jurisdiction.
- Standardized Emergency Management System (SEMS) - Chapter 1 of Division 2 of Title 19 of the California Code of Regulations.
- California Master Mutual Aid Agreement.
- SB 1451. Emergency Preparedness for the Disabled Community.
- AB450. Standardized Emergency Management System to Include Preparedness for Animals.
- California Code of Regulations (Health and Safety Code § 1336.3). Requires each facility licensed by the Department of Health Services to adopt a written emergency plan.



- California Code of Regulations Title 22. Requires Community Care facilities licensed by the Department of Social Services to have a written disaster and mass casualty plan.

## Napa County

- Napa County Emergency Operations Plan

### 3.0

## Assumptions and Considerations

### 3.1

#### Planning Assumptions

Although the City of Calistoga has overall responsibility within their jurisdiction, the American Red Cross (ARC) will be expected to serve as the principle organization responsible for operating Care and Shelter facilities. ARC serves as the lead organization for developing potential shelter sites and training shelter staff in the Calistoga Operational Area. The Operational Area has adopted the Red Cross Shelter Operations program as the standard for all shelter operations.

Residential and Day Care Providers must develop plans to relocate their clients to a like-facility that can provide similar care – they may not plan to relocate their clients to a general population shelter. Residential and day care providers in the City are strongly encouraged to develop reciprocal relocation agreements with like facilities in other cities.

Only 10-30% of the population forced from their homes will seek shelter in any given emergency. The majority will stay with friends/family, move out of the area or stay in hotels.



There is sufficient shelter capacity in the County to meet the needs of an evacuation during an emergency or disaster.

Some evacuees may require specialized medical care that can be found in hospitals, medically fragile shelters, or in other environments that can support medically fragile persons and their caregivers.

Medically fragile persons are best sheltered at medical facilities, at a medically fragile shelter, or other environments that can support medically fragile persons and their caregivers. Nevertheless, medically fragile persons may present at the general population shelter, and will need care until they can be safely transferred to an appropriate facility.

Large numbers of medically fragile evacuees may require transportation from shelter sites to medically fragile facilities. Transportation of these individuals will require a major commitment of resources including personnel, transportation assets, medical staff, medical records, pharmaceuticals, medical equipment and supplies, and specialized dietary support.

Calistoga Operational Area shelter planning and procedures account for the unique needs of persons with access and functional needs.

Auxiliary aids and services such as sign language interpreters, Braille materials, and TDD lines will be made available to the evacuees. All potential shelter sites are effectively ADA compliant.

Shelter sites will have auxiliary electrical power supplies.

Additional resources can be coordinated via the City EOC.

In many cases, evacuation centers, as opposed to shelters, will be sufficient. Evacuation centers provide a more limited level of care, but do not provide overnight accommodations and feeding, and thus require significantly less staffing and resources.

In a case where local shelters are insufficient, the EOC will coordinate with the County, its neighbors and the State concerning the coordination of sufficient shelter destinations for evacuees, and



will ensure the jurisdictions receiving evacuees from an impacted area agree to accept these individuals prior to evacuation.

Coordination with any Federal support will be through the County Operational Area and the State.

The City of Calistoga will follow State policies and guidelines governing household pet in shelters, and will include household pet care and shelter issues into planning.

The City is aware that pet owners often prefer their household pets to be sheltered in close proximity to the general population shelter. Many Calistoga residents may choose to camp-out, sleep in parks, or stay close to their property, rather than go to a County-designated shelter. These people may still have needs and expectations for care and other disaster assistance from government.

## 3.2

### Care and Shelter Planning Considerations

***Shelters take significant time to identify, activate, establish and have ready to receive guests.*** Resources may need to be mobilized as much as 48 hours prior to the start of an evacuation to have sufficient capacity in place once the evacuation order is given.

***There are Interdependencies Between Shelters and Transportation:*** The transportation assets needed to carry out evacuation are based on the number of people needing evacuation, availability of privately owned transportation, number of evacuees with special mobility and medical needs, the time available to conduct evacuation operations, and the distance to and availability of shelters. If shelters are located too far away, transportation assets may be able to only make one trip. It is critical to identify shelters for the general population and persons with access and functional needs that are as close as safely possible. The designation and



distance to household pet shelters or shelters that will accommodate pets is also important.

***The Special Needs of Children Must Be Considered:*** It is important to recognize the special needs of children during evacuations. In a no-notice evacuation, children could be located in large numbers away from their parents, such as in schools, childcare facilities or other locations. Reunification of children separated from their parents will be an issue during evacuation and planning must be given to accomplishing this.

***Persons with Access and Functional Needs:*** Access and functional needs may include practical and/or functional assistance in communication, mobility, maintaining independence, and medical care.

***Sheltering Animals:*** There will be requirements for the transportation, sheltering and care of animals, including, but are not limited to, the following:

- Service Animals: The ADA defines service animals as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability including, but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Under the ADA regulations, service animals have access to the same facilities as the humans they serve.
- Household Pets: The tracking, embarkation, transportation, care, feeding, and sheltering of household pets can significantly impact the ability to safely shelter the general population. The City of Calistoga will consider alternative



methods for owner and pet evacuation, such as identifying and providing locations to which household pets may be evacuated; providing logistical support for the care, immunization, and quarantine of household pets; providing specifications for vehicles that can be used to evacuate household pets; coordinating with private industry for household pet evacuations; and, planning for the co-location of pet shelters near general populations when possible.

***Victim Decontamination:*** The City will retain primary responsibility for victim screening and decontamination operations when necessary in response to a HAZMAT (hazardous materials) incident. Appropriate personnel and equipment must be available. Shelter clients must be decontaminated before entering a general shelter.

***Medically Fragile Persons:*** Such persons need a level of care that is not readily available at the general shelter. A comparison of shelter types is provided in the table below.



### 3.3

#### Comparison of Shelter Types and Population Designations

Population Description	Shelter Designation
General Population	General Population Shelter
People with Access and Functional Needs (aka People With Disabilities and the Elderly (PWDE), Special needs populations, vulnerable populations)	General Population Shelter
Medically Fragile Persons	<b>Medically Fragile Shelter</b> (for those living independently with care givers). <b>Like Facility</b> (for those living in a care facility)
Hospitalized, acute care patients	Operational hospital when surge capacity exists.  Surge Alternate Care Facility.



## 4.0

### Roles and Responsibilities

#### 4.1

##### Overview

Conducting mass care and shelter operations is a City of Calistoga responsibility, but there are circumstances that may exceed City capabilities, and support may be provided by the County, State and/or the Federal government. Requests for assistance will be initiated through the Napa County Emergency Operations Center (EOC). Should the County EOC be unable to procure the resources, it will push requests forward to the Region, State or Federal coordination centers.

Likewise, private entities have an essential role in the successful evacuation. All agencies/organizations assigned to the Calistoga EOC Mass Care and Shelter Unit are responsible for designating and training representatives of their agency, and ensuring that appropriate Action Guides and standard operating procedures (SOPs) are developed and maintained. Agencies must also identify staff and maintain notification procedures to ensure appropriately trained agency personnel are available for extended emergency duty in the City EOC, agency DOC, or field command posts, as needed.

#### 4.2

##### 4.2.1

##### American Red Cross, Napa County

In the case of sheltering, the US Congress has designated the American Red Cross (ARC) as a direct partner with local government in helping to fulfill government's legal responsibility





of providing care and shelter for its citizens in a disaster. The partnership between the City of Calistoga and the ARC requires cooperative efforts during the preparedness phase to clarify roles and responsibilities. The City may also work in cooperation with other volunteer disaster assistance organizations to provide shelter, care and other disaster relief.

ARC's ongoing preparedness activities include identifying and surveying shelter facilities. They will work with school districts and other government agencies to compile and maintain an up-to-date list of designated shelters. They will ensure that Agreements are in Place; for example, it is helpful to have Memorandums of Understanding (MOU) with designated shelter sites to clarify terms of use.

The ARC also trains volunteers and professional staff in shelter operations and disaster preparedness education. During an emergency event, the ARC provides staff and resources for the following tasks at the shelter sites:

- Emergency shelter
- Fixed and mobile feeding
- Emergency first aid
- Behavioral health support
- Disaster welfare inquiry support
- Vouchers for clothing and basic home furnishings
- Family reunification

It may take more than two days before the ARC is fully operational to support all these services on a complete City-wide basis following a major disaster. For this reason, it is essential to begin preparing for shelter operations whenever there is an imminent threat of an incident, and not wait until the event actually occurs. ARC manages the Safe and Well system, a locator system for persons affected by a disaster, which provides information about disaster clients to family members outside the disaster area.



During an emergency event, the ARC provides individual disaster assistance to clients that are not in shelters. This includes assistance with emergency food, rent, minor home repairs, clothing, critical medicines, and other essentials of life. In a major disaster where there is widespread damage, the national resources of the ARC may not fully mobilize until a few days after the event. Until such time that the ARC arrives, the City will coordinate the supply of personnel and resources to manage shelter operations.

#### 4.2.3

##### Office of Emergency Services

The City of Calistoga Office of Emergency Services (OES) leads the preparedness efforts via shelter plan development, training for the EOC staff, and providing for exercises and other training events. In an imminent or actual disaster, OES receives and verifies situation reports from a variety of sources and identifies/estimates needs for mass care services, and in turn identifies the potential resources for providing mass care and requests assistance from support agencies.

OES staff members serve as the EOC Coordinator, and as such will support the efforts of the Care and Shelter Unit as requested. For smaller events, or in cases where the EOC is in early activation, OES will initially coordinate with involved support agencies regarding specific mass care site(s) locations that will be used and indicate what route(s) are to be used.

OES, as EOC Coordinator, will provide public information on mass care sites, services provided, available routes, and transportation options. They will maintain coordination and communication between the EOC and support agencies. The EOC Coordinator will communicate with State of California Emergency Management Agency (Cal EMA), and keep them apprised of local situation and request additional resources as needed.



## 4.3

### Private Organizations

#### 4.3.1

##### Volunteer Organizations Active in Disaster

Volunteer Organizations Active in Disaster (VOAD) community is made up of churches, religious institutions and other non-profit organizations. Member organizations will assist with:

- Selecting and operating mass care facilities.
- Providing food, equipment and supplies to support mass care facilities.
- Providing an orderly transition from mass care to separate family living.
- Providing the basic necessities of life to persons unable to provide for themselves as a result of a disaster, and obtaining temporary housing and other aid for displaced persons.
- Provide counseling and emotional support to shelter clients.

#### 4.3.2

##### Schools

Schools assist in providing resources such as facilities, food, equipment, and supplies to support mass care facilities. The EOC Care and Shelter Unit will use school sites as a last resort, given the typically short duration they are available, and the need to close shelter operations so the facility can be returned to school services.

#### 4.3.3

##### Business and Industry

The EOC logistics section will coordinate resource requirements from local to meet emergency requirements. Key businesses include hotels, motels, restaurants, warehouses, property management firms, et.al.



The priority needs are for facilities for sheltering, storing, and distributing supplies.

## 4.4

### Calistoga Fire Department

The local Fire Department is the services provider that ensures the availability of necessary fire prevention equipment for shelters. Fire Department personnel can also assist in the determination, control and abatement of health and safety hazards at shelters, and provide emergency medical services.

## 5.0

### Concept of Operations

## 5.1

### Pre Response/Initial Actions

The City of Calistoga Office of Emergency Services coordinates shelter planning and development of shelter resources.

The County chapter of the American Red Cross identifies, surveys, and maintains a list of contacts for potential shelter sites. The Red Cross also develops and trains its volunteers and government employees to serve as shelter staff. Prior to any event, shelter locations will not be publicized in case those locations are damaged or are not selected for use as shelters.

Transportation vendors and resources will be made aware of their responsibilities for support with moving general population, and especially the PAFNs, to/from shelter locations in an emergency. The City will make attempts to alert people, especially the PAFNs, in the general population and in licensed care facilities to begin



taking actions necessary when an imminent threat is recognized. This may include preparing for evacuation or for sheltering-in-place, depending on the threat specifics. All the alert and warning system available to the City should be used, and the TDD system specifically for those with hearing limitations.

## 5.2

### Care and Shelter Coordination

#### 5.2.1

##### General Population Shelters

The City Office of Emergency Services will open General Population shelters as needed. The OES will coordinate with Napa County Chapter of the ARC to coordinate volunteers, food services, cots, blankets and other supplies to the shelter sites.

General population shelters must be ready to server people with access and functional needs. While ARC and other shelter volunteers are trained to support PAFN in general, additional support may be requested from the shelter site as the level of need becomes apparent.

The EOC will be activated to support the needs of the shelter via specialized staffing and resource requests.

Shelter staff members will include those trained to triage incoming clients. Those needing more care than can be provided in the shelter will be transferred to a medically fragile shelter or a medical facility; the EOC will coordinate transportation resources. In some cases, clients may need to be supported as best they can by available shelter workers until alternative transportation and facilities come available.

#### 5.2.2

##### Shelters for Medically Fragile



Medically fragile persons are those that cannot survive without a caregiver for an extended period. Those that live in a care facility are best sheltered in place (if possible), or else transferred to a like facility(s) in a safe area. If unable to relocate their clients to a like facility, caregivers may evacuate their clients to an established medically fragile shelter.

Caregivers will support their clients at the shelter with personnel and special equipment.

### 5.2.3

#### Public Information Regarding Shelters

Shelter locations will be announced to the public via the media and emergency communications systems once the shelter sites have been activated.

### 5.2.4

#### EOC Coordination of Services

Shelter support and evacuee transportation will be coordinated by the Logistics Section of the City EOC. Regional Medically Fragile Shelters will be coordinated with the California Office of Emergency Services, Coastal Region and the California Dept. of Health.

Throughout the emergency, the EOC will continue to coordinate with shelter operations organizations (e.g., ARC, privately operated shelters, etc.) through the ARC to track the status and operation of shelters and individuals in those shelters. Shelter populations may fluctuate until they begin to permanently decline, depending on the emergency specifics.

## 5.3

### Shelter Support for People with Access and Functional Needs



### 5.3.1

#### American Red Cross.

PAFNs in the shelters will be supported by the Red Cross shelter team. Trained staff will conduct a functional assessment of PAFN as they arrive at public shelters. This assessment will evaluate the functional needs of the client, and ensure that their needs can be supported within the general shelter. The shelter triage unit may also direct PAFNs to alternate location (e.g. a medically care facility or medically fragile shelter) should their needs supersede the support capabilities of the shelter. In some cases a Personal Assistant (PA) is needed to support PAFN in the shelter. If PAs are needed, the EOC will coordinate these resources to the shelter.

### 5.3.2

#### Non Profit Agency Support

Local non-profit organizations (e.g., Salvation Army, Volunteer Organizations Active in Disaster (VOAD) member entities) may be activated both to supply resources to the shelters, and to act as a conduit to find local resources as requests are received from the shelters. Sheltering support requests for PAFNs that cannot be met locally by ARC or other sources will be directed to the EOC Care and Shelter Unit as a mutual aid request to be sent to the County EOC.

## 5.4

### Post Response/Shelter Closure

Once the initiating emergency has ended, returning the shelter site to its original purpose is a first priority. Volunteers will need to be released, bedding resources must be cleaned and returned to ready status, and expendable resources must be restocked.

Shelter clients will begin transition back to their homes or, in some cases, to long term alternates. Those who arrived in their personal



vehicles will be able to leave as soon as possible. Others will need transportation to their home, a mass transit terminal, or an alternate facility, and this will be coordinated via the EOC.

A reasonable schedule will be established to transition the shelter facility back to its original state, and all shelter clients must be moved.

For clients that have severe hardship (e.g., those who have lost their homes and/or are in severe financial hardship), the EOC will support their receiving additional services outside of the shelter environment.

If the disaster was significant, Federal and State disaster relief agencies will become heavily involved in providing financial aid to disaster victims.

Disaster Assistance Centers will be set up to coordinate the delivery of these services. County/city officials and private agencies still have responsibility for phasing out the mass care facilities and assisting displaced persons in obtaining temporary housing and other aid.

PAFNs are prone to transfer trauma and environmental stresses; the sooner they can be moved back to normalcy in their homes or care facility, the better.

People with Access and Functional Needs.	A function-based definition, instead of the "special needs" label, reflects the capabilities of the individual, not the condition, label or medical diagnosis. Individuals in need of additional response assistance may include those who: <ul style="list-style-type: none"><li>•Have disabilities (e.g., with sight, speech, hearing, intellectual comprehensive, or cognitive abilities).</li><li>•Live alone or have limited community support.</li><li>•Do not live in institutionalized settings (and thus are not in a community that provides its own emergency</li></ul>
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	<p>planning).</p> <ul style="list-style-type: none"><li>•Are elderly.</li><li>•Are unaccompanied children.</li><li>•Are from diverse cultures.</li><li>•Are transportation disadvantaged (e.g., do not own vehicle, cannot drive vehicle, or need specialized vehicle to be transported).</li><li>•Use wheelchairs, power wheelchairs, motorized scooters and are capable of transferring themselves.</li><li>•Have mild to moderate muscular diseases with a stable or assisted gait.</li><li>•Have a special diet.</li><li>•Have artificial limbs or prostheses.</li><li>•Use mechanical devices such as pacemakers, implanted defibrillators or insulin pumps.</li><li>•Have visual, hearing or speech impairments or whose first language is not English.</li><li>•Have managed, non-acute behavioral or mental health illnesses.</li></ul>
<p>Medically Fragile Persons</p>	<p>People that need medical care support in daily activities; this support typically includes a caregiver, and include durable medical equipment. Such persons may have dementia, Alzheimer's, a psychiatric condition, or a contagious disease. Such individuals need trained caretakers and are better cared for at a designated care facility or a medically fragile shelter until they can be transferred to a facility.</p> <p>Hospital out-patients fall into this category. Those who fit this description include:</p> <ul style="list-style-type: none"><li>•People with medical conditions that require</li></ul>



professional observation, assessment and maintenance, such as:

- routine injections
- IV therapy
- wound care
- in-dwelling drainage or feeding tubes
- respiratory therapy or assistance with oxygen
- dependent upon electrical medical devices
- insulin-dependence needing blood sugar monitoring and injections

• People with chronic conditions who require assistance with activities of daily living and need a caregiver present.

For example:

a person whose mental status requires continuous monitoring and a secure environment, or an incontinent person that requires catheterization or bowel care.

• People with regular need for medications and/or regular vital sign readings that are unable to do so without professional assistance.

• Someone who requires the level of care beyond the basic first aid level provided at the general population shelter.



# Appendix 3:

# Flood



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## Quick Guide 1–EOC Flood Response Checklist

### Flood Immediate Actions Checklist

Activate the Emergency Operations Center (EOC) at Level One (Minimum), including the following positions and sections:

- Office of Emergency Services (OES) Manager
- Emergency Operations Center (EOC) Liaison
- Public Information Officer (PIO)
- Section Chiefs (Operations, Planning, Logistics, Finance (as needed))
- Fire and Law Mutual Aid Coordinators (as needed)
- State and Federal Liaisons (as needed)

Document flood damage to the following as required by the Natural Disaster Assistance Act (NDAA):

- Public buildings
- Flood Control works
- Irrigation works
- County roads
- City Streets
- Bridges
- Other Public Works

For Federal Emergency Management Agency (FEMA) programs, document damages sustained to the following:

- Roads
- Water Control Facilities



- Public Buildings and Equipment
- Certain private Non-Profit facilities
- Public utilities
- Facilities under construction
- Recreational and Park facilities
- Educational Facilities

## 1.0

### Introduction

#### 1.1

##### Purpose

This annex is intended to provide flood hazard specific information for the planning and response needs generated by the flood hazards in and around the City of Calistoga, including the regulatory response details that apply to flooding. It is designed as a guide for a coordinated community-wide process to facilitate mitigation, preparedness, response and recovery to flooding for City departments and agencies in cooperation with businesses, non-governmental organizations and citizens.

#### 1.2

##### Scope

Flood hazard emergency planning involves preparing for realistic flood hazards and is based upon an operational picture that includes historic information, relevant hydrologic considerations, planned engineering events, and resource availability. This annex has been developed to address the needs of the City of Calistoga regarding the issues of flooding and



coordination linkages with other agencies in the Operational Area.

This annex provides the following information:

- Quick References to Calistoga area Flood Hazard Maps
- Specific City of Calistoga agency responsibilities
- Operational concepts for warning and emergency response
- General information about flood control and flood fighting in and around Calistoga.

## 1.3

### Policy

It is the policy of the City of Calistoga to develop plans and procedures to address flood hazards that affect the citizens, as well as City facilities and infrastructure. It is further the policy of the City to cooperate with other agencies in the Operational Area to reduce the threat of flooding and flood damages to public and private property, and to prepare for flood response and recovery operations if needed.

## 2.0

### Authorities and References

#### Federal

- Public Law 93-288 (The Stafford Act)
- Public Law 84-99 (U.S. Army Corps of Engineers-flood fighting)
- Public Law 108-361 (Bureau of Reclamation)
- Public Law 107-310 (National Dam Safety and Security Act of 2002)





- National Incident Management System (NIMS)
- California
- California Emergency Services Act, California Gov. Code, Sections 8550-8668
  - State of California Emergency Plan
  - Standardized Emergency Management System (SEMS)
  - California Natural Disaster Assistance Act. Section 128, California Water Code (California Department of Water Resources - flood fighting)
  - California Dam Safety Act-Division 3 of the Water Code
  - State, Title 19, Public Safety, Division 2 (Office of Emergency Services), Chapter 2 (Emergencies and Major Disaster), Subchapter 4 (Dam Inundation Mapping Procedures) of the California Code of Regulations
  - California State Building Code-California Code of Regulations, Title 24
  - California Water Code, Section 8370
  - California Public Resources Code, Section 21060.3
- Napa County
- Napa County Emergency Operations Plan (EOP)
  - Napa County Hazard Mitigation Plan

## 3.0

### Assumptions and Considerations

#### 3.1

##### Planning Assumptions

Certain assumptions can be made for the City flooding risk and hazards. These assumptions lay the foundation for this Annex



and the City of Calistoga Emergency Operations Plan associated with conducting emergency management operations in preparation for, response to and recovery from major flood emergencies:

- Flood emergencies or disasters are most likely to occur in the fall, winter and spring due to heavy rains, melting snow and spring run-off.
- Major flood emergencies or disasters may pose serious threats to public health, property, the environment, and the local economy.
- Flood warning is provided through a variety of means, such as National Weather Service (NWS) announcements, National Oceanic & Atmospheric Administration (NOAA) radio, standard radio and television Emergency Alert System (EAS) bulletins. These actions help inform citizens about flood threats or actual flooding conditions.
- In flood emergencies or disasters, the Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) will be implemented by responding agencies, and expanded as necessary.
- City of Calistoga is primarily responsible for emergency actions in the City and will commit all available resources to save lives, minimize injury to persons and minimize property damage.
- Major flood emergencies or disasters may overburden local resources and necessitate mutual aid from neighboring jurisdictions.
- Major flood emergencies or disasters may generate widespread public and media interest. Working relations with the media should be maintained to facilitate



emergency public information and warning.

- A major flood emergency or disaster may require extended commitments of the City personnel and resources; subsequently, Continuity of Operations of City services must be maintained.

## 3.2

### Flood Planning Considerations

This Annex addresses the following flood planning considerations:

- Loss of life, injury and property damage from flooding can be reduced by timely warning and appropriate reaction by emergency response agencies.
- The City of Calistoga may request a State of Emergency in order to apply for funds under California's Natural Disaster Assistance Act (NDAA) program.
- Large-scale flooding may qualify for declaration of a Local Emergency and a State of Emergency proclamation. Such flooding may also qualify for a Presidential Federal Emergency declaration.

## 4.0

### Roles and Responsibilities

#### 4.1

##### Overview

Flooding presents a threat to not only people and property in designated floodplains, but also to the overall economy and quality of life in the City.



Listed below are City departments and entities that have a role during a flood response.

## 4.2

### City of Calistoga

#### 4.2.1

##### Public Works Department

The Public Works Department (PW) is responsible for flood plain management activities in the City of Calistoga. It provides flood-fighting assistance, such as sandbagging, and river, creek, or stream bed debris clearance.

The Public Works Department is responsible for managing City buildings and overseeing utility usage in the City. During a major flood response and recovery, PW will be needed to bring vital utilities such as sewer, water and power back online. A representative from PW will have a seat in the EOC in the Logistics Section.

#### 4.2.2

##### Office of Emergency Services

The City Office of Emergency Services (OES) will take the lead role in flood operations to support the Incident Commander and field operations by managing the EOC.

## 4.3

### Non Government/Non Profit/Voluntary Organizations

The City EOC will coordinate the needs for voluntary organizations

American Red Cross.



The American Red Cross (ARC) is a volunteer-led, humanitarian organization that provides emergency assistance, disaster relief, and education worldwide.

Officially sanctioned by the U.S. Congress under Title 36 of the United States Code, Section 30013, ARC provides disaster relief focused on victims and immediate emergency needs and provides shelter, food, and health and mental health services. As an emergency support agency, ARC does not engage in these first responder activities; however, ARC feeds emergency workers, such as flood fight responders, and handles inquiries from victims outside the disaster area.

The ARC, Napa County Chapter will be responsible for the sheltering and feeding of any evacuees or homeless due to flooding.

## 4.4

### State and Federal Entities

#### 4.4.1

##### California Emergency Management Agency

The California Emergency Management Agency's (Cal EMA's) mission is to oversee the State's ability to respond to emergencies that threaten lives, property, and the environment. Government Code § 8587, gives them the authority to coordinate the emergency activities of State agencies and to delegate power for response once local resources are exhausted. CalEMA supports local emergency operations through the respective CalEMA Regions. Napa County reports to the California Coastal Region. A local emergency declaration must



be declared by the City of Calistoga to request assistance from the State. Once assistance is requested, a Cal EMA representative will support the County from their position in the Regional EOC (REOC). The REOC in turn will coordinate with the State Operations Center as needed.

#### 4.4.2

##### California Department of Water Resources – Flood Management

The California Department of Water Resources (DWR) Division of Flood Management's mission is to prevent the loss of life and reduce property damage caused by floods.

#### 4.4.3

##### Federal Emergency Management Agency

The primary purpose of FEMA is to coordinate the response to a disaster that has overwhelmed the resources of local and state authorities. The Governor of California must proclaim a state of emergency and formally request FEMA and federal government assistance to respond to disaster in the Delta from the President.

FEMA's Region IX,

Operations Section in Oakland, CA works closely with Cal EMA to deliver federal assistance in support of local and state response efforts.

Region IX has a Regional Response

Coordination Center (RRCC) that serves as the federal government's emergency coordination center.

Within the RRCC, the Watch Center provides situational awareness for the entire Region IX area of responsibility. The Watch Center is a 24-Hour, seven-Day-Per-Week function that



maintains SA of incidences and provides FEMA Headquarters and Region IX with information on resource coordination to local, state, and federal agencies. The Region IX Watch Center also provides coordination with critical infrastructure providers like PG&E and monitors power grid sustainability and local power outages.

#### 4.4.4

##### U.S. Army Corps of Engineers

The U.S. Army Corps of Engineers (USACE) flood disaster assistance program supplements and supports State and local interests upon their request for assistance to the federal Government. USACE is authorized to provide flood emergency response assistance relative to:

- Emergency Operations, Flood Fight Assistance (Technical and Direct Assistance)
- Rehabilitation of Damaged Flood Control Projects
- Advance Measures (Technical and Direct Assistance)

When flood conditions exceed, or are predicted to exceed, the response capability of levee maintaining and/or reclamation districts and local and state governments, USACE has the authority under Public Law (P.L.) 84-99 to provide emergency flood response assistance without further specific authorization of Congress. USACE can furnish assistance for flood emergency preparation, flood fighting, and the repair or rehabilitation of flood control works threatened or destroyed by flood. USACE assistance may also include providing flood fight personnel for



technical advice and equipment, such as sandbags, plastic sheeting, pumps, or other materials. In the event of imminent threat of catastrophic flooding, USACE may provide equipment to protect against substantial loss of life and property.

## 4.5

### Private Sector

#### Construction/Equipment Companies

Construction and/or large equipment companies may be needed during flood response and recovery efforts. Every effort should be taken to secure Memorandums of Understanding (MOUs) to have pre-arranged agreements with equipment companies to provide resources during a disaster response.

## 5.0

### Concept of Operations

#### 5.1

##### Preparedness

Significant, damaging flood events occur in portions of the City approximately every five to ten years. Warnings are usually given several hours to a few days before such floods.

Prevention efforts, such as evacuation and last minute sandbagging then lessens the flood's impact. There are dams in the area which, if breached, may cause flooding in the City.

These susceptible dams include the dams at Lake Ghislofo and Kimball Dam.





Projected inundation areas and the severity of inundation are shown on maps maintained by the California DWR. Flood Insurance Rate Maps, compiled by and maintained by FEMA. Although insurance cannot reduce the impact of a disaster, it does spread that impact over a larger group of people over a longer period of time. Some insurance programs are private, and some, such as the Federal flood insurance program, are government funded. Insurance programs may have construction standards that must be met before insurance is sold.

### 5.1.1

#### Planning

The Calistoga Office of Emergency Services (OES) coordinates emergency planning efforts through development and maintenance of the City of Calistoga Emergency Operations Plan and supporting annexes, procedures and appendices.

### 5.1.2

#### Training and Exercises

The City OES coordinates all hazards training and exercises on an ongoing basis to test and validate emergency policy plans and procedures. At least once a year such training and exercises shall focus on flood hazards and flooding.

## 5.2

### Response

#### 5.2.1



## Response Considerations

To make sound flood fight decisions during a flood event, decision makers should have a clear operational picture of flood control infrastructure and the effects of flood fight decisions on a local and regional scale. The operational picture includes:

- Hydraulic features, such as dams, lakes, rivers, sloughs, and deep-water channels
- Flood control infrastructure, such as pump stations, diversion points, and return drains
- Flood history and historic flood elevations.
- Points of vulnerability in flood control infrastructure
- Topography and elevation of critical infrastructure
- Threat recognition based upon high-water marks and water velocity.

### 5.2.2

#### Flooding Notification Strategies for the Public National Weather Service (NWS).

The NWS provides notification releases to media outlets and to public agencies. They use standard terminology for watches and warnings:

- *Flash Flood Watch* means it is possible that rain will cause flash flooding in specified areas.
- *Flash Flood Warning* means flash flooding is either imminent or is occurring.
- *Flood Watch* means long term flooding is possible in specified areas.
- *Flood Warning* means long term flooding is either imminent or is occurring.



## 5.3

### Dam Safety

Dam owners and operators are responsible for notifying downstream communities at risk.

The City is responsible for evacuation of the public within its boundaries.

## 5.4

### Flood Threat Operations

#### 5.4.1

#### Phases of Operations

Considering that flood events can usually be predicted and advanced warning can be given, this annex may be implemented in phases as outlined below:

#### **Normal Preparedness**

City Departments having emergency responsibilities assigned in this Annex prepare their own operating procedures and checklists for a flood emergency that include coordination strategies with other departments and jurisdictions.

#### **Increased Readiness**

When conditions exist which could result in an “emergency,” the City OES will evaluate information, decide upon necessary action and initiate appropriate response including but not limited to alerting key personnel, assuring readiness of resources, and preparing to move resources to the threatened area.



## **Emergency Preparedness**

When a potential flood situation is a matter of "when" rather than "if," the City OES will implement the following actions:

1. Provide public warning or notification as is required.
2. Open the City EOC as necessary.
3. Provide information to City Departments as to the threat, potential severity and areas affected.
4. Advise Departments to report action being planned or taken, and anticipated deficiencies in critical emergency resources.
5. Prepare to receive or render mutual aid.
6. Ensure Departments are promptly notified of any changes.

## **Emergency Phase**

When flooding occurs, the City emergency organization will be mobilized as required to cope with the specific situation with operations focused on the following priorities:

1. Develop Situational Awareness
2. Activate the EOC
3. Mobilize, allocate, and position personnel and materials
4. Protect, control, and allocate vital resources
5. Restore or activate essential facilities and systems

The California DWR and RD/Levee Maintaining Agency response are important functions that will be coordinated through the City EOC. When local resources are committed to the maximum and additional materials and/or personnel are required to control or alleviate the emergency, a request of mutual aid will be initiated through the EOC.

### **5.4.2**



## Flood Damage/Safety Assessment

Flood Damage/Safety Assessment is the basis for determining the need to request state and/or federal operational and financial assistance.

An Initial Damage Estimate is developed during the emergency response phase to support a request for a Governor's proclamation and for the State to request a presidential declaration.

For the City, the detailed damage/safety assessment will be completed by the Public Works Department and building officials in coordination with the City OES, and other applicable City Departments.

### 5.4.3

#### Documentation

Documentation is the key to recovering eligible emergency response and recovery costs.

Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs. Under the State Natural Disaster Assistance Act (NDAA), documentation is required for any flood damage sustained to the following:

- Public buildings
- Levees
- Flood control works
- Irrigation works
- County roads
- City streets
- Bridges



- Other public works

Under federal disaster assistance programs, documentation must be obtained regarding flood damages sustained to:

#### Roads

- Water control facilities
- Public buildings and related equipment
- Public utilities
- Facilities under construction
- Recreational and park facilities
- Educational institutions
- Certain private non-profit facilities

Flood debris removal and flood emergency response costs incurred by the affected entities should also be documented for cost recovery purposes under the federal programs. It will be the responsibility of the City to collect documentation of these damages and submit them to the Recovery Manager for their jurisdiction. Special districts not within a city, should submit documentation to the County Recovery Manager.

The documenting information should include the location and extent of damage, and estimates of costs for: debris removal, emergency work, and repairing or replacing damaged facilities to a non-vulnerable and mitigated condition.

The cost of compliance with building codes for new construction, repair, and restoration will also be documented. The cost of improving facilities may be provided under federal mitigation programs.



Documentation is the key to recovering expenditures related to emergency response and recovery operations.

Documentation must begin at the field response level and continue throughout the operation of their Emergency Operations Center as the disaster unfolds.

## 5.5

### Recovery

Governmental assistance could be required and may be needed for an extended period.

Recovery activities would include:

- Removal of debris.
- Clearance of roadways.
- Demolition of unsafe structures.
- Re-establishment of public services and utilities.
- Provision of care and welfare for the affected population including, as required, temporary housing for displaced persons.
- Care of animals and disposal of carcasses.

Each Department will take actions to address identified recovery needs.

### The Recovery

Stage has three major objectives:

- Reinstatement of family autonomy and the provision of essential public services.
- Completion of permanent restoration of public property, along with reinstatement of public services.
- Performance of research to uncover residual hazards, to advance knowledge of disaster phenomena, and to provide information to improve future emergency operations.



These objectives may be overlapping but the needs will be treated in the following priorities:

- Alleviation - Reestablish essential public utility services, sewage, drainage, and drinking water and reestablishing basic services to include roads, utilities, schools, and medical facilities.
- Rehabilitation - Start full restoration of public facilities. Work with the USACE and FEMA as appropriate in damage survey reports and recovery activities.





# Appendix 4:

# Earthquake



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## 5.3 Recovery

# 1.0

## Introduction



## 1.1

### Purpose

This annex provides an overview of an earthquake hazard assessment, along with other earthquake related hazards information. It describes the vulnerability of Calistoga to earthquakes, mitigation and preparedness efforts, the response actions, public alert and warning strategies, specialized resources that may be needed and recovery actions taken in response to an earthquake.

## 1.2

### Scope

This annex provides the following information:

- Mitigation and preparedness measures taken for earthquakes.
- Concept of operations during an earthquake response.
- Agencies and organizations involved in an earthquake response.
- Roles and responsibilities of agencies in preparing for earthquakes.
- Supporting resources and information for earthquake response activities.

## 1.3

### Policy

It is the policy of the City of Calistoga to develop plans and procedures to address earthquakes that may affect the Calistoga area. The City of Calistoga will take mitigation and preparedness measures to protect the lives, property and environment of Calistoga from earthquakes and



earthquake-related hazards such as surface faulting, ground shaking, earthquake-induced landslides, liquefaction and tsunami.

## 2.0

### Authorities and References

#### 2.1

##### Authorities

###### Federal

- The Stafford Act

###### California

- California Emergency Services Act, California Government Code, Sections 8550-8668.
- State of California Emergency Plan
- Standardized Emergency Management System (SEMS)
- California State Natural Disaster Assistance Act

###### Napa County

- Napa County Emergency Operations Plan (EOP)

## 3.0

### Assumptions and Considerations



## 3.1

### Planning Assumptions

In any disaster, primary consideration is given to first, the preservation of life, property and then the environment.

Additionally, time and effort must be given to providing for other basic human needs such as emergency sheltering and welfare, and re-establishment of vital resources such as potable water, electricity, natural gas and sewer services.

This annex is based upon the following planning assumptions:

- The City Emergency Operations Center (EOC) will be activated when the event is significant enough to trigger an emergency condition of potentially dangerous proportion.
- Many residential, commercial and institutional structures will be damaged; requiring an Urban Search & Rescue/Heavy Rescue mobilization.
- Residents could be displaced; requiring shelter and welfare needs. Sheltering activities could be short term or long term depending on the severity of the incident.
- Vital infrastructure such as potable water supplies, electrical power, natural gas lines and sewer services could be compromised.
- Transportation infrastructure could be damaged and in limited operation. Vital vehicle corridors could be damaged and impassible as well as airports damaged, limiting aircraft operations.
- Communications infrastructure could be damaged; causing disruption in land-line telephone, cellular telephone, radio, microwave, computer and other communication services.



## 3.2

### Earthquake Planning Considerations Critical Infrastructure and Key Resources

Critical infrastructure are the assets, systems, and networks, whether physical or virtual, so vital to the United States that their incapacitation or destruction would have a debilitating effect on security, national economic security, public health or safety, or any combination thereof.

## 3.3

### Hazard Assessment

An earthquake is the result of a sudden release of energy in the Earth's crust that creates seismic waves.

Earthquakes have the ability to cause a significant amount of damage to the local roads, infrastructure, residential areas and many other structures. The State of California experiences thousands mild of earthquakes every year and is at a significantly high risk for strong and possibly catastrophic earthquakes.

Earthquakes include a variety of additional hazards that can cause significant damage to the life, property and environment of Calistoga. When planning for an earthquake the following hazards should also be taken into consideration:

- Surface Faulting

Surface faulting is displacement that reaches the earth's surface during a slip along a fault. It commonly occurs with shallow earthquakes, those with an epicenter less than 20 km. Surface faulting also may accompany a seismic creep or natural or man-induced subsidence.



Surface faulting can leave a visible line in the ground, noting the shift in the fault location, and can have a dramatic effect on the local infrastructure. Mitigation efforts should be taken to increase the strength and earthquake resistance of buildings, infrastructure and residential areas along identified fault lines.

- Ground Shaking

Ground shaking is a term used to describe the vibration of the ground during an earthquake and is the most common effect of earthquakes that is recognized by the general public. Ground shaking is caused by body waves and surface waves. As a generalization, the severity of ground shaking increases as magnitude increases, and decreases as distance from the causative fault increases.

Ground shaking can last from a few seconds to several minutes, depending on the severity of the earthquake. Mitigation efforts should be taken to increase the stability of the infrastructure, buildings and residential areas in Calistoga to reduce the impact of earthquake ground shaking.

- Earthquake Induced Landslides

A landslide is a movement of surface material down a slope. Earthquake induced landslides are a result of the ground shaking and fault movement of an earthquake, potentially having a catastrophic impact on the local infrastructure. Landslides can include a large area of land, or surface movement that builds as it moves down the slope, both having the ability to cause significant destruction. Residents and businesses within a landslide-prone area should take additional steps to prepare for such an event. The City of Calistoga should take mitigation efforts to reduce the likeliness of a landslide by planting trees and other plants along hillsides.





## •Liquefaction

Liquefaction is the process by which water-saturated sediment temporarily loses strength and acts as a fluid, suddenly transforming from a solid to a liquid state, causing the ground to lose hold and become extremely unstable.

This effect can be caused by earthquake shaking.

Liquefaction has the potential to cause catastrophic damage to the local infrastructure.

## 4.0

### Roles and Responsibilities

#### 4.1

##### Overview

The City of Calistoga Office of Emergency Services is responsible for planning and preparing for all hazards that the City is at risk for, including earthquakes. During an earthquake response, actions will be managed by the Calistoga OES in the City Emergency Operations Center (EOC).

The EOC, led by the EOC Director, manages the incident and supports the Incident Commander, leader of field operations.

During an earthquake response, a wide variety of resources, departments, personnel, private companies and non-profit organizations will all have some type of role and responsibility. Following the aftermath of an earthquake is the immediate need to begin recovery, bringing back vital services such as sewer, water and power.

Through the organization of the EOC, all entities will work together to respond to the needs of the community, working with the County, State and



Federal entities as necessary.

## 4.2

### City of Calistoga

#### 4.2.1

##### Public Works Department

The Public Works Department (PW) is responsible for managing city buildings and overseeing utility usage in the City. During an earthquake response, PW will be needed, along with local, private utility companies, to bring vital utilities such as sewer, water and power back online.

A representative from PW will have a seat in the EOC in the Logistics Section.

#### 4.2.2

##### Office of Emergency Services

The Office of Emergency Services (OES) is responsible for managing emergency operations within the City. OES will take the lead role in coordinating the supporting role to the Incident Commander and field operations by managing the EOC and all involved City and local representatives.

The City EOC is led by the EOC Director with the support of the Command Staff, Operations, Planning, Logistics and Finance/Administration Sections.

OES works within the Standardized Emergency Management System (SEMS) and follows all

National Incident Management System (NIMS) guidelines and regulations. An organizational chart showing how the EOC is organized is included in the City of Calistoga EOP.



### 4.2.3

#### Planning/Building Department

The Planning/Building Department (PB) is responsible for land use and zoning; permits and controls for post earthquake repairs; revision of building regulations and codes; code enforcement; plan review; and building and safety inspections.

After a damaging earthquake the detailed damage/safety assessment will be completed by the PB- Building Official in coordination with the City Office of Emergency Services and other applicable City Departments.

### 4.3

#### Non Government/Non Profit/Voluntary Organizations

The City EOC will coordinate the needs for voluntary organizations. A Liaison Officer will have a seat in the City EOC and will be the point of contact to communicate with a large array of voluntary organizations.

#### 4.3.1

##### American Red Cross

The American Red Cross (ARC), Napa County Chapter is responsible for the sheltering and feeding of any evacuees or homeless due to the earthquake. The ARC will work in coordination with the County through the EOC.

The City will include the ARC in all exercises and drills involving shelter operations.

#### 4.3.2



## Salvation Army

The Salvation Army is a leader in donation management and will provide the service of managing the in-kind donations that come from the community during a disaster response.

In-kind donations include goods other than money, including clothes, food and other tangible supplies.

## 4.4

### Federal and State Entities

#### 4.4.1

##### California Emergency Management Agency

The California Emergency Management Agency (Cal EMA) is the State emergency management organization for California.

During major events where the City's resources are overwhelmed, the City may ask for assistance from the State. A local emergency declaration must be declared by Calistoga, Napa County, or the entire Operational Area to request assistance from the state, per the State Natural Disaster Assistance Act. Once assistance is requested, a representative from Cal EMA will support the City of Calistoga, in coordination with operations at the Napa County EOC. During a major event, the State has the ability to pull in additional resources, better responding to the need of the community.

#### 4.4.2

##### Federal Emergency Management Agency



When the needs of the disaster overwhelm the resources of the local and State agencies, and the Governor has proclaimed a state of emergency, the Governor of California can request assistance from the Federal Emergency Management Agency (FEMA).

When a disaster declaration is declared, the City must make every effort to document all details and disaster related expenses to ensure that the City will be reimbursed for all disaster related expenditures.

#### 4.4.3

##### United States Geological Survey

The United States Geological Survey (USGS) is a science organization that provides impartial information on the health of our ecosystems and environment, the natural hazards that threaten us, the natural resources we rely on, the impacts of climate and land-use change, and the core science systems that help us provide timely, relevant, and useable information. During a disaster, USGS will serve a vital role in obtaining accurate and up-to-date information regarding fault and earthquake magnitude. Additional information about USGS can be found on their website: [www.usgs.gov](http://www.usgs.gov).

#### 4.5

##### Private Sector



## 4.5.1

### Construction/Equipment Companies

As the private sector can provide assistance before, during and after a major disaster, every effort should be taken to secure Memorandums of Understanding (MOUs) to have pre-arranged agreements with equipment companies to provide resources during a disaster response. Any signed MOUs should be included as references to this annex.

## 4.5.2

### Private Utility Companies

Following an earthquake there will be an immediate need to restore all vital public services such as sewer, water and power. To best serve the needs of the community, private utility companies will work with the City Public Works utility representatives to restore services.

## 5.0

### Concept of Operations

#### 5.1

##### Preparedness

Preparedness includes efforts taken by the City to increase the resiliency of the City, including planning, training and exercises. Along with this annex comes training EOC and other emergency staff on the plan and exercising the plan to find areas that need revising and improvement. In addition, the City of Calistoga will take additional mitigation efforts, both



structural and non-structural, to increase the resiliency of the City to the impact of an earthquake. Additional information regarding the mitigation efforts of the City can be found in the City of Calistoga Hazard Mitigation Plan that is currently under development.

### 5.1.1

#### Planning

This annex provides guidance for preparedness efforts that have been or need to be taken by the City to prepare for an earthquake event. Several City departments, local organizations and businesses, the County and State government and private sector entities have been identified as entities with responsibilities during an earthquake response.

### 5.1.2

#### Training and Exercises

The City of Calistoga should conduct several trainings and exercises throughout the year to exercise the Earthquake Annex.

Trainings should include both discussion based and operational based exercises. Tabletop, functional and full scale exercise should be adequately planned and coordinated to include all responsible and involved entities.

Each of the training events should be followed by an After Action Conference/Meeting to discuss the lessons learned, and a formal After Action Report (AAR) should be developed for production and release to all involved. Documenting the lessons



learned in each exercise will allow for improvements to be made, building upon each exercise.

Training and exercising the Earthquake Annex is the responsibility of the City Office of Emergency Services.

## 5.2

### Response

Response actions to an earthquake event include a large variety of resources and personnel. Initial response actions to an earthquake include the determination of activating the City EOC, which will be made by the City Office of Emergency Services. Additional information regarding the activation of the EOC is included in the City of Calistoga EOP.

Tactical operations for an earthquake response will be managed by the on-site Incident Commander who will coordinate operations with the City EOC. Informational and resource support for field operations will be coordinated within the EOC.

### 5.2.1

#### Public Warning/Alert and Notification

The Office of Emergency Services is responsible for public warning efforts during the preparedness phases of a disaster, as well as the alert and notification needs during a disaster response.





The City Public Information Officer (PIO) within the Command Staff of the City EOC is the representative within the OES staff who is responsible for public information efforts.

With the approval of the EOC Director, the PIO will disseminate emergency messages to the public regarding preparedness measures to take, evacuation areas and routes (if applicable), emergency resources, measure that the City OES is taking during the event and recovery assistance information. Detailed information regarding the public information sources utilized during a disaster is included in the City of Calistoga EOP.

## 5.2.2

### Damage/Safety Assessment

Damage/Safety Assessment is the basis for determining the need to identify hazards, restore vital services and request state and/or federal operational and financial assistance.

An Initial Damage Estimate is developed during the emergency response phase to guide initial operational decisions and support a request for a Governor's proclamation and for the State to request a presidential declaration.

For the City, the detailed damage/safety assessment will be completed by the City of Calistoga Building Official in coordination with the City OES and other applicable City Departments.

Following an earthquake, damage inspections and assessments are conducted to determine the presence and magnitude of damages to public and private facilities. The inspection and assessment process will be performed in accordance with the



## Applied Technology Council (ATC-20-2) Procedures for Post Earthquake Safety

### Evaluation of Buildings.

On-duty fire, police and public works field units may perform windshield surveys. The survey is done quickly, without exiting the vehicle, and includes a brief, observation of the structure or area for obvious damages.

As soon as possible following an earthquake event, a Safety Assessment is conducted on occupied buildings and pre-designated essential facilities such as hospitals, key bridges, public safety facilities, occupied structures, access roads, bridges and utilities. The assessment involves an immediate visual inspection by Assessment Teams assigned by the EOC to identify unsafe structures/areas and obvious hazards. Unsafe structures are evacuated immediately, hazardous conditions are secured, and occupied buildings are posted as Unsafe, Restricted Use or Inspected, as indicated.

Next, detailed inspections are performed on damaged facilities by personnel assigned by the EOC. This inspection includes a more thorough examination to document damages, identify repair, bracing and shoring requirements, evaluate the initial posting of occupied structures, and identify facilities that require an engineering assessment. The condition of occupied structures may be upgraded or downgraded, based on the results of this inspection. Licensed engineers conduct detailed assessments on damaged structures and facilities to prepare plans for repairs, reconstruction and engineering cost estimates.

Any damage that endangers life safety, interferes with the operation of a facility, or in any way may result in harm to



health or the environment will be reported immediately to the EOC Operations Section via phone or radio. Copies of all damage reports are forwarded to the Planning Section for review, analysis and posting on status boards, as indicated.

### 5.2.3

#### Debris Management

Debris removal is the clearance, removal, and/or disposal of items such as trees, sand, gravel, building components, wreckage, vehicles, and personal property. Safe, proper and timely management of debris is an essential but often overlooked component of an emergency response or disaster incident.

Debris management is also one of many competing priorities agencies must manage during such events.

Disaster debris must be properly managed so as to protect human health, comply with regulations, conserve disposal capacity, reduce injuries, and minimize or prevent environmental impacts. It involves advance thought, planning and coordination among individuals at various levels of government and the private sector with experience and expertise in waste management.

Coordination for debris management will be led by the Logistics Section of the EOC, working with utility companies and City representatives.

#### Public Property Debris Removal

In some cases, debris removal from public property is eligible for public assistance grants. Eligible applicants include State and



local governments, Indian tribes, and certain private nonprofit organizations.

In order to be eligible for FEMA funding, the debris removal work must:

- Be a direct result of a Presidentially declared disaster
- Occur within the designated disaster area
- Be the responsibility of the applicant at the time of the disaster
- In addition, debris removal work must be necessary to:
  - Eliminate an immediate threat to lives, public health and safety
  - Eliminate immediate threats of significant damage to improved public or private property
  - Ensure the economic recovery of the affected community to the benefit of the community-at-large

### Private Property Debris Removal

Debris removal from private property is typically not eligible for disaster assistance grants because it is the ultimate responsibility of the property owner to remove the debris. If debris on the private property is obstructing any public roadways or facilities, or is causing a local public health threat, the local government has the authority to be reimbursed for debris removal expenses. In addition, the State or local government may in some cases need to demolish a private facility that is unsafe and causing a threat of safety to life, property and the environment.

The demolition of unsafe privately owned structures and subsequent removal of demolition debris may be eligible when the following conditions are met:



- The structures were damaged and made unsafe by the declared disaster, and are located in the area of the disaster declaration
- The applicant certifies that the structures are determined to be unsafe and pose an immediate threat to the public
- The applicant has demonstrated that it has legal responsibility to perform the demolition
- A legally authorized official has ordered the demolition of unsafe structures and removal of demolition debris
- The applicant has indemnified the Federal government and its employees, agents, and contractors from any claims arising from the demolition work
- The demolition work is completed within the completion deadlines outlined in 44 CFR §206.204 for emergency work

## 5.2.4

### Documentation

Documentation is the key to recovering eligible emergency response and recovery costs.

Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs. Under the State Natural Disaster Assistance Act (NDAA), documentation is required for any earthquake damage sustained to the following:

- Public buildings
- Levees
- Flood control works
- Irrigation works



- County roads
- City streets
- Bridges
- Other public works

Under federal disaster assistance programs, documentation must be obtained regarding earthquake damages sustained to:

- Roads
- Water control facilities
- Public buildings and related equipment
- Public utilities
- Facilities under construction
- Recreational and park facilities
- Educational institutions
- Certain private non-profit facilities

Earthquake debris removal and emergency response costs incurred by the affected entities should also be documented for cost recovery purposes under the federal programs. It will be the responsibility of the City to collect documentation of these damages.

The documenting information should include the location and extent of damage, and estimates of costs for: debris removal, emergency work, and repairing or replacing damaged facilities to a non-vulnerable and mitigated condition.

The cost of compliance with building codes for new construction, repair, and restoration will also be documented. The cost of improving facilities may be provided under federal mitigation programs.



Documentation is the key to recovering expenditures related to emergency response and recovery operations. For each jurisdiction and special district, documentation must begin at the field response level and continue throughout the operation of their Emergency Operations Center as the disaster unfolds.

### 5.3

#### Recovery

During an earthquake incident, recovery actions will take place almost immediately.

Secondary to the initial response to life safety and preservation efforts, recovery actions following an earthquake will include the restoration of public utilities including water, power, sewer, gas and trash.

Recovery following a disaster can take anywhere from months to years, depending on the severity of the event. Additional information regarding recovery operations in Calistoga can be found in the City of Calistoga EOP,