

# City of Battlefield

## EMERGENCY OPERATIONS PLAN



Prepared by:

**Springfield-Greene County**  
**Office of Emergency Management**  
330 W. Scott  
Springfield, MO 65802  
&  
**The City of Battlefield**  
5434 Tower Dr.  
Battlefield, MO 65619

2014

Version 1



Emergency Operations Plan User: 2014

This version (public) of the *City of Battlefield Emergency Operations Plan* contains all the working appendices from and ESFs found in the City of Battlefield Emergency Operations Plan.

The information within this version may be released to the general public and is therefore deemed unrestricted. There are portions of this plan that are either blacked out or omitted from this plan as they are within the restricted version.

In addition, the restricted volume contains confidential names, addresses and phone numbers, as well as, procedures vital to managing certain threats, emergencies and disasters. This entire version has been deemed restricted and is unavailable to the general public.

## INTRODUCTION (USER GUIDE)

This plan emphasizes the comprehensive approach to emergency management. Comprehensive Emergency Management (CEM) strives to integrate (1) all-hazards that pose a risk to the City of Battlefield; (2) all phases of Emergency Management; and (3) all levels of government and the private sector. These CEM elements must be integrated to provide effective and coordinated emergency operations.

This document is a functional plan broken into three components:

1. The **Basic Plan** is the overall guide for emergency management activities. It contains the policies and regulations that govern emergency management and assigns responsibilities for the execution of emergency functions to various offices, departments, and private organizations. The Basic Plan is for use by the chief executive and major decision makers, but all those involved in emergency operations should be familiar with it.
2. The **Emergency Support Functions (ESFs)** provide specific direction for the essential emergency functions outlined in the Basic Plan. The correct and timely execution of these functions is necessary for effective emergency response and recovery. The ESFs are for use by the offices, departments, and private organizations that are assigned primary and support responsibilities in the Basic Plan.
  - **Primary:** The ESF primary agency has significant authorities, roles, resources, or capabilities for the particular function within an ESF. Each ESF may have multiple primary agencies, and the specific responsibilities of those agencies are defined within ESF.
  - **Support:** Support agencies are those entities with specific capabilities or resources that support the primary agency in executing the mission of the ESF.
3. The **Supporting Documents** (appendices and attachments) explain how actions are to be carried out in support of each ESF. Supporting documents include checklists, maps, charts and resource lists that assist organizations in carrying out their emergency responsibilities. These documents contain vital information for the successful completion of emergency activities. The supporting documents are for the responders or the persons doing the work of disaster response.

There are numerous plans and procedures that interface with the Emergency Operations Plan (EOP). These documents are not included as part of the EOP but are referenced when necessary and appropriate.

**OFFICIAL APPROVAL**

This plan, when used properly, can assist local government and non-profit officials in the protection of life, stabilization of scene, and conserving property and the environment. This plan and its provisions will become official when approved and signed below by officials of Battlefield and Greene County.

ATTEST:

Deh A. Hickney 09/02/14  
Mayor Date  
City of Battlefield, Missouri

Rich Stess 9/2/14  
City Administrator Date  
City of Battlefield, Missouri

Rich Stess 9/2/14  
Emergency Management Director Date  
City of Battlefield, Missouri

Beah Anne Hill 9-2-14  
City Clerk Date  
City of Battlefield, Missouri

Chet Clute 9-2-14  
Emergency Management Director Date  
Greene County, Missouri

## Foreword

The purpose of this Emergency Operations Plan (EOP) is to direct the actions of departments and agencies in the event of an emergency/disaster. Authorities for this document are set forth in Section X of the Basic Plan.

The EOP lays a framework that will allow the City of Battlefield to save lives, minimize injuries, protect property and the environment, preserve the functioning of government, insure constituted authority and maintain economic activities essential to the survival and recovery from natural, technological and national security hazards.

The EOP outlines actions to be taken by the City of Battlefield departments and agencies and other participating organizations, which will 1) prevent avoidable disasters; 2) reduce the vulnerability of the jurisdictions to the effects of disaster; 3) establish response capabilities; 4) maximize the effectiveness of the response and; 5) speed recovery.

The EOP sets the parameters for the development of emergency action guides and procedures and provides guidance on implementation of a survival crisis management program.

The EOP does not attempt to deal with those events that happen on a daily basis nor does it plan for events that do not cause wide spread problems and can be handled routinely by city/county officials and emergency responders. The EOP is designed to deal with critical occurrences that create needs and cause suffering that local agencies/departments cannot alleviate without additional assistance and multiple resources.

The EOP establishes procedures for conducting effective and coordinated emergency operations using resources available to the City of Battlefield. The EOP is to be used as a tool to mitigate against, prepare for, respond to and recover from an emergency/disaster with the greatest possible efficiency in this era of limited resources. When the resources of Battlefield and Greene County are inadequate or exhausted, state and federal resources will be requested as specified in the State and Federal Response Plans.

## PLAN DISTRIBUTION LIST

**Individual/Agency**

**Authorized Quantity**

City Departments:	Binders	CD'S/USB
City Administrator		
Battlefield Fire Protection District		
City Clerk		
Battlefield Police Department		
City Attorney's Office		
Public Water Supply District # 1		
Public Works		
Building Development		
Totals		

Utility Providers:	Binders	CD'S/USB
City Utilities		
Ozark Electric		
Totals		

Additional Agencies:	Binders	CD'S/USB
Missouri Department of Natural Resources		
State Emergency Management Agency		
Greene County Humane Society		
Mercy Hospital		
Convoy of Hope		
Cox Health Systems		
Ozarks Community Hospital		
Lakeland Hospital		
American Red Cross		
Salvation Army		
Springfield-Greene County Office of Emergency Management		
Totals		
Grand Totals		

## RECORD OF CHANGES

The City of Battlefield Emergency Operations Plan will be updated on a regular basis. All updates to the plan will be prepared and distributed by the Springfield-Greene County OEM in coordination with the City of Battlefield. When an update is received, all affected pages should be replaced and noted below.

Change Number	Date of Change	Date Entered	Section and Page Numbers	Change Made By (Signature)
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• ESF 19 – Donations Management	

## ACRONYMS

AHJ	Authority Having Jurisdiction	EAS	Emergency Alert System
ARC	American Red Cross	ECC	Springfield-Greene County Emergency Communications Center
APHIS	Animal and Plant Health Inspections Service (USDA)	EMAC	Emergency Management Assistance Compact
AVIC	Area Veterinarian in Charge	EMS	Emergency Medical Services
B-NICE	Biological, Nuclear, Incendiary, Chemical, and Explosive	EOC	Emergency Operations Center
BERT	Greene County Bioterrorism Emergency Response Team	EOP	Emergency Operations Plan
BOP	Bureau of Prisons (Dept. of Justice)	EPA	Environmental Protection Agency (U.S.)
CAD	Contagious Animal Disease	EPCRA	Emergency Planning and Community Right-to-Know Act
CBO	Community Based Organization	ER	Emergency Room
CBRNE	Chemical, Biological, Radiological, Nuclear, and Explosive	ESF	Emergency Support Function
CDC	Center for Disease Control (HHS)	FAD	Foreign Animal Disease
CEO	Chief Elected Official	FADD	Foreign Animal Disease Diagnostician
CERCLA	Comprehensive Environmental Response Compensation and Liability Act	FBI	Federal Bureau of Investigation
CERT	Community Emergency Response Team (FEMA)	FCO	Federal Coordinating Officer (FEMA)
CFR	Code of Federal Regulations	FDA	Food and Drug Administration
CMA	Chemical Manufacturer's Association	FMD	Foot and Mouth Disease
COG	Continuity of Government	FEMA	Federal Emergency Management Agency
COOP	Continuity of Operations Plan	FOG	Field Operations Guide
COP	Common Operating Picture	FOSC	Federal On-Scene Coordinator (also OSC)
CP	Command Post	FPD	Fire Protection District
CSR	Code of State Regulations (MO)	FRC	Federal Resource Coordinator
CST	Civil Support Team - (MOANG)	FSA	Farm Service Agency
CTP	Counter-Terrorism Plan	GSA	Government Services Agency (U.S.)
DCC	Donation Collection Center	HAN	Health Alert Network
DFO	Disaster Field Office (FEMA)	HHS	Health and Human Services (U.S.)
DHS	Department of Homeland Security	HIRA	Hazard ID Risk Assessment
DHSS	Department of Health and Senior Services (MO)	HSAS	Homeland Security Advisory System
DMAT	Disaster Medical Assistance Team (HHS)	HSOC	Homeland Security Operations Center (DHS)
DMORT	Disaster Mortuary Response Team (HHS)	HSPD	Homeland Security Presidential Directive
DMT	Disaster Medical Team (MO)	HSRT	Homeland Security Response Team
DNR	Department of Natural Resources (MO)	IAP	Incident Action Plan
DOC	Department Operations Center	ICP	Incident Command Post
DOD	Department of Defense (U.S.)	ICS/IMS	Incident Command System/Incident Management System
DOE	Department of Energy (U.S.)	IST	Incident Support Team (MO)
DOJ	Department of Justice (U.S.)	JFO	Joint Field Office (U.S.)
DOT	Department of Transportation (MO & U.S.)	JIC	Joint Information Center
DRC	Disaster Recovery Center (FEMA)	JOC	Joint Operations Center
DSCA	Defense Support of Civil Authorities (DOD)	LEPC	Local Emergency Planning Committee
DWI	Disaster Welfare Inquiry (ARC)	MACC	Multi-Agency Coordination Center (Region D)

MADDL	Missouri Animal Disease Diagnostic Laboratory	SAC	Special Agent-in-Charge
MCI	Mass Casualty Incident	SAR	Search and Rescue
MDA	Missouri Department of Agriculture	SARA	Superfund Amendment Reauthorization Act (Title III)
MDC	Missouri Department of Conservation	SCO	State Coordinating Officer
MFDEA	Missouri Funeral Directors and Embalmers Association	SEMA	State Emergency Management Agency (MO)
MODRS	Missouri Disaster Response System	SEOC	State Emergency Operations Center
MRC	Medical Reserve Corps. (DHSS)	SEOP	State Emergency Operations Plan
MSHP	MO State Highway Patrol	SFLEO	Senior Federal Law Enforcement Official
MONG	Missouri National Guard	SIOC	Strategic Information and Operations Center (US)
MOU	Memorandum of Understanding	SFO	Senior Federal Official
NBC	Nuclear, Biological, and Chemical	SME	Subject Matter Expert
NCS	National Communications System	SOG	Standard Operations Guide
NDMS	National Disaster Medical System (U.S.)	SOP	Standard Operating Procedures
NDPO	National Domestic Preparedness Office (FBI)	SRT	Special Response Team (Springfield PD)
NFPA	National Fire Protection Agency	TRS	Trunked Radio System
NIMS	National Incident Management System (U.S.)	TSA	Transportation Security Administration
NIRT	Nuclear Incident Response Team (DHS)	UC	Unified Command
NMRT	National Medical Response Team (FEMA)	USACE	U.S. Army Corps of Engineers
NOAA	National Oceanic and Atmospheric Administration	USAR	Urban Search & Rescue Team (FEMA)
NPO	Non-Profit Organization	USSS	U.S. Secret Service
NRC	National Response Center	USDA	Department of Agriculture (U.S.)
NRF	National Response Framework (U.S.)	WMD	Weapons of Mass Disaster
NRT	National Response Team (EPA)	WPS	Wireless Priority Service (FEMA)
NSSE	National Special Security Event	VMAT	Veterinary Medical Assistance Team (FEMA)
NWS	National Weather Service	NVRT	National Veterinary Response Team (HHS)
OEM	Office of Emergency Management		
OEP	Office of Emergency Preparedness (HHS)		
OSC	On-Scene Coordinator		
OSHA	Occupational Safety & Health Administration		
OSLGCP	Office of State and Local Government Coordination and Preparedness		
PDA	Preliminary Damage Assessment		
PDD	Presidential Decision Directive		
PFO	Principle Federal Official		
PIO	Public Information Officer		
POC	Point of Contact		
RERT	Radiological Emergency Response Team (EPA)		
RETCO	Regional Emergency Transportation Coordinator (DOT)		
RHSOC	Regional Homeland Security Oversight Committee		
RsMO	Revised Statue of Missouri		

## **Definition of Terms**

### **A**

**Action Plan:** An action plan contains emergency response objectives that reflect the overall priorities and supporting activities for a designated period. The plan should be shared with supporting agencies.

**Activation:** At a minimum, a designated official of the emergency response agency that implements the appropriate ESF to the scope of the emergency and the agency's role in response to the emergency.

**After Action Report (AAR):** A report covering response actions, modifications to plans and procedures, training needs, and recovery activities. After Action Reports by the EOC after any emergency that requires a declaration of an emergency or any functional or full-scale exercise. Reports are required within 90 days.

**Agency:** An agency is a division of government with a specific function, or a non-governmental organization (e.g., private contractor, business, non-profit) that offers a particular kind of assistance. In IMS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation), or assisting and/or cooperating (providing resources and/or assistance).

**American Red Cross (ARC):** A national volunteer agency that provides disaster relief to individuals and families. The ARC is the lead non-profit organization for shelters and shelter feeding. They also provide disaster welfare inquiries.

**Area Command:** A field organization established to:

- Oversee the management of multiple incidents that are each being handled by an IMS organization.
- Oversee the management of a large incident that has multiple Incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

**Authority Having Jurisdiction (AHJ):** an organization, office or an individual responsible for approving equipment, materials, an installation, or a procedure.

### **B**

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

**Base Flood:** A term that is used by the National Flood Insurance Program to indicate the minimum size of a flood. It is used by a community as a basis for its floodplain management regulations that is presently required by regulations to be that flood which has a one-percent chance of being equaled or exceeded in any given year. Also known as a 100-Year Flood or one-percent chance flood.

**Base Flood Elevation (BFE):** The computed elevation to which floodwater is anticipated to rise during the base flood. Base Flood Elevations (BFEs) are shown on Flood Insurance Rate Maps (FIRMs) and on the flood profiles. The BFE is the regulatory requirement for the elevation or flood proofing of structures. The relationship between the BFE and a structure's elevation determines the flood insurance premium.

**Biosecurity:** A system designed to protect a group of living organisms from all types of infectious agents (i.e. viral, bacterial, fungal and parasitic).

**BSE:** Bovine Spongiform Encephalopathy, is a slowly progressive, degenerative fatal disease affecting the central nervous system of adult cattle. Also known as “Mad Cow” disease. A disease similar to BSE occurs in sheep and is called Scrapie. The human form of this condition is called, Creutzfeldt-Jakob disease.

## C

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

**Casualty Collection Points (CCP):** See Field Treatment Sites

**Catastrophic Incident:** Any natural or manmade incident, including terrorism, that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions. All catastrophic events are Incidents of National Significance.

**Chain of Command:** A series of command, control, executive, or management positions in their order of authority.

**Civil Air Patrol (CAP):** A civilian auxiliary of the United States Air Force that provides personnel, services, and equipment for specified missions in support of state and local emergency operations.

**Civil Disorder:** Any incident intended to disrupt community affairs that require police intervention to maintain public safety including riots, mass demonstrations, and terrorist attacks.

**Civil Transportation Capacity:** The total quantity of privately owned transportation services, equipment, facilities, and systems from all transportation modes nationally or in a prescribed area of a region.

**Clear Text:** The use of plain English in radio communication transmissions. No Ten Codes or agency specific codes are used when utilizing Clear Text.

**Code of Federal Regulations (CFR):** "49 CFR" refers to Title 49, the primary volume regarding hazmat transportation regulations.

**Command:** The act of directing and/or controlling resources at an incident by virtue of explicit legal, agency, or delegated authority. May also be referred to as, “Incident Commander”.

**Command Post:** (*See Incident Command Post*)

**Command Staff:** The Command Staff consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander. They may have an assistant or assistants, as needed. These functions may also be found at the EOC. At the EOC, they would report to the EOC Director, but may be designated as Coordinators.

**Community Right-to-Know (EPCRA):** Legislation requiring the communication of local chemical use and storage to local agencies or the public.

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

**Comprehensive Emergency Management:** An all-hazards approach for organizing and managing emergency protection efforts. There are four phases in the process: mitigation, preparedness, response, and recovery.

**Consequence Management:** Predominantly an emergency management function including measures to protect public health and safety, restore essential government services, and provide emergency relief to governments, businesses, and individuals affected by the consequences of terrorism. The requirements of consequence management and crisis management are combined in the NRP.

**Continuity of Government:** All measures that may be taken to ensure the continuity of essential functions of governments in the event of emergency conditions, including line-of-succession for key decision makers.

**Contingency Plan:** A supporting plan that deals with one specific type of emergency, its probable effect on the jurisdiction, and the actions necessary to offset these effects.

**Convergent Volunteer:** A volunteer that has not been pre-registered as a Disaster Service Worker and has spontaneously volunteered to assist during a time of disaster or emergency. The ARC, working through MOVOAD, is the lead non-profit agency in providing intake and referral for convergent volunteers during a disaster.

**Coordination:** The process of systematically analyzing a situation, developing relevant information and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc..

**Coordination Center:** Term used to describe any facility that is used for the coordination of agency or jurisdictional resources in support of one or more incidents.

**Cost Sharing Agreements:** Agreements between agencies or jurisdictions to share designated costs related to incidents. Cost sharing agreements are normally written but may also be verbal between authorized agency and jurisdictional representatives at the incident.

**Credible Threat:** A potential terrorist threat that, based on a threat assessment, is credible and likely to involve WMD.

**Crisis Management:** Predominantly a law enforcement function and included measures to identify, acquire, and plan the use of resources needed to anticipate, prevent, and/or resolve a threat or act of terrorism. The requirements of consequence management and crisis management are combined in the NRP.

## **D**

**Damage Assessment:** The process utilized to determine the magnitude of damage and the unmet needs of individuals, businesses, the public sector, and the community caused by a disaster or emergency event.

**Dam Failure:** Part or complete collapse of a dam causing downstream flooding.

**Declaration:** The formal action by the President to make a State eligible for a major disaster or emergency assistance.

**Declaration Process:** When a disaster strikes, local authorities and individuals request help from private relief organizations and their State government, which give all assistance possible. If assistance is beyond their capability, the Governor requests a Presidential declaration of a disaster.

**Defense Support to Civil Authorities (DSCA):** Refers to DOD support, including Federal military forces, DOD civilians and DOD contractor personnel, and DOD agencies and components, for domestic emergencies and for designated law enforcement and other activities.

**Department Operations Center (DOC):** An EOC used by a distinct discipline, such as fire, medical, hazardous material, or a unit, such as Department of Public Works, Department of Health, or local water district. Department Operations Centers may be used at all levels above the field response level, depending upon the impact of the emergency.

**Designated Area:** Any emergency or major disaster-affected portion of a State, that has been determined eligible for Federal assistance.

**Disaster:** A sudden calamitous emergency event bringing great damage, loss, or destruction.

**Disaster Assistance Program:** A program that provides state funding or reimbursement for local government response related personnel costs incurred in response to an incident.

**Disaster Field Office:** A central facility established by the Federal Coordinating Office within or immediately adjacent to disaster impacted areas to be utilized as a point of coordination and control for state and federal governmental efforts to support disaster relief and recovery operations.

**Disaster Service Center:** A facility in which disaster victims can obtain further assistance with their application preparation.

**Disaster Service Worker:** Includes any person registered with a disaster council or the Governor's Office of Emergency Services engaging in disaster service without pay or other consideration. It also includes public employees and any unregistered person impressed into service during a state of emergency, or a local emergency by a person having authority to command the aid of citizens in the execution of his duties.

**Disaster Support Area (DSA):** A pre-designated facility usually located at the periphery of a disaster area, where disaster relief resources (manpower and material) can be received, accommodated or stockpiled, allocated and dispatched into the disaster area. A separate portion of the area may be used for receipt and emergency treatment of casualty evacuees and for the subsequent movement of casualties to treatment facilities.

**Dispatch:** The implementation of a command decision to move a resource or resources from one place to another.

**Dispatch Center:** A facility from which resources are assigned to an incident.

## **E**

**Emergency:** A condition of disaster or of extreme peril to the safety of persons and property that is caused by such conditions as air pollution, fire, flood, hazardous material incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake or other conditions.

**Emergency Alert System (EAS):** A system that enables the President and federal, state, and local governments to communicate through commercial radio and television broadcast stations with the general public in the event of a disaster.

**Emergency Management Director:** The individual within each local jurisdiction that is delegated the day-to-day responsibility for the development and maintenance of all emergency management coordination efforts.

**Emergency Medical Services (EMS):** Treatment of casualties necessary to maintain their vital signs prior to treatment at a medical center.

**Emergency Medical Technician (EMT):** A health-care specialist with particular skills and knowledge in pre-hospital emergency medicine.

**Emergency Operations:** Those actions taken during the emergency period to protect life and property, care for the people affected, and temporarily restore essential community services.

**Emergency Operations Center (EOC):** A location from which centralized emergency management can be performed. EOC facilities are established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

**Emergency Operations Plan (EOP):** The plan that each jurisdiction has and maintains for responding to relevant hazards.

**Emergency Period:** A period which begins with the recognition of an existing, developing, or impending situation that poses a potential threat to a community. It includes the warning (if applicable) and impact phase and continues until immediate and ensuing effects of the disaster no longer constitute a hazard to life or threat to property.

**Emergency Public Information (EPI):** Information disseminated to the public by official sources during an emergency, using broadcast and print media. EPI includes:

- Instructions on survival and health preservation actions to take (what to do, what not to do, evacuation procedures, etc.).
- Status information on the disaster situation (number of deaths, injuries, property damage, etc.).
- Other useful information (state/federal assistance available).

**Emergency Public Information System:** The network of information officers and their staffs who operate at all levels of government within the state. The system also includes the news media through which emergency information is released to the public.

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

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

**Emergency Support Function (ESF):** A grouping of government and certain private-sector capabilities into an organizational structure to provide support, resources, program implementation, and services that are most likely to be needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities.

**Emerging Infectious Disease:** New or recurring infectious diseases of people, domestic animals, and/or wildlife; including identification, etiology, pathogenesis, zoonotic potential, and ecological impact.

**EOC Action Plan:** The plan developed at the EOC that contains objectives, tasks/actions to be taken, assignments and supporting information for the next operational period (See Action Plan).

**Essential Facilities:** Facilities that are essential for maintaining the health, safety, and overall well-being of the public following a disaster (e.g., hospitals, police and fire department buildings, utility facilities, etc.). May also include buildings that have been designated for use as mass care facilities (e.g., schools, churches, etc.).

**Evacuee:** An individual who moves or is moved from a hazard area to a less hazardous area with anticipation of return when the hazard abates.

**Exercise:** Maneuver or simulated emergency condition involving planning, preparation, and execution; carried out for the purpose of testing, evaluating, planning, developing, training, and/or demonstrating emergency management systems and individual components and capabilities, to identify areas of strength and weakness for improvement of an emergency operations plan (EOP).

**Exercise Scenario:** Background detail (domestic, international, political, military) against which an exercise is conducted.

**Expedient Shelter:** Any shelter constructed in an emergency or crisis on a "crash basis" by an individual, family, or small group of families.

## **F**

**Federal Agency (Federal Definition):** Any department, independent establishment, government corporation, or other agency of the executive branch of the federal government including the United States Postal Service, but not including the American Red Cross.

**Federal Coordinating Officer (FCO):** The Federal officer who is appointed to manage Federal resource activities related to Stafford Act disasters and emergencies. The FCO is responsible for coordinating the timely delivery of Federal disaster assistance resources and programs to the affected State and local governments, individual victims, and the private sector.

**Federal Disaster Assistance:** Provides in-kind and monetary assistance to disaster victims, state, or local government by federal agencies under the provision of the Federal Disaster Relief Act and other statutory authorities of federal agencies.

**Federal Disaster Relief Act:** Public Law 93-288, as amended, that gives the President broad powers to supplement the efforts and available resources of state and local governments in carrying out their responsibilities to alleviate suffering and damage resulting from major (peacetime) disasters.

**Federal Emergency Management Agency (FEMA):** This agency was created in 1979 to provide a single point of accountability for all Federal activities related to disaster mitigation and emergency preparedness, response, and recovery.

**Federal Resource Coordinator (FRC):** The Federal official appointed to manage Federal resource support activities related to non-Stafford Act incidents. The FRC is responsible other Federal departments and agencies using interagency agreements and MOUs.

**FEMA-State Agreement:** A formal legal document between FEMA and the affected State stating the understandings, commitments, and binding conditions for assistance applicable as the result of the major disaster or emergency declared by the President. It is signed by the FEMA Regional Director, or designee, and the Governor.

**Field Coordination Center:** A temporary facility established by the State Office of Emergency Services within or adjacent to areas affected by a disaster. It functions under the operational control of the OEM mutual aid regional coordinator and is supported by mobile communications and personnel provided by OEM and other agencies.

**Field Operations Guide (FOG):** A pocket size manual of instructions on the application of the Incident Management System.

**Field Treatment Site (FTS):** A location within a jurisdiction that is used for the assembly, triage (sorting), medical stabilization, and subsequent evacuation of casualties. It may be used for the receipt of incoming medical resources (personnel and supplies). Preferably the site should include or be adjacent to an open area suitable for use as a helicopter pad.

**Finance Section:** One of the five primary functions; is responsible for all costs and financial considerations.

**Flood Hazard Boundary Map (FHBM):** The official map of a community that shows the boundaries of the flood plain and special flood hazard areas that have been designated. It is prepared by FEMA, using the best flood data available at the time a community enters the emergency phase of the NFIP. It is superseded by the FIRM after a more detailed study has been completed.

**Flood Insurance:** Insurance coverage provided under the National Flood Insurance Program (NFIP).

**Flood Insurance Rate Map (FIRM):** The official map of a community prepared by FEMA, which shows the base flood elevation, along with the special hazard areas and the risk premium zones. The study is funded by FEMA and is based on detailed surveys and analysis of the site-specific hydrologic characteristics.

**Function:** The five major activities in IMS: Management, Operations, Planning, Logistics, and Finance.

**Food and Nutrition Service (FNS) Disaster Task Force:** The Food Security Act of 1985 (Pub. Law 99-198) requires the Secretary of Agriculture to establish a disaster task force to assist states in implementing and operating various disaster food programs.

**Foreign Animal Disease (FAD):** A disease not endemic to the United States. Also known as trans-boundary diseases in some countries. Examples of FAD include Foot-and-Mouth disease, Newcastles disease, Avian Influenza (high pathogenic), and African Swine Fever.

## G

**Geographic Information Systems (GIS):** A GIS is a computer system capable of capturing, storing, analyzing, and displaying geographically referenced information; that is, data identified according to location. Practitioners also define a GIS as including the procedures, operating personnel, and spatial data that go into the system.

## H

**Hazard:** Any source of danger or element of risk to people or property.

**Hazard Area:** A geographically defined area in which a specific hazard presents a potential threat to life and property.

**Hazard Identification and Risk Assessment (HIRA):** A list of hazards and potential hazards that could affect a jurisdiction and the risks associated with them.

**Hazardous Material:** A substance or combination of substances that, because of quantity, concentration, physical, chemical, radiological, explosive, or infectious characteristics, poses a potential danger to humans or the environment. Generally, such materials are classed as explosives and blasting agents, flammable and nonflammable gases, combustible liquids, flammable liquids and solids, oxidizers, poisons, disease-causing agents, radioactive materials, corrosive materials, and other materials including hazardous wastes.

**Hazardous Material Incident (Stationary):** Any uncontrolled release of material capable of posing a risk to health, safety, and property. Areas at risk include facilities that produce, process, or store hazardous materials as well as sites that treat, store, and dispose of hazardous material.

**Hazardous Material Incident (Transportation):** Any spill during transport of material that is potentially a risk to health and safety.

**Hazard Mitigation:** A cost-effective measure that will reduce the potential for damage to a facility from a disaster event.

**Hazard Mitigation Grant Program (HMGP):** Authorized under Section 404 of the Stafford Act. Provided funding for hazard mitigation projects that are cost effective and complement existing post-disaster mitigation programs and activities for beneficial mitigation measures that are not funded through other programs.

**Hazard Mitigation Plan:** The plan resulting from a systematic evaluation of the nature and extent of vulnerability to the effects of natural hazards, including the actions needed to minimize future vulnerability to identified hazards.

**Humane Society:** Has responsibility to provide animal control services. In a disaster they will establish shelters for pets and coordinate all animal welfare and control services.

**Homeland Security Presidential Directive (HSPD):** A sequentially numbered executive order issued by the President to instruct Federal departments and agencies on specified homeland security procedures to implement or incorporate.

## **I**

**Immediate Need:** A logistical request that needs to be filled immediately.

**Incident:** An occurrence or event, either human-caused or by natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.

**Incident Action Plan (IAP):** The plan developed at the field response level that contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The plan may be oral or written.

**Incident Commander (IC):** The individual responsible for the command of all functions at the field response level.

**Incident Command Post (ICP):** The location at which the primary command functions are executed. The ICP may be co-located with other incident facilities. This function should be designated by a flashing green light.

**Incident Command System (ICS):** The nationally used standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. IMS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, with responsibility for the management of resources to effectively accomplish stated objectives pertinent to an incident.

**Incident of National Significance:** Based on criteria established in HSPD-5 (paragraph 4), an actual or potential high-impact event that requires a coordinated and effective response by and appropriate combination of Federal, State, local, tribal, non-governmental, and/or private sector entities in order to save lives and minimize damage, and provide the basis for long-term community recovery and prevention activities.

**Incident Support Team (IST):** A multi-agency/multi-jurisdiction team for extended incidents. It is a designated team of trained personnel from different departments, organizations, agencies, and jurisdictions, activated to support incident management at incidents that extend beyond one operational period.

**Individual Assistance (IA):** Supplementary Federal assistance provided under the Stafford Act to individuals and families adversely affected by a major disaster or an emergency. Such assistance may be provided directly by the Federal Government or through State, local governments, or disaster relief organizations.

**Infected Zone:** Within this zone, there is an intensive epidemiologic investigation of farm animals and wildlife. This is the zone closest to the infected premises. Also known as the quarantine or control area.

**Information Officer:** A member of the Command Staff responsible for interfacing with the public and media or with other agencies requiring information directly from the incident. There is only one Information Officer per incident. The Information Officer may have assistants. This position is also referred to as Public Affairs or Public Information Officer in some disciplines. At the EOC, the information function may be established as a Coordinator or as a section or branch reporting directly to the EOC Director.

**Infrastructure:** The manmade physical systems, assets, projects, and structures, publicly and/or privately owned, that are used by or provide benefit to the public. Examples include utilities, bridges, drinking water systems, electrical systems, communications systems, dams, sewage systems, and roads.

**In-Kind Donations:** Donations other than cash (usually materials or professional services) for disaster survivors.

**Interagency Modeling and Atmospheric Assessment Center (IMAAC):** An interagency center responsible for production, coordination and dissemination of consequence predictions for an airborne hazardous material release. The IMAAC generates the single Federal prediction of atmospheric dispersions and their consequences.

## **J**

**Joint Field Office (JFO):** A temporary Federal facility established locally to provide a central point for Federal, State, local, and tribal executives with responsibility for incident oversight, direction, and/or assistance to effectively coordinate protection, prevention, preparedness, response, and recovery actions. The JFO will combine the traditional functions of the JOC, the FEMA Disaster Field Office and the JIC within a single Federal facility.

**Joint Information Center (JIC):** A facility established to coordinate all incident-related public information activities. It is the central focal point for all news media at the scene of the incident.

**Joint Operations Center (JOC):** The focal point for all Federal investigative law enforcement activities during a terrorist or potential terrorist incident or any other significant criminal incident. The JOC becomes a component of the JFO when the National Response Plan is activated.

**Jurisdiction:** The range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., special district city, county, state or federal boundary lines), or functional (e.g., police department, health department, etc.) (See Multi-jurisdiction.)

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

## **L**

**Landing Zone (LZ):** Any designated location where a helicopter can safely take off and land.

**Lifelines:** A general term including all systems for storing, treating, and distributing such things as fuel, communications, water, sewage, and electricity.

**Life-Safety:** Refers to the joint consideration of both the life and physical well being of individuals.

**Local Assistance Center (LAC):** A facility established by local government within or adjacent to a disaster impacted area to provide disaster victims a "one-stop" service in meeting their emergency representatives of local, state, and federal governmental agencies, private service organizations, and certain representatives of the private sector.

**Local Emergency:** The existence of conditions of a disaster or extreme peril to the safety of persons or property within the territorial limits of a city or county. Which may be caused by such conditions as; air pollution, fire, flood, severe storms, epidemic, riot, earthquake or other conditions, other than from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and required the combined forces of political subdivisions to combat.

**Logistics Section:** One of the five primary functions; is responsible for providing facilities, services, and materials for the incident or at an EOC.

## M

**Major Disaster:** Any hurricane, tornado, storm, flood, high-water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, explosions, or other catastrophe in any part of the United States which, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Federal Disaster Relief Act, above and beyond emergency services by the Federal Government, to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

**Management by Objectives:** In the field or the EOC, this is a top-down management activity that involves a three-step process to achieve the desired goal. The steps are: establishing the objectives; selecting appropriate strategy(s) to achieve the objectives; and directing assignments associated with the selected strategy.

**Mass Care Facility:** A location where temporary services are provided to disaster victims during an emergency which may include lodging, food, clothing, registration, welfare inquiry, first aid, and essential social services.

**Media:** All means of providing information and instructions to the public, including radio, television, and newspapers.

**Message Center:** The Message Center is a part of the Incident or EOC Communications Center that is co-located or placed adjacent to it. It receives records, and routes information to appropriate locations at an incident or within an EOC.

**Mission Assignment:** A term used by DHS/FEMA to support the federal operations in the Stafford Act with a major disaster or emergency declaration. It orders immediate, short-term emergency response assistance when an applicable State or local government is overwhelmed by the event and lacks the capability to perform, or contract for, the necessary work.

**Mitigation [also called Prevention]:** Pre-event planning and actions that aim to lessen the effects of a potential disaster.

**Mobilization:** The process and procedures used by all organizations; federal, state, and local for activating, assembling, and transporting resources that have been requested to respond to or support an incident.

**Mobilization Center:** An off-incident location at which emergency service personnel and equipment are temporarily located pending assignment to incidents, release, or reassignment.

**Multi-Agency Command Center (MACC):** An interagency coordination center established by DHS/USSS during NSSEs as a component of the JFO. The MACC serves as the focal point for interagency security planning and coordination, including the coordination of all NSSE-related information from other intra-agency centers (e.g. police command posts, Secret Service security rooms, etc.) and other interagency centers.

**Multi-Agency Incident:** An incident where one or more agencies assist a jurisdictional agency or agencies. The incident may be managed under single or unified command.

**Multi-Jurisdiction Incident:** An incident requiring action from multiple agencies that have a statutory responsibility for incident mitigation. In IMS these incidents will be managed under Unified Command.

**Multipurpose Staging Area (MSA):** A pre-designated location having large parking areas and shelter for equipment and operators, which provides a base for coordinated localized emergency operations, a rally point for mutual aid coming into an area, and a site for post-disaster population support and recovery.

**Mutual Aid Agreement:** Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.

**Mutual Aid Coordinator:** An individual at local government, operational area, region or state level that is responsible to coordinate the process of requesting, obtaining, processing and using mutual aid resources. Mutual Aid Coordinator duties will vary depending upon the mutual aid system.

## N

**National Disaster Medical System (NDMS):** A coordinated partnership between DHS, HHS, DOD, and the Department of Veterans Affairs established for the purpose of responding to the needs of victims of a public health emergency. NDMS provides medical response assets and the movement of patients to health care facilities where definitive medical care is received when required.

**National Flood Insurance Program (NFIP):** The Federal program, created by an act of Congress in 1968, which makes flood insurance available in communities that enact satisfactory floodplain management regulations.

**National Incident Management System (NIMS):** A system mandated by HSPD-5 that provides a consistent, nationwide approach for Federal, State, local and tribal governments; the private sector; and NGOs to work effectively and efficiently together to prepare for, respond to and recover from domestic incidents, regardless of the size or complexity. To provide for interoperability and compatibility among, Federal, State, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as ICS: multi-agency coordination systems, training, identification and management of resources, qualification and certification, and the collection, tracking, and reporting of incident information and incident resources.

**National Response Center (NRC):** A national communications center for activities related to oil and hazardous substance response actions. The NRC is located in Washington, D.C. at the DHS/U.S. Coast Guard Headquarters.

**National Response Team (NRT):** Providing technical assistance, resources and coordination on preparedness, planning, response and recovery activities for emergencies involving hazardous substances, pollutants and contaminants, hazmat, oil, and weapons of mass destruction in natural and technological disasters and other environmental incidents of national significance.

**National Special Security Event (NSSE):** A designated event that, by virtue of its political, economic, social, or religious significance, may be the target of terrorism or other criminal activity.

**National Warning System (NWS):** The federal portion of the civil defense warning system, used to disseminate warning and other emergency information from the warning centers or regions to warning points in each state.

## O

**Office of Emergency Management (OEM):** Office of Emergency Management (OEM) plans and prepares for emergencies, educates the public about preparedness, coordinates emergency response and recovery, and collects and disseminates emergency information.

**100 Year Flood:** The flood elevation that has a one-percent chance of being equaled or exceeded in any given year. It is also known as the base flood elevation.

**Operational Period:** The period of time scheduled for execution of a given set of operation actions as specified in the Incident or EOC Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.

**Operations Section:** One of the five primary functions; is responsible for all tactical operations at the incident, or for the coordination of operational activities at an EOC. The Operations Section at the Field Response Level can include Branches, Divisions, Groups, Task Forces, Team, Single Resources, and Staging Areas. At the EOC levels, the Operations Section would contain Branches or Divisions as necessary because of span of control considerations.

**Out-of-Service Resources:** Resources assigned to an incident but unable to respond for mechanical, rest, or personnel reasons.

## **P**

**Planned Need:** A logistical request that can be filled during the next operational period.

**Planning Meeting:** A meeting held as needed throughout the duration of an incident, emergency, or disaster to select specific strategies and tactics for incident control operations and for service and support planning. The planning meeting is a major element in the development of the Action Plan.

**Planning Section:** One of the five primary functions; is responsible for the collection, evaluation, and dissemination of information related to the incident or an emergency, and for the preparation and documentation of Incident or EOC Action Plans. The section also maintains information on the current and forecasted situation.

**Political Subdivision:** Includes any city, county, district, or other local governmental agency or public agency authorized by law.

**Principal Federal Official (PFO):** The Federal official designated by the Secretary of Homeland Security to act as his/her representative locally to oversee, coordinate, and execute the Secretary's incident management responsibilities under HSPD-5 for Incidents of National Significance.

**Public Assistance (PA):** Supplementary Federal assistance provided under the Stafford Act to State and local governments or certain private, nonprofit organizations other than assistance for the direct benefit of individuals and families.

**Public Information Officer (PIO):** The individual at field or EOC level that has been delegated the authority to prepare public information releases and to interact with the media. Duties will vary depending upon the agency.

## **R**

**Radio Amateur Civil Emergency Services (RACES):** An emergency service designed to make efficient use of skilled radio amateurs throughout the state in accordance with approved civil defense communications plans. Operators are registered with OEM to provide emergency communications support.

**Reception Area:** An area which, through a hazard analysis and related preparedness planning, is pre-designated to receive and care for (or provide basic needs for) persons displaced from a hazard area.

**Regional Director (RD):** A director of a regional office of FEMA, or his/her designated representative. As used in the Stafford Act, Regional Director also means the Disaster Recovery Manager who has been appointed to exercise the authority of the Regional Director for a particular emergency or major disaster.

**Relocatees:** An individual who is relocated from a hazard area to a low risk area with the possibility of not returning.

**Remedial Movement:** The post-attack or post-event movement of people to better protected facilities or less hazardous areas.

**Remedial Operations:** Actions taken after the onset of an emergency situation to offset or alleviate its effects.

**Reporting Locations:** Specific locations or facilities where incoming resources can check-in at the incident.

**Rescue Group:** Two or more rescue teams responding as a unified group under supervision of a designated group leader.

**Rescue Team:** Four or more personnel organized to work as a unit. One member is designated team leader.

**Resources:** Personnel and equipment available, or potentially available, for assignment to incidents or to EOCs. Resources area described by kind and type, and may be used in tactical support or supervisory capacities at an incident or at EOCs.

**Restricted Zone:** An area around an infected or presumed infected facility, where livestock or human movement is strictly controlled or eliminated. The size of this zone is dependent on weather, terrain, livestock concentrations, etc.

## S

**Salvation Army:** A worldwide religious organization that provides disaster relief to individuals and families. The Salvation Army is the lead non-profit organization for mass feeding and clothing.

**Search:** Systematic investigation of area or premises to determine the presence and/or location of persons entrapped, injured, immobilized, or missing.

**Search Dog Team:** A skilled dog handler with one or more dogs trained especially for finding persons entrapped sufficiently to preclude detection by sight or sound.

**Section:** That organization level with responsibility for a major functional area of the incident or at an EOC (e.g., Operations, Planning, Logistics, and Finance).

**Section Chief:** The title for individuals responsible for command of functional sections: Operations, Planning, Logistics, and Finance).

**Sensitive Facilities:** Facilities in reception areas that will not normally be used as lodging facilities for relocatees. The facilities are either considered unsuitable or are required for essential activities (food establishments, fire stations, banks, radio stations, etc.). However, if any of these facilities provide adequate protection against radioactive fallout, they may be used as fallout shelter.

**Shelter Manager:** An individual who provides for the internal organization, administration, and operation of a shelter facility.

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

**Span of Control:** The supervisory ratio maintained within an IMS or EOC organization. A span of control of five positions reporting to one supervisor is considered optimum.

**Staging Areas:** Staging Areas are locations set up at an incident where resources can be placed while awaiting a tactical assignment. The Operations Section manages Staging Areas.

**Standard Operating Procedures (SOPs):** A set of instructions having the force of a directive, covering those features of operations that lend themselves to a definite or standardized procedure. Standard operating procedures support an annex by indicating in detail how a particular task will be carried out.

**State Agency:** Any department, division, independent establishment, or agency of the executive branch of the state government.

**State Emergency Management Agency (SEMA):** An OEM agency operated at the state level.

**State Emergency Operations Center (SEOC):** An EOC facility operated at the state level.

**State of Emergency:** 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, or earthquake or other conditions, other than conditions, resulting from a labor controversy, or conditions causing a state of war, which conditions by reason of 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.

**Supporting Materials:** Refers to the attachments that may be included with an Incident Action Plan. (e.g. communications, map, safety, traffic, and medical plans).

**Surveillance Zone:** Initially, this would include the entire affected state and those in close proximity to infected zone. This zone would be modified pending evaluation of tracing surveillance results. Within this zone responders carefully monitor concentration points, tracing contacts with infected animals and premises, perhaps conducting vaccination of livestock in a buffer zone around infected farms.

## **T**

**Tactical Direction:** Direction given by the Operations Section Chief at the field level which includes the tactics appropriate for the selected strategy, the selection and assignment of resources, tactics implementation, and performance monitoring for each operational period.

**Task Force:** A combination of single resources assembled for a particular tactical need with common communications and leaders.

**Technical Specialists:** Personnel with special skills that can be used anywhere within the IMS or EOC organization.

**Technological Hazard:** Includes a range of hazards emanating from the manufacture, transportation, and use of such substances as radioactive materials, chemicals, explosives, flammables, agricultural pesticides, herbicides, disease agents, oil spills on land, coastal waters or inland water systems; and debris from space.

**Terrorism:** The unlawful use of force or violence, committed by a group(s) against people or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives.

**Traffic Control Points (TCP):** Places along movement routes that are manned by emergency personnel to direct and control the flow of traffic.

**Triage:** A process of rapidly classifying patients on the basis of the urgency of treatment that is needed. The prioritizing of medical care based on the nature and severity of illness or complaint, history, signs and symptoms, general appearance, vital signs, and a brief physical assessment.

## U

**Unified Command:** In IMS, Unified Command is a unified team effort which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility or accountability.

**Unity of Command:** The concept by which each person within an organization reports to one, and only one, designated person.

**Urban Search and Rescue:** The complex process in which trained personnel use specialized equipment to locate and extricate victims trapped in collapsed buildings, and the mobilization and management of such personnel and equipment.

## V

**Volunteers:** Individuals who make themselves available for assignment during an emergency. These people may or may not have particular skills needed during emergencies and may or may not be part of a previously organized group. (*See Convergent Volunteers*)

**Volunteer and Donations Coordination Center:** Facility from which volunteer and donations management occurs. Requirements may include space for phone bank, meeting/training space, and warehouse space.

**Volunteer Organizations Active in Disaster (VOAD):** An organization that promotes cooperation in service delivery during and after a disaster.

**Vulnerability:** The susceptibility of life, property, or the environment to a specified dangerous event.

**Vulnerability Analysis:** A study of the degree to which populations, structures, and land areas are vulnerable to hazards.

## W

**Weapons of Mass Destruction (WMD):** As defined in Title 18, U.S.C. §2332a: (1) any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than 4 ounces, or missile having an explosive or incendiary charge of more than one-quarter ounce, or mine or similar device; (2) any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic poisonous chemicals or their precursors; (3) any weapon involving a disease organism; or (4) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.

**Wireless Priority Service (WPS):** WPS allows authorized personnel to gain priority access to the next available wireless radio channel to initiate calls during an emergency when carrier channels may be congested.

# BASIC PLAN

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## **BASIC PLAN**

### **I. PURPOSE**

The City of Battlefield Emergency Operations Plan (EOP) is, in its entirety, an all-hazards plan designed to provide assistance to its citizens. This plan establishes policies and procedures that will allow the respective governments of Battlefield and Greene County to maximize their emergency response capabilities. Its purpose is to assign responsibilities, develop procedures, and identify resources that will give local officials the best comprehensive emergency management capability possible, considering available resources. The EOP is coordinated throughout all levels of government.

This plan and its supporting documents assist local government officials in meeting their responsibility to protect the lives and property of their constituency. The plan uses as its basic tenant three fundamental focuses: Life Safety, Incident Stabilization and Property Conservation. It concentrates on actions that (1) ensure prompt and proper responses, (2) minimize suffering, (3) eliminate conditions caused by shortages of materials or services, (4) speed the return to normal community activity, (5) protect the environment, and (6) promote the well-being of the community. This document explains in basic terms how emergency operations will be controlled and the relationship of the various participating agencies. All hazards, natural and human-caused, will be considered from the standpoint of the four aspects of emergency management: (1) mitigation (2) preparedness, (3) response, and (4) recovery.

This plan is not designed to deal with those events that happen on a daily basis which do not cause widespread problems and are handled routinely by City and/or County agencies. It does attempt to deal with those occurrences such as floods, tornadoes, earthquakes, hazardous material incidents, severe winter weather, natural gas shortages, terrorism, etc., which create needs and cause suffering that the victims cannot alleviate without assistance, and that require an extraordinary commitment of governmental resources.

### **II. SCOPE**

This Emergency Operations Plan is applicable to the City of Battlefield. The plan in its entirety provides the framework for emergency response procedures for Battlefield personnel, key officials, and partnering agencies. It is the official Emergency Operations Plan for the City of Battlefield and supersedes previous plans. Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan or any Emergency Support Functions and appendices contained within.

### **III. SITUATIONS AND ASSUMPTIONS**

#### **A. Situations**

1. Battlefield is a 4<sup>th</sup> Class city under State statutory authority.
2. The 2010 estimated population, the latest estimation provided, for City of Battlefield was 5,590. The City of Battlefield has an average of 2,236 persons per square mile. The City of Battlefield encompasses approximately 2.50 square miles.
3. The City of Battlefield is the third largest municipality in Greene County.
4. The City of Battlefield's hazard potentials are well defined, but can vary in scope and magnitude. This plan has been specifically designed to focus on hazards addressed in the Hazard Identification and Risk Assessment plan and are sufficiently robust to conduct response and recovery operations in the face of any of the following hazards identified by the City of Battlefield and Greene County:

City of Battlefield Hazards	
Natural Hazards	Human-Caused Hazards
Winter Storms	Chemical Hazards
Droughts	Biological Hazards
Earthquakes	Radiological Hazards
Extreme Heat	Nuclear Hazards
Flooding	Explosives
Land Subsidence (Sinkholes)	Civil Disorder
Thunderstorms/Tornadoes	Technological Hazards
Wildfires	Waste

5. There will be times that City of Battlefield may not be directly affected by an occurrence, but local resources may be affected, because of a tasking from the state or that assistance is needed or requested from the jurisdiction affected. Some examples of such occurrences are listed below.
  - a. In an earthquake or any large-scale disaster, residents of counties affected may be forced to evacuate to the Battlefield area.
  - b. Coastal areas devastated by hurricanes may relocate to other areas around the country, including the Battlefield area.
  - c. A tornado occurring in an area of the region other than Battlefield may request resources from the City of Battlefield.
  
6. If they are effectively and promptly employed, the resources of the City of Battlefield can minimize or eliminate the loss of life and damage to property in the event of an emergency or major disaster. This includes the use of private and non-governmental organizations to the greatest extent possible.
  
7. This plan has been developed and is maintained as required by local executive order (**see Appendix 3**), pursuant to Missouri State Law, Chapter 44, RSMo and FEMA and State Emergency Management Agency (SEMA) guidance (**see Appendix 2**).
  
8. Mutual aid agreements, memoranda of understanding, contractual service agreements, and regional agreements, both written and verbal, exist between many of the emergency services agencies and subdivisions in the city and surrounding area and are used as necessary.
  - a. Primary areas of responsibility for mutual aid within Battlefield are assigned to the following agencies who maintain and activate the established mutual aid agreements and memoranda of understanding within their respective disciplines:
    - City of Battlefield
    - Battlefield Fire Protection District
    - Battlefield Police Department
    - Greene County Sheriff's Office
  - b. These agreements assist in providing additional equipment, supplies, facilities, and/or personnel when local shortfalls in resources exist.
  - c. The City of Battlefield is also included in the Southwest Missouri Region D Disaster Response Plan and the MoSCOPE. (**see Appendix 6**)

**B. Assumptions**

1. Some of the situations, as previously stated, may occur after implementation of warnings and other preparedness measures, but others may occur with little or no warning.

2. Officials for the City of Battlefield are aware of the possible occurrence of an emergency or major disaster and their responsibilities in the execution of this plan. They will fulfill these responsibilities as needed and capable.
3. Depending upon the severity and magnitude of the situation, local resources may not be adequate to deal with every occurrence. It may be necessary to request outside assistance through the county, volunteer organizations, the private sector, mutual aid agreements, or state and federal agencies/sources.
4. Terrorist attacks on this country are considered likely and are rarely announced.

#### **IV. CONCEPT OF OPERATIONS**

##### **A. General**

1. All potential severity levels of disasters requiring activation of this plan correlate with the four levels of activation for the Emergency Operations Center (**see Emergency Operations Center, ESF 5**).
2. When the emergency exceeds the local government's capability to respond, the chief elected official present of the affected jurisdiction will request assistance from State government. If additional assistance is needed beyond State capabilities, the State will coordinate requests to the proper federal agencies.
3. This plan is based on the concept that the emergency functions assigned to the various groups, organizations, and individuals involved in this plan will parallel their normal, day-to-day functions as closely as possible. The same personnel and material resources will be employed as much as possible in both normal and emergency functions.
4. The City of Battlefield has formally adopted the use of the National Incident Management System (NIMS) in accordance with Homeland Security Presidential Directive (HSPD)-5, *Management of Domestic Incidents*. The NIMS enhances the management of local incidents by establishing a single, comprehensive system for incident management. Local emergency response plans, procedures, guidelines and policies will incorporate certain concepts, that include, but are not limited to, modular organization, unified command, multi-agency coordination, span of control, common terminology, action planning process, comprehensive resource management, integrated communications, and pre-designated facilities for the use of coordinated emergency response.
5. Any day-to-day functions that do not contribute directly to emergency operations may be suspended for the duration of the emergency. The efforts that would normally be required for those functions will be redirected to accomplish the emergency tasks at hand.
6. The City of Battlefield has created an emergency management organization responsible for the preparation and implementation of emergency management functions for their jurisdiction in accordance with Chapter 44, RSMo. and the State of Missouri Emergency Operations Plan.

##### **B. Detection and Monitoring**

1. The City of Battlefield has implemented detection and monitoring processes to help prevent incidents by ensuring that all key stakeholders are provided with proper information and intelligence to make decisions based on their agency policies and directives.

2. Detection and monitoring of potential and actual hazards, risks, and emergencies is crucial to all aspects of the mitigation, preparedness, response and recovery functions of the City of Battlefield.
3. Multiple agencies have been assigned specific areas of responsibility for the function of detection and monitoring within Greene County and the City of Battlefield. Responsibility for detection and monitoring is based largely on the nature and character of the threat or hazard being monitored. The list of agencies assigned primary responsibility for detection and monitoring in Battlefield includes, but is not limited to:

- a. **Battlefield Police Department in conjunction with Greene County Sheriff's Office**

- Engages in law enforcement activities to detect and monitor potential human-caused hazards such as terrorism, civil disorder, and criminal acts.
- Participates in and monitors intelligence gathering networks such as:
  - **Fusion Center:** Missouri Information Analysis Center (MIAC) provides a public safety partnership consisting of local, state and federal agencies, as well as the public sector and private entities that will collect, evaluate, analyze, and disseminate information and intelligence to the agencies tasked with Homeland Security responsibilities in a timely, effective, and secure manner. Battlefield participates as a partner with the MIAC in this intelligence gathering and sharing.
  - **Southwest Missouri Detectives Group:** The Southwest Missouri Detectives Group meets monthly to share detailed information on current cases to determine similarities in Missouri and to track criminal trends. A secure email group is established to link members to time or incident sensitive information/intelligence rapidly.
  - **Homeland Security Information Network – Intelligence (HSIN) Portal:** Homeland Security Information Network (HSIN)-Intelligence facilitates the sharing, dissemination and notification of key Sensitive But Unclassified intelligence information between federal, state, local and tribal stakeholders supporting the Department of Homeland Security Office of Intelligence and Analysis (I&A). HSIN-Intelligence was established to support the critical intelligence information sharing needs of the Department and its partners. HSIN membership is made available to the emergency response community in Battlefield and several have access to this portal and utilize it for intelligence gathering.
  - **Investigative Criminal Activities Database (ICAD) Report:** This Battlefield Police Department record is for recording information that is not available in a police report or field interview report. This report is submitted when individual determines that the source or subject matter should be kept confidential.

b. **Springfield-Greene County Health Department**

- It engages in detection and monitoring of health-related threats such as biological hazards.
- Participates in and monitor intelligence gathering networks such as:
  - **Center for Emergency Response and Terrorism (CERT):** Works to ensure that plans and systems are in place to protect Missourians during public health emergencies. CERT works with local public health agencies, local government, law enforcement agencies, schools, hospitals and other health care organizations to prepare for both human-caused and natural disasters. The Springfield-Greene County Health Department coordinated closely with CERT to share intelligence that will assist with prevention of health related emergencies.
  - **ShowMe Response:** This site is operated by the Missouri Department of Health and Senior Services and allows you to register as a volunteer willing to provide services during a disaster or emergency situation. During a state or national disaster, this system may receive requests for potential volunteers. You can choose, at any time, to decline any request for activation. The Springfield-Greene County Health Department utilizes the ShowMe Response system for alerting trained health related responders able to assist in an emergency.

c. **City of Battlefield Emergency Management**

- The City of Battlefield can create documents (Situation and Infrastructure Reports) with input from internal and external stakeholders for the prevention of natural and human-caused incidents.
- Monitors natural hazards that have the potential to affect the Battlefield area.
- Coordinates with local partner agencies such as the Springfield-Greene County Office of Emergency Management, the National Weather Service, US Geological Survey, Local Emergency Planning Committees, Greene County Watershed Committee, and others to gather and provide intelligence monitoring information for potential hazards.

C. **Operational Time Frames**

The plan accounts for activities before, during, and after emergency operations. With this in mind, the following operational time frames were established for the various actions to be performed within the scope of this plan:

1. **Mitigation:** The period during which activities are undertaken to make changes to or in the community to assist in preventing the potential for disaster or lessen the impact of any potential disaster or emergency.
2. **Preparedness:** The period during which activities are undertaken to prepare for any potential disaster that cannot be prevented. During this phase, plans are made and exercised to bring the community to its highest preparedness level.
3. **Response:** The period during which activities are undertaken by individuals and/or departments to respond to an occurrence that threatens to or does harm to people and/or property.
4. **Recovery:** The period during which activities are undertaken by individuals and/or departments to provide for the welfare of the people following a disaster or emergency.

## V. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### A. Organization

1. Most of the departments within local government have emergency functions in addition to their normal day-to-day duties which parallel or complement normal functions. The emergency management organization for Battlefield will be set up along the following (21) functional lines:
  - a. **ESF-1.....** Transportation
  - b. **ESF-2.....** Communications
  - c. **ESF-3.....** Public Works & Engineering
  - d. **ESF-4.....** Fire
  - e. **ESF-5.....** Emergency Operations Center
  - f. **ESF-6.....** Mass Care & Companion Animal Sheltering
  - g. **ESF-7.....** Resource Management
  - h. **ESF-8.....** Public Health and Medical
  - i. **ESF-9.....** Search & Rescue
  - j. **ESF-10...** Hazardous Materials Response
  - k. **ESF-11....**Agriculture
  - l. **ESF-12...** Energy & Utilities
  - m. **ESF-13...** Law Enforcement & Counter Terrorism
  - n. **ESF-14...** Long-Term Recovery
  - o. **ESF-15...** Public Information and Warning
  - p. **ESF-16...** Damage Assessment
  - q. **ESF-17...** In-Place Protection and Evacuation
  - r. **ESF-18...** Domestic Animal Care
  - s. **ESF-19...** Donations Management
  - t. **ESF-20...** Volunteer Management
  - u. **ESF-21...** Military Support
2. The City of Battlefield has developed a capability for each of the emergency functions listed above, except in cases where one agency handles a particular operation for both on a day-to-day basis (i.e. American Red Cross, Family Services, etc.).

### B. Assignment of Responsibilities

1. As much as possible these functions or tasks (as identified above) will be assigned to agencies and/or individuals who perform these same or similar tasks on a day-to-day basis. In some cases, it will be assigned to a city official or agency, while others to county agencies or a combination thereof.
2. An agency or individual will be assigned the primary responsibility for each of these functions and may also be assigned one or more support responsibilities.
3. A primary/support responsibility chart, which makes these assignments, has been developed the City of Battlefield (**see Appendix 1**).
4. The specific tasks to be performed in each function are found in detail in each emergency support function and appendices thereto.

**C. Primary Agencies: City of Battlefield**

**Mayor of Battlefield, Board of Aldermen**

1. The chief elected official (CEO) of the affected jurisdiction is ultimately responsible for emergency management activities within the boundaries of the jurisdiction. The Mayor or designated successor to the Mayor in the City of Battlefield has a similar responsibility within the corporate boundaries of Battlefield. The Presiding Commissioner of Greene County is responsible for those activities in the unincorporated areas of the County.

2. Delegation of Authority

The Mayor of the City of Battlefield delegates authority for emergency management coordination and response to Battlefield's Emergency Management Director under the authority of City Code Chapter 225: Emergency Management.

**D. Support Agencies:**

**Emergency Management Director**

1. Coordination of all Emergency Management activities and implementation of the NIMS during large scale incidents.
2. Decision making on routine day-to-day matters pertaining to Emergency Management.
3. Advises on possible courses of action in Emergency Management.
4. Coordinates with the Local Emergency Planning Committee (LEPC).
5. Ensures proper functioning of the EOC during emergency operations.
6. Acts as a liaison with other local, state and federal Emergency Management agencies.
7. Other authorities as applicable, which have been specifically addressed in local ordinances, court orders, and agreements.
8. Serves as chief advisor to the city management leaders as well as the elected officials.
9. Responsible for the internal operations of the EOC.

**City Administrator**

1. Support the coordination of activities of Battlefield City departments.
2. Coordinate all situational awareness and disaster related intelligence to the Mayor and City Council members.
3. Participate in media related activities as requested and coordinated by Public Information Officer.

**City Legal Department**

1. Provide counsel regarding decisions made concerning direction and control issues.

## **VI. DIRECTION AND CONTROL**

1. All ESF operations will be controlled from the EOC to ensure effective operations.
2. Primary agencies identified in the P & S Chart (**see Appendix 1**) will control and operate ESF responsibilities and will hold all final decision making to that ESF.

## **VII. CONTINUITY OF GOVERNMENT**

Effective comprehensive Emergency Management operations depend upon two important factors to ensure continuity of government from the highest to the lowest level: (1) lines of succession for officials, department heads, and critical personnel; and (2) preservation of records.

### **A. Succession of Leadership**

1. In the event that an official or agency charged with participating in emergency operations is unable to perform, lines of succession will be established to ensure continuous emergency services are provided.
  - a. The line of succession for the City of Battlefield is from the Mayor, to the Mayor Pro Tem, to the City Council in order of their seniority and finally the City Administrator.
  - b. The line of succession for the Office of City Administrator is from the City Administrator to staff positions as assigned by Battlefield's Board of Alderman.
  - c. The line of succession for the Battlefield Emergency Management Director will be to staff positions designated by the Emergency Management Director.
  - d. Statutory law and/or local ordinance establish the line of succession for each Elected Official. Department policies and procedures establish the lines of succession for the specified department.

### **B. Preservation of Records**

In order to provide normal government operations after a disaster, all vital records of both a public and private nature recorded by such county and city officials as the clerk, tax collector, tax assessor, etc., should be protected and preserved. These would include legal documents, property deeds, tax records, etc. The following guidelines may apply:

1. Certain records and documents are vital to the continuance of government following a major disruption of normal activities such as a major disaster.
2. These records and documents are to be identified by officials responsible for their day-to-day maintenance.
3. Resources from local government will be allocated to provide for one or more of the following options:
  - a. Duplication of all such records, with off-site storage of the duplicate set.
  - b. Timely movement to secure or safe areas outside the City of Battlefield in times of emergency/disaster.
  - c. Development of secure and safe storage areas in Battlefield.

## VIII. ADMINISTRATION AND LOGISTICS

### A. Administration

1. Emergency Authority (see **Section X, Authorities and References**)
2. Reports and Records as required will be submitted to proper authorities in accordance with the instructions in the individual Emergency Support Functions.
3. Agreements and Understandings with other local jurisdictions, higher levels of government and other agencies can be utilized to supplement local resources should an emergency situation exhaust the capabilities of Battlefield. Requests for mutual aid can also be handled under 70.837 RSMo for requests from other jurisdictions. Agreements/understandings should be formalized in writing whenever specific performance by either party is required.
4. Discrimination on the grounds of race, color, religion, nationality, sex, age, physical or mental impairment, or economic status will not be allowed in the execution of Emergency Management functions. This policy applies to all levels of government and the private sector.
5. Disaster Assistance from the State or Federal governments will be used in accordance with their provisions and statutes. Requests for such assistance can only be made by the chief elected official of the jurisdiction or his/her designated successor. Requests must be submitted to the Governor of Missouri, through the State Emergency Management Agency, regardless of what type of assistance is required.

### B. Logistics

1. Whenever possible, procurement of necessary resources will be accomplished using normal day-to-day requisition channels.
2. During unusual situations when normal requisitions channels would result in the loss of life and property, such procedures can be circumvented. Deviations will be done under the authorities and procedures set forth in local ordinances (see **Resource Management, ESF 7**).
3. Procedures have been developed for the following:
  - a. Upon activation of the Emergency Operations Center (EOC) and in accordance with NIMS, a Logistics Section will be established.
  - b. The Logistics Section is tasked with obtaining and using facilities, materials, services, personnel and other resources required to support emergency operations.
  - c. Receiving and managing donations and services of individual citizens, private sector organizations and others not included in the formal response structure.
  - d. Identifying, as appropriate, special or critical resources required for radiological and chemical analysis, environmental assessment, biological sampling, etc.
  - e. Inventorying, storing, maintaining and replacement of administrative and logical support items used during emergency conditions.
  - f. Identifying the availability and accessibility of resources from neighboring jurisdictions, military installations, the State and Federal government.

## **IX. EMERGENCY OPERATIONS PLAN (EOP) DEVELOPMENT AND MAINTENANCE**

- A.** The Battlefield Emergency Management Director (EMD) will ensure appropriate officials are briefed on their roles in Emergency Management. The EMD will ensure newly employed officials are briefed as soon as possible after they assume their duties.
- B.** Review and written concurrence of this plan will be accomplished as follows: Each agency or department with assigned responsibilities should review this plan. They will report their concurrence to the EMD. The Mayor and EMD will sign the promulgation document for all departments.
- C.** All agencies/departments, working with the Springfield-Greene County Office of Emergency Management and the EMD, will be responsible for the development and maintenance of their respective segments of the plan (**see Section IV, Organization and Assignment of Responsibilities**).
- D.** Through the planning process, the City of Battlefield in coordination with the Springfield-Greene County Office of Emergency Management (OEM) will instigate an annual update of the plan by all agencies to include but not limited to, updated contact information, lessons learned from recent exercise or events, etc. Recommended changes or information can be provided at any time.
- E.** Every five years the City of Battlefield in coordination with the OEM will instigate a thorough analysis of the plan, organizing all primary and support agencies to review and rewrite relevant portions of the plan. Reformatting options will be considered at this time.
- F.** This plan will be tested/validated periodically through simulated emergency exercises in order to determine if revisions should be made that would improve disaster response and recovery operations. These exercises will provide practical, controlled operations whereby the EOC is activated.
- G.** This plan, or portions thereof, shall be activated by order of the Emergency Management Director or the chief elected official.
- H.** This plan will be updated as required based on deficiencies identified through drills and exercises, changes in local government structure, technological changes, etc.
- I.** To safeguard critical documents, files will be printed as a PDF to prevent any unauthorized changes.

## **X. AUTHORITIES AND REFERENCES**

- A.** Federal Public Law 93-288, Robert T. Stafford Disaster Relief and Emergency Act
- B.** Federal Public Law 99-499, SARA, Title III
- C.** National Response Framework (Enacted 2008)
- D.** National Incident Management System (NIMS-March 2004, Updated August 2007)
- E.** FEMA planning guidance CPG 101: Developing and Maintaining Emergency Operations Plans, V2.0
- F.** Presidential Decision Directives (PDD) 39 and 63
- G.** Presidential Policy Directive (PPD) 8-National Preparedness
- H.** Revised Statutes of Missouri, Chapter 44
- I.** Revised Statutes of Missouri, 49.070
- J.** Missouri Code of Regulations, Title XI, Division 10 Chapter XI
- K.** State of Missouri Emergency Operations Plan, updated annually
- L.** SEMA Hazard Analysis, updated annually
- M.** New Madrid Seismic Zone (NMSZ) Earthquake Joint State of Missouri and FEMA Region VII Response Operations. Summary document available on the SEMA website (See LEOP planning documents).
- N.** Battlefield City Code Chapter 225
- O.** Greene County Court Order (2011-ACR-768)

# BASIC PLAN

## APPENDICIES

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## **APPENDIX 1**

### **CITY OF BATTLEFIELD PRIMARY AND SUPPORT RESPONSIBILITIES**

#### **A. Primary and Support (P & S) Responsibilities Charts**

These charts assign departments, agencies, and organizations the responsibility to prepare for and to perform each of the twenty-one (21) identified Emergency Support Functions (**ESFs**) and also whether their responsibility toward the ESF is in a primary or supporting role.

# APPENDIX 1

## CITY OF BATTLEFIELD PRIMARY AND SUPPORT RESPONSIBILITIES

Department	Transportation	Communications	Public Works & Engineering	Fire	Emergency Operations Center (EOC)	Mass Care	Resource Management	Public Health & Medical	Search & Rescue	Hazardous Materials Response	Agriculture (Livestock, Food Animals & Crops)	Energy & Utilities	Law Enforcement & Counter Terrorism	Long Term Recovery	Public Information & Warning	Damage Assessment	In-Place Protection & Evacuation	Domestic Animal Care	Donations Management	Volunteer Management	Military Support
Emergency Support Function	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
<b>Battlefield Agencies</b>																					
Emergency Management	S	S	S	S	P	S	P	S	S	S	P	S	S	S	P	P	P	S	P	P	P
City Administrator	S	S	S	S	P	S	P	S	S	S	S	S	S	S	S	S	S	S	P	P	P
City Clerk					S		P														
Fire Protection District				P	S				S	S											
Police Department									S				P								
City Engineer																S					
Ozark Electric												P									
Public Water Supply District #1												P									
Public Works	P		P																		
Building Inspector			S													S					
Legal Department					S														S		
<b>County Agencies</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>
LEPC Committee										S											
County PIO															S						
County Assessor																S					
Building Regulations																S					
Sheriff's Office									P				S								
Highway Department	S		P																		
<b>City-County Agencies</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>
Emergency Management (OEM)	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
Emergency Communications Center		P													S						
Parks Department											S										
Springfield/Branson National Airport	S												S								
Public Health Department						S		P										S			
Medical Examiner								S													
<b>Other</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>
Municipal Police Departments									S				S								
Fire Protection Districts				S					S	S											
Public Schools	S																				
Springfield Fire Department	S			S					S	P											
<b>State Agencies</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>
Missouri Department of Conservation																					
Missouri Department of Natural Resources										S											

P – Primary Responsibility

S – Support Responsibility

**APPENDIX 1-cont.**

**City of Battlefield  
PRIMARY AND SUPPORT RESPONSIBILITIES**

<b>Department</b>	Transportation	Communications Public Works & Engineering	Fire	Emergency Operations Center (EOC)	Mass Care	Resource Management	Public Health & Medical	Search & Rescue	Hazardous Materials Response	Agriculture (Livestock, Food Animals & Crops)	Energy & Utilities	Law Enforcement & Counter Terrorism	Long Term Recovery	Public Information & Warning	Damage Assessment In-Place Protection & Evacuation	Domestic Animal Care	Donations Management	Volunteer Management	Military Support		
Emergency Support Function	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
<b>State Agencies</b>																					
Missouri Department of Transportation	S																				
Missouri National Guard													S								S
Missouri State Highway Patrol													S								
Missouri State Veterinarian (District 7)											S										
Mo Fire Marshal				S						S											
Incident Support Teams					S																
State Emergency Management Agency	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
<b>Non-Governmental Agencies</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>
American Red Cross						P										S			S	S	
City Utilities	S	S										P									
Civil Air Patrol																S					S
Convoy of Hope																			S		
Emergency Medical Services, Cox								S													
COAD																			S	S	
Emergency Medical Services, Mercy								S													
Emergency Veterinary Clinic of Southwest Missouri																			P		
Humane Society of SW MO																			S		
Other PIO Officers (Individual, Non-Profit & Private)															S						
Cox Hospital								S													
Mercy Hospital								S													
Ozarks Community Hospital								S													
Lakeland Regional Hospital								S													
Council of Churches	S																				
SW Center for Independent Living	S					S									S						
ARES/RACES		S																			
Salvation Army																				S	
CERT									S										S	S	S
Community Heroes																					S
Mo-211																					
BNSF	S																				

P – Primary Responsibility

S – Support Responsibility

## APPENDIX 2

### MISSOURI REVISED STATUTES

#### Chapter 44 Civil Defense Index August 28, 2009

##### Sections:

44.010.	Definitions.
44.020.	State emergency management agency created.
44.022.	Powers and duties of governor.
44.023.	Disaster volunteer program established, agency's duties--expenses--immunity from liability, exception.
44.024.	Public safety director to head emergency management agency
44.028.	State may accept federal goods and services on behalf of itself and its subdivisions.
44.032.	Emergency powers of governor, uses--Missouri disaster fund, funding expenditures, procedures, purposes--aid to political subdivisions, when, procedure--expenditures in excess of \$1,000, Governor to approve.
44.045	Health care professionals may be deployed during a state of emergency - - immunity from liability, when - - release of certain confidential information permitted, when.
44.080.	All political subdivisions shall establish a local emergency management organization.
44.090.	Mutual-aid agreements - - participation in statewide mutual aid system - - reimbursement for services provided, benefits.
44.100.	Emergency powers of governor.
44.101.	Firearms and ammunition, state of emergency, no restrictions permitted.
44.105.	Governor-declared state of emergency, suspension of certain state law provisions, when - - volunteers, responsibilities of - - staffing authority of the department.
44.110.	Cooperation of existing state agencies and political subdivisions emergency--suspension of activities and functions of state agencies and political subdivisions may be ordered.
44.112.	Rules of governor to govern all organizations established under sections 44.010 to 44.130--each organization to have copy of all rules and regulations.
44.113.	Political activity by emergency management organizations prohibited
44.115.	Persons employed by or associated with civil defense agencies --qualifications--oath required.
44.120.	Expenses, how paid.
44.125.	Agency to work with volunteers.
44.130.	Regulations to be filed with secretary of state--violations--penalty
44.225.	Citation of law--short title.
44.227.	Commission on seismic safety created--members, qualifications--officers--quorum--terms--removal from office--vacancies--expenses--staff.
44.229.	Commission's powers.
44.231.	Program to prepare state for responding to a major earthquake, commission's duty to establish.
44.233.	Duties of commission.
44.235.	Review and advisory powers of commission.
44.415.	Emergency mutual aid compact.

## APPENDIX 3

### BATTLEFIELD CITY CODE CHAPTER 225 EMERGENCY MANAGEMENT

#### **SECTION 225.010: CITY EMERGENCY MANAGEMENT AGENCY (C.E.M.A.) -- CREATED AND ESTABLISHED**

There is created the City Emergency Management Agency for the preparation and carrying out of all the emergency functions in an emergency or by disaster as defined in Section 44.010 (4) and (6), RSMo. (Ord. No. 96-042301 §1, 4-23-96)

#### **SECTION 225.020: CITY EMERGENCY MANAGEMENT AGENCY -- COMPOSITION**

The organization described in Section 225.010 shall consist of a Coordinator and other additional members in order to conform to the State organization and procedures for the conduct of emergency operations as defined in the State survival plan. (Ord. No. 96-042301 §2, 4-23-96)

#### **SECTION 225.030: CITY EMERGENCY MANAGEMENT AGENCY -- COORDINATOR -- APPOINTMENT -- TERM OF OFFICE -- DUTIES GENERALLY**

- A. A Coordinator of the City Emergency Management Agency for the conduct of emergency operations may be appointed by the Mayor and shall serve until removed by the same.
- B. The Coordinator shall have such responsibilities for the organization, administration and operation of this organization as provided by law, subject to the direction and control of the Mayor as provided by Statute. (Ord. No. 96-042301 §3, 4-23-96)

#### **SECTION 225.040: CITY EMERGENCY MANAGEMENT AGENCY -- FUNCTIONS**

The City Emergency Management Agency shall perform such emergency management functions within the City as shall be prescribed in and by the State plan and program prepared by the Governor and such orders, rules and regulations as may be promulgated by the Governor and in addition shall perform such duties outside the City as may be required pursuant to any mutual-aid agreement with any other political subdivision, municipality or quasi-municipality entered into as provided by the State Emergency Management Act, Chapter 44, RSMo., or the State survival plan. (Ord. No. 96-042301 §4, 4-23-96)

#### **SECTION 225.050: CITY EMERGENCY MANAGEMENT AGENCY -- APPOINTMENT, ETC., OF ADDITIONAL PERSONNEL**

The Mayor may appoint, provide without compensation, or remove any personnel needed by the organization for the proper function of its duties. (Ord. No. 96-042301 §5, 4-23-96)

#### **SECTION 225.060: CITY EMERGENCY MANAGEMENT AGENCY -- MOBILE SUPPORT UNITS**

- A. The Coordinator of the City Emergency Management Agency shall form mobile support units as provided for in the State Emergency Management Act, Chapter 44, RSMo., and the State survival plan and shall designate the leaders thereof from among members appointed by the Mayor.
- B. Any member of a mobile support team who is a City employee or officer while serving on call to duty by the Governor or the State Director of Emergency Management shall receive the compensation and have the powers, duties, rights and immunities incident to such employment or office. (Ord. No. 96-042301 §6, 4-23-96)

#### **SECTION 225.070: WAIVER OF CERTAIN FORMALITIES IN TIMES OF EMERGENCY**

In the event of an emergency as defined in the State Emergency Management Act Chapter 44, RSMo., the City Coordinator of Emergency Management is authorized on behalf of the City to procure such services, supplies, equipment or material as may be necessary for such purposes, in view of the emergency, without regard to the statutory procedures or formalities normally prescribed by law pertaining to municipal contracts or obligations as authorized by the State Emergency Management Act; provided, that if the Board of Aldermen meets at such time, he/she shall act subject to the directions and restrictions imposed by the body. (Ord. No. 96-042301 §7, 4-23-96)

**SECTION 225.080: CONTRACTING, ETC., IN TIME OF ENEMY ATTACK**

In the event of enemy attack, the Mayor may waive any time consuming procedures and formalities otherwise required by Statute pertaining to the advertisement for bids for the performance of public work or entering into contracts. (Ord. No. 96-042301 §8, 4-23-96)

**SECTION 225.090: OATH OF OFFICE OF MEMBERS OF THE EMERGENCY MANAGEMENT ORGANIZATION**

"I, \_\_\_\_\_, do so solemnly swear (or affirm) that I will support and defend the Constitution of the United States and the Constitution of the State of Missouri against all enemies, foreign and domestic; that I take this obligation freely, without any mental reservations or purpose of evasion; and that I will faithfully discharge the duties upon which I am about to enter. And I do further swear (or affirm) that I do not advocate, nor am I a member of any political party or organization that advocates the overthrow of the Government of the United States or this State by force or violence; and that during such time as I am a member of the City Emergency Management Agency, I will not advocate nor become a member of any political party or organization that advocates the overthrow of the Government of the United States or this State by force or violence." (Ord. No. 96-042301 §9, 4-23-96)

**SECTION 225.100: OFFICE SPACE**

The Mayor or Board of Aldermen is authorized to designate space in any City owned or leased building for the City Emergency Management Agency as its office. (Ord. No. 96-042301 §10, 4-23-96)

APPENDIX 4

CITY OF BATTLEFIELD NIMS ADOPTION RESOLUTION



**City Of Battlefield**  
5434 S. Tower Drive  
Battlefield, Missouri 65619  
(417) 883-5840 phone  
(417) 883-8189 fax  
[www.battlefieldmo.org](http://www.battlefieldmo.org)

BATTLEFIELD NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) ADOPTION RESOLUTION

**WHEREAS**, the President in Homeland Security Presidential Directive-5 (HSPD-5), directed the Secretary of the Department of Homeland Security to develop and administer a National Incident Management System (NIMS), which would provide a consistent nationwide approach for Federal, State, Local and Tribal governments to work together more effectively and efficiently to prevent, prepare for, respond to and recover from emergency incidents, regardless of cause, size or complexity; and

**WHEREAS**, the collective input and guidance from all Federal, State, Local and Tribal homeland security partners has been, and will continue to be, vital to the development of effective implementation and utilization of a comprehensive National Incident Management System; and

**WHEREAS**, it is necessary and that all Federal, State, Local and Tribal emergency agencies and personnel coordinate their efforts to effectively and efficiently provide the highest levels of incident management; and

**WHEREAS**, to facilitate the most efficient and effective incident management it is critical that Federal, State, Local and Tribal organizations utilize standardized terminology, standardized organizational structures, interoperable communications, consolidated action plans, unified command structures, uniform personnel qualification standards, uniform standards for planning, training, and exercising, comprehensive resource management, and designated incident facilities during emergencies or disaster; and

**WHEREAS**, the National Incident Management System standardized procedures for managing personnel, communication, facilities and resource will improve the City's ability to utilize funding to enhance local agency and streamline incident management processes; and

**WHEREAS**, the National Commission on Terrorist Attacks (9/11 Commission), the National Fire Protection Association (NFPA), National Fire Chiefs Association, the National Police Chiefs and Sheriff's Associations, and the National Emergency Management Association (NEMA) have all recommended adoption of a standardized Incident Command System.

**NOW, THEREFORE**, We, the Board of Aldermen of the City of Battlefield, Missouri, do hereby adopt the National Incident Management System (NIMS) as the city standard for incident management.

  
\_\_\_\_\_  
Aaron Kruse, Mayor, City of Battlefield, Missouri

12/5/12  
Date



**APPENDIX 5**

**CITY OF BATTLEFIELD'S OFFICIALS**

**Mayor**

-----

Chairs the Board Meetings, signs approval of  
Ordinances and Resolutions  
(417) 883-5840

**Planning and Zoning Commission**

-----

Works with the City Engineer and Building  
Inspector to oversee and approve plans for  
subdivisions and the administration of the  
Battlefield Zoning Codes  
(417) 883-0213

**Board of Adjustments**

-----

Hears and decides on appeals from decisions made  
by any administrative official of the city, and  
reviews variances for interpretations of the Zoning  
Codes or other ordinances  
(417) 840-2517

**Park Committee**

-----

Plans and implements the features and functions of  
the City parks  
(417) 883-5840

**Board of Alderman**

-----

Administers budget, enacts Ordinances and  
Resolutions, approves bids  
(417) 883-5840

**City Administrator/Director of Emergency  
Management**

-----

Oversight of the daily operations for the City and  
serves as liaison between the staff and the Board of  
Aldermen  
(417) 380-0514

**City Clerk**

-----

Records management, business license processing,  
custodian of TIF and CID, website administrator,  
manage park board reservations, elections, meeting  
administration, custody of the official  
(417) 883-5840

**Court Clerk**

-----

Maintains docket sheets, defendant files, deposits,  
reports, warrants and manages files for Municipal  
Judge  
(417) 883-5840

**Building Inspector**

-----

Reviews plans and provides inspections for  
subdivisions and buildings, permits for sewer and  
buildings, and assists the Public Works Department  
as needed  
(417) 496-7231

**Building Maintenance Supervisor**

-----

Maintains city streets, parks, right-of-ways and city  
owned buildings  
(417) 830-6202

**Chief of Police**

-----

Oversees compliance with City Code and State  
Law  
(417) 425-4243

## **APPENDIX 6**

### **MEMORANDUM OF UNDERSTANDING (MOU)**

1. MoSCOPE
2. Missouri National Guard

BP-21

BP-22

## **MISSOURI SYSTEMS CONCEPT OF OPERATIONAL PLANNING FOR EMERGENCIES (MoSCOPE)**

This includes:

- Missouri Mutual Aid System for Fire Resources
- Missouri Unified Law Enforcement—Mutual Aid Plan (Mule Map)
- Emergency Medical Services Mutual Aid Plan
- K9 Mutual Aid Plan (MoSCOPE-K9)
- Coroners Mutual Aid Plan (under construction)

**\*\*Due to the size of this plan, a copy is kept on file at Battlefield City Hall**

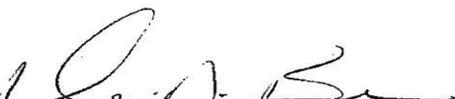


**MISSOURI NATIONAL GUARD  
JOINT FORCE HEADQUARTERS  
IKE SKELTON TRAINING SITE  
2302 MILITIA DRIVE  
JEFFERSON CITY, MISSOURI 65101-1203**

**MEMORANDUM OF UNDERSTANDING  
BETWEEN  
THE SPRINGFIELD MISSOURI NATIONAL GUARD UNITS  
AND  
THE GREENE COUNTY LOCAL EMERGENCY PLANNING COMMITTEE (LEPC)**

**SUBJECT: Greene County LEPC Emergency Response Arrangement**

1. The National Guards units at the Missouri Aviation Classification and Repair Depot (MOAVCRAD) located at 2501 Lester Jones Avenue in Springfield, MO, are required by state and federal regulations [40 CFR 262.34(d)(4)&(5)] to acquire written response arrangements between local emergency response agencies and the Missouri National Guard.
2. This memorandum is meant to establish cooperation in case of an unplanned release or other incident involving petroleum or hazardous material that may require your emergency services.
3. The Point of Contact for this matter is the MOAVCRAD Installation On Scene Coordinator, Ms. Wendy Beazley. Ms. Beazley can be contacted at 417-874-8416.
4. This MOU is effective once signed and dated by undersigned parties.

  
\_\_\_\_\_  
WENDY D. BEAZLEY  
MOAVCRAD Shop  
Environmental Protection Specialist

6-22-09  
\_\_\_\_\_  
(Date)

  
\_\_\_\_\_  
GREENE COUNTY LEPC  
Mr. Ryan Nicholls

07/08/09  
\_\_\_\_\_  
(Date)

## ESF-5

### EMERGENCY OPERATIONS CENTER

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	5.    EOC Operating Guidelines	ESF 5.13
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## ESF-5

### EMERGENCY OPERATIONS CENTER

**PRIMARY AGENCY:**           **The City of Battlefield Emergency Management Director**  
  **The City of Battlefield**

**SUPPORT AGENCIES:**       **Battlefield Fire Protection District**  
  **Springfield-Greene County Office of Emergency Management**  
  **City of Battlefield Staff**

#### I.       **PURPOSE**

When an emergency/disaster occurs, centralized direction and control are required to facilitate coordinated responses by the chief executive and key staff, emergency support service personnel, and representatives of private sector organizations or individuals who have assigned emergency responsibilities. The most effective way to exercise direction and control under emergency/disaster conditions is to provide a single site for key officials to work. This site is the Emergency Operations Center (EOC). The EOC coordinates activities with all personnel with an emergency response role, including superior, subordinate, and lateral elements as well as neighboring jurisdictions. Coordination of activities ensures that all tasks are accomplished with little or no duplication of effort and with the highest probability of success.

This ESF will develop a capability for the chief executives and key local officials of Battlefield, to direct and control response and recovery operations from a centralized facility (EOC) in the event of an emergency/disaster. The EOC should not be confused with the Incident Command(s), which control various aspects of the field operations that will normally exist during the same emergency/disaster. The following activities are performed in the EOC:

- A.       Receipt and dissemination of warnings.
- B.       Collection and analysis of situational information.
- C.       Coordination of policy level decisions.
- D.       Strategic management and coordination of emergency operations.
- E.       Support of strategic and/or long-term incident planning.
- F.       Coordination of Incident Action Plans.
- G.       Collection, analysis, and reporting of damage data.
- H.       Coordination of resource management.
- I.       Provision of emergency information and instructions to the public.
- J.       Maintenance of liaison with support agencies, other jurisdictions and other levels of government.

#### II.      **SITUATION AND ASSUMPTIONS**

##### A.       **Situation**

- 1.       The City of Battlefield is subject to many hazards (see **Hazard Mitigation Plan**) that would require the use of a centralized EOC to facilitate policymaking, coordination, and control of operating forces in a large-scale emergency/disaster situation.

2. Battlefield’s hazard potentials are well defined, but can vary in scope and magnitude. City emergency operations facilities are meant to be utilized within an all-hazards environment and are expected to function and should be adequate to conduct response and recovery operations in the face of the following hazards identified by Battlefield:

<b>City of Battlefield Hazards</b>	
<b>Natural Hazards</b>	<b>Human Caused Hazards</b>
Winter Storms	Chemical Hazards
Droughts	Biological Hazards
Earthquakes	Radiological Hazards
Extreme Heat	Nuclear Hazards
Flooding	Explosives
Land Subsidence (Sinkholes)	Civil Disorder
Thunderstorms/Tornadoes	Technological Hazards
Wildfires	Waste

3. The City of Battlefield will normally manage emergency/disaster operations from their EOC. Field operations will be controlled from one or more Incident Command Posts (ICPs) which will be located near the emergency/disaster scene.
4. Warning functions (storm sirens) for Battlefield will be managed from the Springfield-Greene County Office of Emergency Management. Communications for the City of Battlefield will be managed from the Springfield-Greene County Emergency Communications Center and coordinated with the Battlefield EOC. The Emergency Communications Center will act as a backup to the EOC for issuing public warnings.
5. The EOC has the capability to communicate with the necessary local, State, and federal agencies needed in times of emergency.
6. Should the primary EOC become inoperable, one of three alternate EOCs will be activated and departments/agencies notified. For alternate EOC operations, (see **Appendix 6**).

**B. Assumptions**

1. The EOC and procedures described in this ESF will be adequate for all disaster conditions that could arise for the City of Battlefield.
2. All EOC liaisons will utilize established procedures for EOC operation response to the event.
3. Close coordination must be maintained between Direction and Control (**Basic Plan**) such as the EOC and any established Incident Command Posts (ICPs) to identify special considerations, secondary threats, and available resources.

### III. CONCEPT OF OPERATIONS

#### A. General

1. During emergency operations, the EOC will follow the Incident Command System (ICS) structure and be organized into five major sections: Management, Operations, Plans, Logistics, and Finance/Admin. All EOC personnel, which include Emergency Support Function (ESF) primary and support agencies, will be organized into one of these five sections (see **Appendix 2**). The City of Battlefield, being small in size and population may have a single person assigned to one or more sections.

All sections will participate in the planning process, also known as the Planning “P”, (see **Appendix 3**) coordinated by the Plans Section. Adopted ICS forms can be utilized by all sections as coordinated by the Plans Section. If the Plans Section Chief position is not staffed, the Emergency Management Director (EMD) will fill this role or appoint a staff member to do so.

- a. **EOC Management/General Staff:** This section is led by the appointed EOC Director. This section consists of those responsible for the overall strategic management of the emergency. This group will include the EOC Director, and the Policy Group, and may include Public Information Officers, Liaison Officers, and Safety Officers. The Policy Group, coordinated by the EOC Director, will include, but not be limited to, Chief Elected Officials and the directors from the City departments affected by the emergency. The responsibilities of this Section are to:

- Manage EOC functions and coordinate the overall strategic response/recovery effort, including prioritizing, decision making, coordination, tasking, and conflict resolutions within the EOC.
- Report to the Battlefield City Mayor and the Battlefield Board Members as needed.
- Report to the Springfield-Greene County Office of Emergency Management.
- Report to the State Emergency Management Agency (SEMA).
- Facilitate Inter-jurisdictional coordination.
- Activate and deactivate the EOC, which includes notification and recall of personnel.
- Provide situational awareness updates via WebEOC.

- b. **EOC Plans:** This section is led by the appointed Planning Section Chief. The Planning Section is responsible for gathering, analyzing, evaluating and disseminating technical information and making recommendations to the EOC Director. While Operations is concerned with immediate strategic response to the disaster, Planning is concerned with the overall strategy and long-term goals. Planning’s function is to maintain information on the overall response effort and to develop an Incident Action Plan for the next operational period if the situation allows. Some key responsibilities of this section are:

- Coordinate effective implementation of the Planning “P” Process
- Develop an Incident Action Plan or similar plan for operational periods
- Production and tracking of incident record keeping
- Situational intelligence, including information gathering, verification, status reporting, and maintaining maps and displays
- Damage Assessment, including information gathering, verification, and reporting

- Providing situation reports to local, State and Federal officials and/or agencies using established forms, email, phone call, or WebEOC
- Briefing EOC staff

- c. **EOC Operations:** This section is led by the appointed Operations Section Chief. The Operations Section includes all activities that are directed toward the reduction of the immediate hazard, establishing control, and restoration of City operations. This section consists of those departments or agencies that are responsible for public safety and infrastructure. The individual agencies receive and evaluate requests for assistance and resources, establish priorities, and relay operational status and information to the Management Section.

Among those usually represented in this Section are primary and support organizations for the ESFs implemented for each event. The overall responsibility of this Section is to coordinate with field operations and ICP(s).

EOC operations will be conducted in the same manner regardless of the circumstances or location.

- d. **EOC Logistics:** This section is led by the appointed Logistics Section Chief. The Logistics Section consists of those departments with responsibilities for the procurement of personnel and equipment necessary for the management of and recovery from the emergency. The Logistics Section coordinates the procurement and provision of emergency resources and support for the response and recovery operations being conducted for the emergency or disaster.

- e. **EOC Finance/Admin:** This section is led by the appointed Finance Section Chief. The Finance Section is responsible for all finance, emergency funding and cost accountability functions for EOC operations. This Section provides financial and contracting services for emergency or disaster operations (**see ESF-7, Resource Management, Appendix 10**)

2. The ICS/EOC interface will be primarily established through the EOC Operations Section. Order of communications with field personnel will be through ESF liaisons, the EOC Operations Section Chief, and the EOC Director.
3. The EOC will be activated within established guidelines. When the EOC is activated, the Operations Section Chief will coordinate with the EOC Director in determining the appropriate ESFs that will be activated.
4. The number of EOC staff will be determined by the depth of personnel requested by the EOC Director and the number of ESFs activated.
5. Space will be provided in the EOC for all EOC personnel. Space for briefing the media will be available in the community room located inside City Hall.
6. The Emergency Management Director must maintain the capability to activate the EOC on short notice and maintain a 24-hour a day operation.
7. The Emergency Management Director is responsible for the administrative functions of the EOC.
8. The decision to discontinue EOC operations will be made by the Management Section in accordance with established laws, orders and procedures.

9. **Region “D” Multi Agency Coordination Center (DMACC)** - In the event that a disaster happens within the Region "D" area, and if needed, the “DMACC” will serve as the location for State, Federal and county agencies to provide resource and support capabilities to the affected area within Region “D”. The DMACC will be located at the Springfield-Greene County Office of Emergency Management, located at 330 W. Scott, Springfield, MO.
10. **Incident Support Team (IST)** - A multi-agency/multi-jurisdiction team for extended incidents. It is a designated team of trained personnel from different departments, organizations, agencies, and jurisdictions, activated to support incident management at incidents that extend beyond one operational period.

## **B. Actions to be Taken by Operating Time Frames**

### **1. Mitigation**

- a. Analyze potential disasters (**see Hazard Mitigation Plan**) and expand EOC capabilities to meet all situations.

### **2. Preparedness**

- a. Identify facilities, agencies, personnel, and other resources necessary to support EOC operations.
- b. Maintain procedures for upgrading the EOC to meet the growing needs of the community.
- c. Train Direction and Control staff in EOC procedures (tests and exercises).
- d. Maintain a public information program to exercise citizen awareness of the EOC facility and its purpose. Give briefings as necessary.
- e. Maintain plans to relocate EOC should it become necessary (**Appendix 6**).
- f. Prepare displays and acquire other equipment necessary for EOC operations.
- g. Stock administrative supplies and equipment.
- h. Maintain methods for message handling within the EOC.
- i. Maintain EOC security procedures.
- j. Conduct exercises and critiques of EOC procedures with the entire EOC staff.
- k. Test communications.
- l. Inventory equipment and supplies and alleviate shortages.

### **3. Response**

- a. EOC Activation
  - Determine Emergency Disaster Activation Level (**see Appendix 5**).
  - For an EOC activation of Level III or greater, the EOC Director or designee will determine which ESFs need to be activated or if assistance is needed from the Springfield-Greene County Office of Emergency Management.
  - EOC staff will initiate alert and notification of the activated ESFs.
- b. Alert and Notification
  - EOC staff, under the direction of the EOC Director, is responsible for alerting and notifying primary agencies for the activated ESFs with information including incident and EOC status.
  - Alerts and notifications may be done by:
    - Phone notification with Appendix 1 of applicable ESFs
    - 800 MHz radio communications
    - Emergency Communications Center (9-1-1)
- c. Initial Operations
  - Coordinate actions as required by the situation

- Provide support for Field Operations
- Begin Damage Assessment operations to establish situation reports
- Conduct regular situation briefings to include reports from operating departments/agencies
- Report situation to higher levels of government
- Ensure all EOC staff maintain a record of actions on EOC Form 214, to include messages received or sent
- Provide and maintain food, water, and necessary supplies to sustain the EOC staff.

**4. Recovery**

- a. Tabulate damage to include displaced persons and request outside assistance if necessary.
- b. Assimilate expenditure data and cost figures for payment.
- c. Repair equipment and replenish supplies.
- d. Begin deactivation of the EOC as conditions permit.
- e. Conduct critiques and initiate actions to improve capabilities.
- f. Prepare and submit after-action report to the State Emergency Management Agency (SEMA).

**IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

**A. Primary Agency:**

**The City of Battlefield Emergency Management Director  
The City of Battlefield**

1. The responsibility for overall Direction and Control of operations rests with the chief elected officials and Department Heads.
2. Battlefield's Emergency Management Director is responsible for serving as a key advisor to the chief elected official. He or she is also responsible for the internal management of operations in the EOC.
3. Maintain active liaison with all EOC sections.
4. Chair all EOC briefings.
5. Ensure proper message handling.
6. Coordinate records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

**B. Support Agencies:**

**Battlefield Fire Protection District**

Battlefield Fire Protection District is trained in managing an all-hazards environment and will support the City of Battlefield in any way possible during an event.

**City of Battlefield Support Staff**

Support and Coordinate activities of departments and personnel.

**Springfield-Greene County Office of Emergency Management (OEM)**

1. OEM will provide support if the City of Battlefield becomes overwhelmed by the size or complexity of the event and at the request of the City
2. Coordinate Incident Support Team (IST) deployment if necessary
3. Offer PIO assistance if requested
4. Coordinate activation of the DMACC if necessary

5. Open Public Information Communication Center (PICC) and/or the Joint Information Center (JIC) to assist with damage assessment, donations, etc. if requested

**C. State Support Agencies:**

**State Emergency Management Agency**

SEMA will coordinate with local government agencies on potential or actual disasters and emergencies.

**D. Federal Support Agencies**

**Federal Emergency Management Agency**

FEMA will coordinate with State government agencies on potential or actual disasters and emergencies.

**V. DIRECTION AND CONTROL**

- A. Although the Emergency Management Director manages operations within the EOC, his/her authority does not exceed that of the elected officials.
- B. A request for State and federal assistance can only be made by the chief elected official or his/her authorized successor or designee.

**VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

**VII. ADMINISTRATION AND LOGISTICS**

- A. All requests for assistance, all general messages, and all reports will be handled using the procedures and adopted ICS forms. The use of reports will vary according to the type of emergency involved.
- B. Security personnel or personnel designated by the Emergency Management Director will maintain a record of all persons entering and departing from the EOC. (ICS Form 211 or similar)
- C. Other forms as needed will be completed and utilized for incident, logistical and historical tracking purposes

**VIII. ESF DEVELOPMENT AND MAINTENANCE**

This ESF will be maintained and updated annually by the Springfield-Greene County Office of Emergency Management in coordination with the City of Battlefield

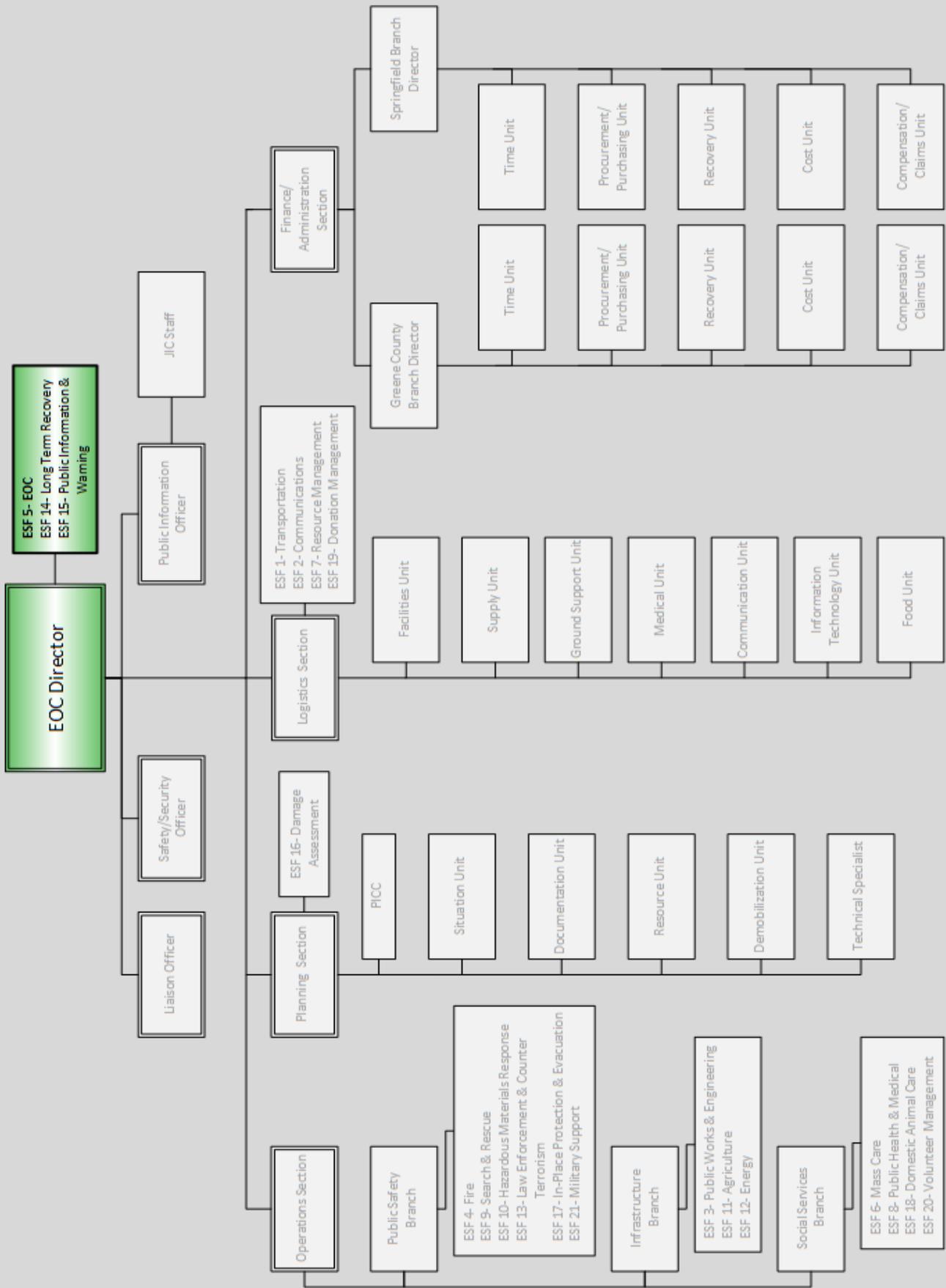
**ESF-5**  
**EMERGENCY OPERATIONS CENTER**  
**APPENDICIES**

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APPENDIX 7: EOC: Initiating Checklist	ESF 5.20

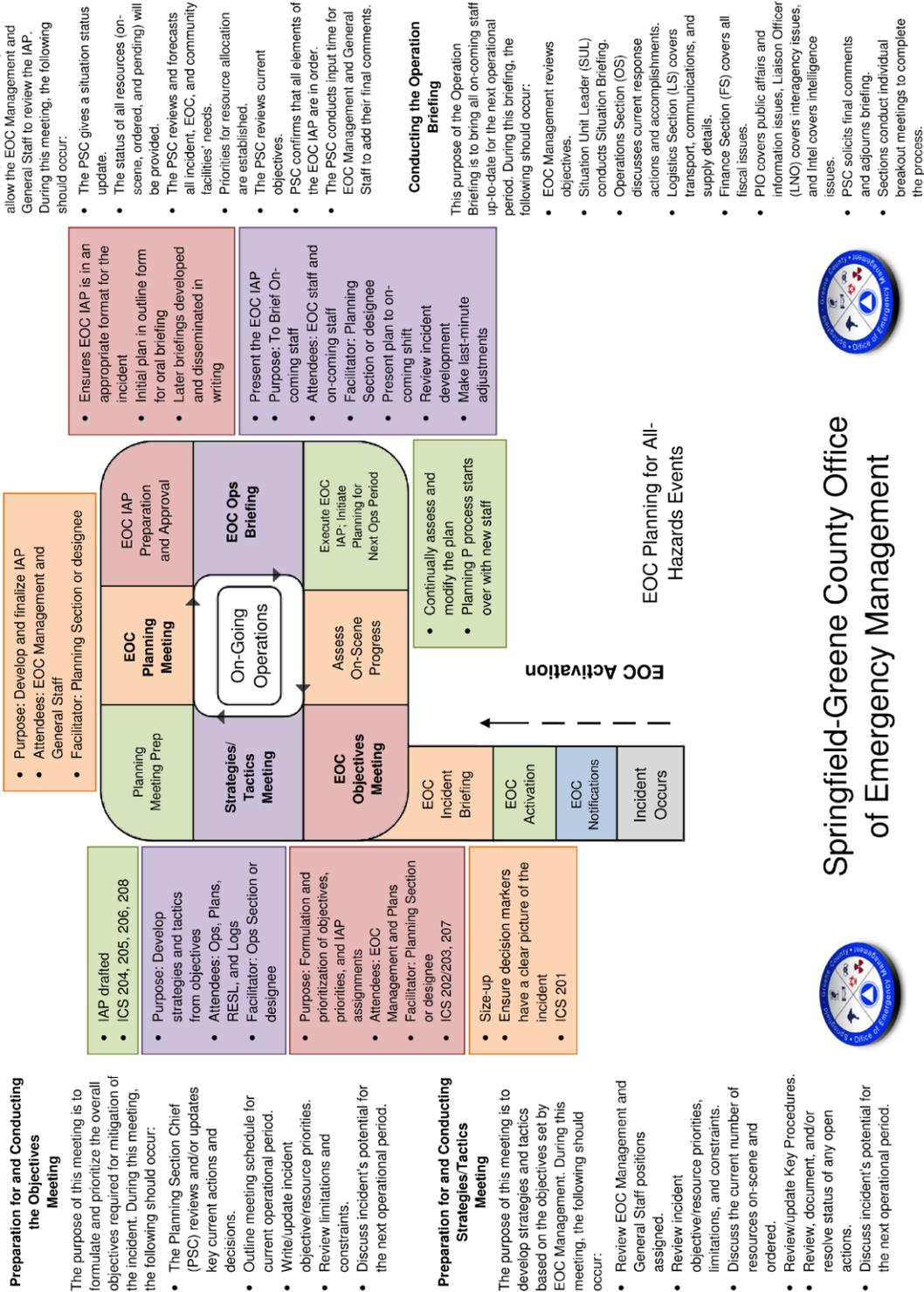
## **APPENDIX 1**

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# APPENDIX 2 ORGANIZATIONAL CHART



# EOC Planning P



Springfield-Greene County Office  
of Emergency Management

## APPENDIX 4

### ICS/ESF STAFFING

#### I. COMMAND/GENERAL STAFF

1. ESF 5 – Emergency Operations Center
2. ESF 14 – Long Term Recovery
3. ESF 15 – Public Information & Warning

#### II. OPERATIONS

##### A. Public Safety

1. ESF 4 – Fire
2. ESF 9 – Search and Rescue
3. ESF 10 – Hazardous Materials Response
4. ESF 13 – Law Enforcement & Counter Terrorism
5. ESF 17 – In-Place Protection & Evacuation
6. ESF 21 – Military Support

##### B. Infrastructure

1. ESF 3 – Public Works & Engineering
2. ESF 11 – Agriculture (Livestock, Food Animals & Crops)
3. ESF 12 – Energy & Utilities

##### C. Social Services

1. ESF 6 – Mass Care & Companion Animal Sheltering
2. ESF 8 – Public Health & Medical
3. ESF 18 – Domestic Animal Care
4. ESF 20 – Volunteer Management

#### III. PLANS

1. ESF 16 – Damage Assessment

#### IV. LOGISTICS

1. ESF 1 – Transportation
2. ESF 2 – Communications
3. ESF 7 – Resource Management
4. ESF 19 – Donations Management

## **APPENDIX 5**

### **BATTLEFIELD EMERGENCY OPERATION CENTER STANDARD OPERATING GUIDELINES**

#### **I. PURPOSE:**

The primary Emergency Operations Center (EOC) is a central location from which local governments can provide interagency coordination and executive decision making in support of incident response and recovery operations. The purpose of the EOC is to provide a centralized location where public safety, emergency response, and support agencies coordinate planning, preparedness, and response activities. Depending on the situation, the alternate EOC could become the seat of local government.

#### **II. SITUATION AND ASSUMPTIONS:**

The primary Battlefield Emergency Operations Center (EOC) is located at:

**Battlefield City Hall**

**5435 S. Tower Drive**

**Battlefield, Missouri 65619**

#### **III. CONCEPT OF OPERATIONS:**

##### **A. General**

1. The EOC will utilize a modified NIMS concept.

##### **B. Actions to be Taken by Operating Time Frames**

Activation procedures for the primary EOC are outlined below:

##### **1. ACTIVATION:**

The EOC will be activated as required for exercises, special events, or impending or actual emergencies on order of the Mayor, the City Administrator, the Emergency Management Director or their designated alternates or other duly constituted authority as outlined in the Basic Plan.

2. **ACTIVATION LEVELS:**

<b>OPCON LEVEL</b>	<b>CONDITION</b>
4	<b>Monitoring Activation:</b> Normal daily operations.
3	<b>Partial (Local) Activation:</b> This activation will be for an occurrence that can be handled by one or more departments/agencies within the local jurisdiction (city/county). It has the potential to require resources in excess of those available to the responding department/agency(s) through mutual aid agreements, etc.
2	<b>Full (State) Activation:</b> This activation will require a major response and a significant commitment of resources from several department/agency(s) and due to the situation will require a response from State resources/assets.
1	<b>Full (Federal) Activation:</b> This activation will require a massive response with resource commitments exceeding those available both locally and at a State level. Federal assets will be required to stabilize the situation.

<b>OPCON LEVEL</b>	<b>EOC STAFFING REQUIREMENT</b>
4	EOC Core Staff Only (EMD + City Clerk)
3	EOC Core Staff + On-Duty or Select Department/Agency Personnel + Elected Officials + Springfield-Greene County Office of Emergency (OEM) Personnel (if requested)
2	EOC Core Staff + Level 3 Staffing + State Personnel (This + DMACC staffing will likely be located at the OEM)
1	EOC Core Staff + Level 2 & 3 Staffing + State Personnel + Federal Personnel (This + DMACC staffing will likely be located at the OEM)

3. **ALERTING:**

The Greene County Emergency Communications Center is responsible for alerting the Emergency Management Director. Additional notifications will be made in accordance with the Emergency Operations Plan (EOP), **ESF-5, Appendix 1**, and the Emergency Services Advisory.

4. **SETUP:**

- a. The EOC is permanently established at 5434 S. Tower Drive in Battlefield. Emergency Management staff and volunteers will coordinate this function.
- b. Communications for the disaster will be handled through the Springfield-Greene County Emergency Communications Center. The Springfield-Greene County OEM Situation Room can function as a communications and message center for the City of Battlefield's EOC as well as the coordinating point for amateur communications utilized in the disaster upon request..

- c. The City of Battlefield is responsible for providing equipment, such as, copy machine, wireless internet, office supplies, message forms, log sheets etc.
- d. A Joint Information Center (JIC) and Public Information Communications Center (PICC) has been established at the Springfield-Greene County Office of Emergency Management at 330 W. Scott St. in Springfield and can be activated upon request.
- e. Alternate EOC locations can be found in **Appendix 6** of this ESF.

**5. OPERATIONS:**

This section will be led by the appointed Operations Section Chief. The Operations Section includes all activities that are directed toward the reduction of the immediate hazard, establishing control, and restoration of City operations. This section consists of those departments or agencies that are responsible for public safety, social services, and infrastructure. The individual agencies receive and evaluate requests for assistance and resources, establish priorities, and relay operational status and information to the Management Section.

Among those usually represented in this Section are primary and support organizations for the ESFs implemented for each event. The overall responsibility of this Section is to coordinate with field operations and ICP's.

EOC operations will be conducted in the same manner regardless of the circumstances or location.

**6. DEACTIVATION:**

Deactivation of the EOC may be in total or a reduced status. The deactivation should occur when the situation has stabilized to the point that the disaster has been controlled to the point that it is no longer an overwhelming burden to the city. Once the EOC has been deactivated, it can be reactivated should the need arise because the situation has once again begun to overwhelm the community.

Steps for deactivation will be the reverse of activation and will include the restock of any EOC supplies or rehabilitation of any EOC equipment.

## APPENDIX 6

### BATTLEFIELD ALTERNATE EMERGENCY OPERATION CENTER OPERATIONS

#### I. PURPOSE:

Like the Primary Emergency Operations Center (EOC), the Alternate EOC (AEOC) is a central location from which local governments can provide interagency coordination and executive decision making in support of incident response and recovery operations. The purpose of the EOC and AEOC is to provide a centralized location where public safety, emergency response, and support agencies coordinate planning, preparedness, and response activities. Depending on the situation, the alternate EOC could become the seat of local government. The City of Battlefield has secondary and tertiary AEOCs.

#### II. SITUATION AND ASSUMPTIONS:

Damage to the primary or secondary EOC does not absolve the jurisdiction of its coordination responsibilities, or its responsibilities for protecting the public.

The City of Battlefield's secondary Alternate Emergency Operations Center (AEOC) is located at:

**Battlefield Fire Protection District Headquarters (HQ)**

**4117 W. Second Street**

**Battlefield, MO**

The selection of the secondary AEOC location was based on the following factors:

1. Capabilities: The secondary AEOC has backup power, sufficient work space and layout, sufficient technology and infrastructure.
2. Location: The secondary AEOC is within a mile of the existing facility. This at face value appears too close to the existing EOC, but it is the perfect distance from the hub of government activities to be useful and potentially far enough away so as to assume a reasonable standoff distance.
3. Security: The secondary AEOC has the ability to be completely locked down to ensure the safety of the staff as well as to allow for efficient handling of the disaster with limited outside interference.

The City of Battlefield's tertiary AEOC is located at:

**James River Church West Campus**

**3953 W. Farm Road 168**

**Springfield, MO**

The selection of the tertiary AEOC location was based on the following factors:

1. Capabilities: The tertiary AEOC has backup power, sufficient work space and layout, sufficient technology and infrastructure.

2. Location: The tertiary AEOC is located close enough to the primary and secondary EOCs to ensure a timely arrival but at a suitable distance from the primary and secondary EOCs and therefore not likely to have been affected by the hazard. This AEOC is located near a major highway and therefore offers well established ingress and egress routes.
3. The tertiary AEOC has the ability to be completely locked down to ensure the safety of personnel as well as to allow for efficient handling of the disaster with limited outside interference.

### **III. CONCEPT OF OPERATIONS:**

#### **A. General**

1. The following are alternate facility status definitions:
  - a. Hot Facilities: can be used as soon as personnel arrive. Hot facilities are the most expensive to maintain. They require duplicate systems and equipment, and the ongoing payment of utilities.
  - b. Warm Facilities: have critical systems and equipment in place. The EOC can be up and running as soon as utilities and telephones are turned on, computers are installed, etc.
  - c. Cold Facilities: are basically empty shells. There are no systems and equipment in place and no arrangements for utilities. Cold facilities require the longest period of time for startup.

The City of Battlefield will maintain an Alternate EOC Dive-Away Kit that is preloaded in a departmental prime-mover and ready to deploy 24/7.

Because the alternate EOC is designated for use only when the primary EOC is unusable, the alternate EOC will be equipped to transform it from a warm facility to a hot facility during activation periods.

#### **B. Actions to be Taken by Operating Time Frames**

The determination of 1) the appropriate alternate facility for relocation, and 2) whether to relocate the entire EM Personnel to the alternate facility will be made at the time of activation by the City of Battlefield's Emergency Management Director or his designee in consultation with EM personnel; the decision will be based on the incident, threat, risk assessments, and execution timeframe. Arrangements should be made with the management of all pre-identified alternate facilities to appoint an Alternate Facility Manager who will be responsible for developing site support procedures that establish the requirements for receiving and supporting the City of Battlefield's Personnel.

To ensure the adequacy of assigned space and other resources, all locations currently identified as alternate facilities, and those being considered for alternate facility locations, should be reviewed by the City of Battlefield annually.

##### **1. ACTIVATION:**

Activation procedures will mirror those required for activation of the primary EOC.

Site specific activation procedures by first arriving personnel:

- a. Remove all items from the area that may interfere with EOC operations.
- b. Set up the operations room and other sections per the "Alternate Emergency Operation Center" diagram (**see Attachment A, Appendix 6 to this ESF**).

- c. Obtain the AEOC supplies from the EM storage area.
- d. Place each section's supplies in the appropriate area.

**7. ACTIVATION LEVELS:**

OPCON LEVEL	CONDITION
4	<b>Monitoring Activation:</b> Normal daily operations.
3	<b>Partial (Local) Activation:</b> This activation will be for an occurrence that can be handled by one or more departments/agencies within the local jurisdiction (city/county). It has the potential to require resources in excess of those available to the responding department/agency(s) through mutual aid agreements, etc.
2	<b>Full (State) Activation:</b> This activation will require a major response and a significant commitment of resources from several department/agency(s) and due to the situation will require a response from State resources/assets.
1	<b>Full (Federal) Activation:</b> This activation will require a massive response with resource commitments exceeding those available both locally and at a State level. Federal assets will be required to stabilize the situation.

OPCON LEVEL	EOC STAFFING REQUIREMENT
4	EOC Core Staff Only (EMD + City Clerk)
3	EOC Core Staff + On-Duty or Select Department/Agency Personnel + Elected Officials + Springfield-Greene County Office of Emergency (OEM) Personnel (if requested)
2	EOC Core Staff + Level 3 Staffing + State Personnel (This + DMACC staffing will likely be located at the OEM)
1	EOC Core Staff + Level 2 & 3 Staffing + State Personnel + Federal Personnel (This + DMACC staffing will likely be located at the OEM)

**2. ALERTING:**

The Springfield-Greene County Emergency Communications Center is responsible for alerting the Emergency Management Director. Additional notifications will be made in accordance with the Emergency Operations Plan (EOP), **ESF-5, Appendix 1**, and the Emergency Services Advisory.

**3. SETUP:**

- a. The AEOC will be temporarily established at 4117 W. Second Street.
- b. Emergency Management staff and volunteers will coordinate this function.

- c. Communications for the disaster will be handled through the Springfield-Greene County Emergency Communications Center. The Springfield-Greene County OEM Situation Room can function as a communications and message center for the City of Battlefield's EOC as well as the coordinating point for amateur communications utilized in the disaster upon request.
- d. The City of Battlefield is responsible for providing equipment, such as, copy machine, wireless internet, office supplies, message forms, log sheets etc
- e. A Joint Information Center (JIC) and Public Information Communications Center (PICC) can be set up at the Springfield-Greene County Office of Emergency Management at 330 W. Scott Street, Springfield, MO.

#### **4. OPERATIONS:**

This section will be led by the appointed Operations Section Chief. The Operations Section includes all activities that are directed toward the reduction of the immediate hazard, establishing control, and restoration of city operations. This section consists of those departments or agencies that are responsible for public safety, social services, and infrastructure. The individual agencies receive and evaluate requests for assistance and resources, establish priorities, and relay operational status and information to the Management Section.

Among those usually represented in this Section are primary and support organizations for the ESFs implemented for each event. The overall responsibility of this Section is to coordinate with field operations and ICP's.

EOC operations will be conducted in the same manner regardless of the circumstances or location.

#### **5. DEACTIVATION:**

Deactivation of the AEOC may be in total or a reduced status. The deactivation should occur when the situation has stabilized to the point that the disaster has been controlled to the point that it is no longer an overwhelming burden to the city/county. Once the AEOC has been deactivated, it can be reactivated should the need arise because the situation has once again begin to overwhelm the community.

Steps for deactivation will be the reverse of activation and will include the restock of any AEOC supplies or rehabilitation of any AEOC equipment.

**APPENDIX 7**

**EOC: INITIATING CHECKLIST**

<b>COMPLETED <u>X</u></b>	<b>TASK</b>	<b>DATE/TIME/INITIALS</b>
_____	Incident Notification Received	_____
_____	EOC Activation Decision Made	_____
_____	Initial EOC Staffing Call-Out Begun	_____
_____	Initial Protective Action Recommendation	_____
_____	Initial EAS Message Issued	_____
_____	Public Alerting Devices Activated	_____
_____	Initial Traffic Control Points Identified	_____
_____	Initial Traffic Control Points Activated	_____
_____	Initial EOC Staffing Call-out Complete	_____
_____	EOC Open	_____
_____	JIC Activated	_____
_____	State EOC Activated	_____
_____	Initial EOC Staff Briefing Completed	_____
_____	Public Response to PAR Confirmed	_____
_____	Initial Damage Assessment Begun	_____
_____	Initial Damage Assessment Complete	_____
_____	Disaster Declaration Made: Local Disaster	_____
_____	State Disaster	_____
_____	Federal Disaster	_____
_____	Initial Shelter(s) Activated	_____

**ESF- 14**

**LONG TERM RECOVERY**

**(see Long Term Recovery Plan located at the Springfield-Greene County Office of  
Emergency Management)**

## ESF-15

### PUBLIC INFORMATION & WARNING

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## ESF-15

### PUBLIC WARNING & INFORMATION

**PRIMARY AGENCIES:** City of Battlefield

**SUPPORT AGENCIES:** Springfield-Greene County Office of Emergency Management (OEM)  
Non-Profit Organization Public Information Officers  
Private Organization Public Information Officers  
Southwest Center for Independent Living  
Emergency Communications Center

#### I. PURPOSE

This plan will provide for the timely release of accurate information to the residents and media of the City of Battlefield in the event of an emergency/disaster. This plan will address issues arising from both immediate circumstances and the resulting consequences of the emergency for as long as the health and welfare of the public is imperiled.

#### II. SITUATIONS AND ASSUMPTIONS

##### A. Situations

1. Battlefield could be affected by several types of disasters that would require warning and the dissemination of information and instructions to the general public.
2. Springfield-Greene County receives initial warning of emergencies and disasters from many sources such as private citizens, Missouri State Highway Patrol Troop D, Greene County Sheriff, Springfield Police Department, city/rural fire departments, Emergency Communications Center, Office of Emergency Management or the National Weather Service. Mass notification methods include:
  - a. Emergency Alert System (EAS)
  - b. Outdoor Warning Siren System (Springfield and urban areas only.)
  - c. NOAA All-Hazards/Weather Radio
  - d. Social media
  - e. Community bulletin boards
  - f. Internet/website
3. There are residents of the City of Battlefield that either speak English poorly or not at all. Assistance with translation of emergency public information may be necessary.
4. Battlefield has four (4) outdoor warning sirens located throughout the city. These sirens are activated from the Springfield-Greene County Office of Emergency Management (primary), Springfield-Greene County Emergency Communications Center (ECC), (secondary) or the Springfield Public Works Department.

5. The following agencies have Telephone Device for the Deaf (TDD) capability:

Emergency Communications Center	-	-	-	911
Springfield-Greene County OEM	-	-	-	869-6040
City of Springfield-City Hall	-	-	-	864-1555
Greene County Court House	-	-	-	862-6725
Greene County Sheriff's Department, Records	-	-	-	863-6360
Mercy/St. John's Paramedics	-	-	-	820-3636
Cox Health Systems	-	-	-	269-8116
Cox Health Systems, Walnut Lawn	-	-	-	269-1779
Ozarks Community Hospital	-	-	-	837-4111
Lakeland Hospital	-	-	-	865-5223
Relay Missouri, Voice Line	-	-	-	711
				800 735-2466
TDD Line	-	-	-	711
				800 735-2966

6. Several government agencies utilize social media avenues, including Twitter and Facebook, for release of normal operational information. Such avenues may be used for disaster response and recovery information.
7. When more than one jurisdiction or non-local government department PIO is involved during emergency operations, this may require coordination of public information through a Joint Information System (JIS).

**B. Assumptions**

1. Due to built in redundancies, the existing public information and warning systems in Greene County and its municipalities should survive and remain functional during a disaster/emergency event.
2. The media serving Greene County will cooperate with local officials in the dissemination of information to the public.
3. Widespread or major disasters may result in State and national media coverage.
4. Media personnel from State and national levels may not be familiar with local news release procedures.
5. Media personnel may attempt to obtain information from other than official sources.
6. Federal and State officials may be on-site and called upon for information. Federal and State agencies will provide PIO support to Battlefield. The lead local PIO will have jurisdictional control concerning local PIO activities.
7. During an actual or impending emergency or crisis, the public will expect local government to provide specific information relating to personal safety, survival, and protection of property.
8. An effective public information program will reduce casualties and damages, keep rumors to a minimum, and provide education to the public.

### III. WARNING SYSTEMS

#### A. General

1. Although most warning alerts come from outside sources (i.e., State, National Weather Service, etc.), the City of Battlefield and the Springfield-Greene County Emergency Management Program in conjunction with other area municipalities will maintain the capability to identify potential hazards, such as tornados, floods, etc., and ensure a timely warning to its population.
2. Battlefield hazard potentials are well defined, but can vary in scope and magnitude. Greene County warning systems were designed to be utilized within an all-hazards environment and are expected to function and are sufficiently robust to communicate reliably with the citizens of Battlefield and Greene County given the likely operational environment of the following hazards identified by Springfield-Greene County:

City of Battlefield Hazards	
Natural Hazards	Human Caused Hazards
Dams	Chemical Hazards
Droughts	Biological Hazards
Earthquakes	Radiological Hazards
Extreme Heat	Nuclear Hazards
Flooding	Explosives
Land Subsidence (Sinkholes)	Civil Disorder
Thunderstorms/Tornadoes	Technological Hazards
Wildfires	Waste
Winter Storms	

3. During an actual or pending emergency the Springfield-Greene County Emergency Management Program will utilize primary, secondary, and multiple additional warning measures simultaneously to ensure that the population of the affected area has opportunity to receive the warning.
4. Primary and secondary warning systems may also be activated in conjunction with outside agencies.

#### B. Primary Warning System – Outdoor Warning Sirens/NOAA All-Hazard Radios

1. General
  - a. Battlefield has four (4) outdoor warning sirens located within the city.
  - b. Two of the four Outdoor Warning Sirens are activated from the Springfield-Greene County Office of Emergency Management (primary), Springfield-Greene County Emergency Communications Center (ECC), (secondary) or the Springfield Public Works Department (tertiary), two are activated by a local volunteer or City staff.
  - c. Local police or fire departments within the Greene County Urban Service Area may activate their respective sirens in accordance with current SOPs or SOGs.
  - d. The Outdoor Warning Siren system will typically be utilized in close conjunction with the Emergency Alert System (EAS) as well as the established Public Information System within Greene County to ensure that a complete warning message is relayed to the population.

- e. The outdoor warning siren area covers a significant amount of the population within Greene County. The NOAA All-hazards radio system will be utilized in conjunction with the outdoor warning sirens to ensure maximum coverage in rural areas where siren coverage is limited. Finally, the established Public Information System within Greene County will ensure that a complete warning and message is relayed to the population.
- f. The National Response Framework assigns responsibility to NOAA's National Weather Service (NWS) to broadcast non-weather emergency messages.
- h. NOAA All-hazards radio system is comprised of a nationwide network of more than 970 transmitters directly linked with one of the 123 local offices of NOAA's National Weather Service, which issues weather warnings and relays civil emergency messages on behalf of law enforcement and emergency management agencies.

2. Outdoor Warning Siren Activation

- a. The Springfield-Greene County Office of Emergency Management acts as the primary activation point for the outdoor warning sirens.
- b. The outdoor warning sirens are grouped within geographically established "zones" which enable them to be independently controlled or simultaneously activated to provide alerts across a geographic area.
- c. Activation Criteria
  - **Tornado Warning issued by the NWS** - If Greene County is the warned area, sirens within the warned area will be activated. When possible, only sirens within the NWS warning polygon will be activated.
  - **Valid Single Source** - Notification is received by a law enforcement officer, firefighter, or trained weather spotter that a funnel cloud or tornado is threatening Greene County. When a valid single source notification is received, the Outdoor Warning Sirens for the appropriately threatened area will be activated.
  - **Unconfirmed Source** - When a resident or visitor to Greene County who is untrained as a weather spotter reports a sighting of a funnel cloud or tornado, that sighting requires confirmation by the National Weather Service, law enforcement officer, firefighter, or trained weather spotter. When confirmation is received, the Outdoor Warning Sirens for the appropriately threatened area will be activated.
  - **Non-tornado Related Warnings** - When the OEM staff personnel determines an imminent severe threat is of such magnitude that not activating the outdoor warning sirens may enhance the possibility for loss of life, the sirens may be activated. Events that this decision may involve include but are not limited to the following:
    - High probability of downbursts or confirmation that powerful straight-line winds are approaching a siren covered populated area.
    - Hazardous materials release that would require evacuation or sheltering in place.
    - Catastrophic Dam failure.
- d. Siren operational period - sirens will be activated in 6 minute cycles (3 minutes on and 3 minutes off).

e. All Clear

- There is no all clear message sounded through the Outdoor Warning Siren system.
- Emergency responders and key public safety personnel are encouraged to monitor continuing hazard conditions through standard Springfield-Greene County communication systems.
- Citizens are encouraged to listen to local media sources or a NOAA Weather-Alert Radio for additional information regarding the hazardous conditions.

3. NOAA All-hazards Radio Activation

- a. The National Weather Service (NWS) will automatically activate the NOAA all-hazards radio system during severe weather warnings and many natural hazards.
- b. Non-weather emergency messages will be broadcast over NOAA Weather Radio (NWR) when:

- Public safety is involved
- The message comes from an official government source, and
- Time is critical.

- c. Non-weather emergency messages will be broadcast over NOAA Weather Radio (NWR) at the request of local, state, or Federal officials. The NWS does not initiate the contact or the message.

- d. When officials wish to broadcast a message on the NOAA all-hazards radio system, they need provide text information about the hazard and the appropriate response directly to local NWS offices. NWS offices have set up pre-arranged agreements to facilitate and speed the process.

- e. When deemed necessary for life and safety for the populace of Battlefield, the Emergency Management Director or designee may request a non-weather related activation of the NOAA all-hazard radio system. When this is required the following protocol will be followed:

- A formal request will be submitted from an authorized City of Battlefield authority. The primary requesting authority for Battlefield is the Emergency Management Director or designee.
- When the requesting official contacts the NWS, they will need to provide the basic information and non-weather related emergency code that will be utilized for the event. A list of non-weather related event codes utilized by the NWS can be found in the attached Appendix 11.
- Additionally, the requesting agency must FAX a statement the SGF staff will use as the narrative of the Certified Emergency Message (CEM). Should FAX service not be available, a verbal statement will be allowable. A copy of the non-weather related request sheet to be used for this can be found in the attached Appendix 12.

4. Testing/Maintenance

- a. The Springfield-Greene County Outdoor Warning Siren system is regularly tested on a monthly basis in order to maintain a state of readiness.
- b. The results of tests performed on the Outdoor Warning Siren system are documented within the Springfield-Greene County Office of Emergency Management and any discovered problems are addressed through appropriate corrective actions.

- c. The Springfield-Greene County Office of Emergency Management will initiate a test of the Outdoor Warning System on the second Wednesday of each month.
  - If adverse weather conditions prohibit the Outdoor Warning Siren system from being tested on the second Wednesday of the month, notification will be sent to all emergency response partners and key stakeholders that the monthly test will be delayed by one week.
  - If continued circumstances prohibit the test from being performed on the new date, the test will be delayed for that calendar month and resume on the second Wednesday of the following month.
- d. During the monthly test, all outdoor warning sirens will be activated for a period of three minutes.
- e. Errors or problems with the outdoor warning system may be identified in the following ways:
  - Error messages or reports derived from the outdoor warning siren master controller (transmission errors, communication errors, etc...).
  - Outside reports from public safety personnel or private citizens relaying a malfunction of a siren during the test.
- f. Errors or problems identified during or immediately following the monthly test will be documented by the Springfield-Greene County office of Emergency Management and relayed to the appropriate agency responsible for repair and maintenance of the affected siren.
  - Responsibility for maintenance and repair of outdoor warning sirens within the city limits of Springfield and unincorporated Greene County is the responsibility of the Springfield Public Works Department.
  - Outdoor warning sirens located within incorporated municipalities in Greene County will be maintained by that municipality.
- g. The National Weather Service Office in Springfield conducts a Required Weekly Test (RWT) of NOAA All Hazards Weather Radio every Wednesday between 11 AM and Noon, when weather permits.
  - The RWT consists of the RWT SAME code, the 1050 MHz tone, and a short message explaining the test and the counties that the particular transmitter covers.
  - If adverse weather prevents the test from being conducted on Wednesday, it is postponed until the next good weather day. If the test is not conducted by Friday, it is postponed until the following Wednesday.

**C. Alternate (redundant) Warning System – Emergency Alert System (EAS)**

1. General

- a. In response to a failure of the Outdoor Warning Siren System or during situations where the sirens or NOAA all-hazard radios may not provide the most effective warning, EAS will be utilized as a secondary redundant means of warning the public potentially impacted by an actual or impending emergency.
- b. The EAS system will often be utilized simultaneously with the Outdoor Warning Siren system as well as the established Public Information System within Greene County to ensure that a complete warning message is relayed to

the population

- c. The EAS is a national public warning system that requires broadcasters, cable television systems, wireless cable systems, satellite digital audio radio service (SDARS) providers, and direct broadcast satellite (DBS) providers to provide communication to the American public during an emergency.
- d. The local EAS System may be activated on a day-to-day basis in response to emergencies such as: power outages, tornadoes, floods, civil disorders, terrorist attack, nuclear power plant accidents, toxic leaks or any occurrence that poses a danger to life or property.
- e. Within Greene County, KTTS-FM 94.7 MHz is designated as the lead Local Primary site for EAS activation (LP-1). KTTS is also the relay between Jefferson City and Joplin. KWTO 560 AM in Springfield is the secondary.
- f. The Springfield-Greene County Office of Emergency Management has been designated as a Local Alternate site for EAS activation (LP-2) and can submit emergency alerts directly to KTTS-FM 94.7 Mhz.
- g. Requests for local activation of the Emergency Alert System should be limited to an emergency event or situation which:
  - Pose an immediate or imminent threat to life or property,
  - Has the potential to adversely impact a significant population or geographic area,
  - Requires or recommends the public to seek shelter or take protective action.

## 2. EAS Activation

### a. Procedures for Designated Officials

- Request activation of the EAS system through the LP-1 (or LP-2 if the LP-1 cannot be contacted) via phone or other available communications facilities. **Note: When “severe weather” warnings are issued by the NWS, the NWS will notify the LP-1 directly.**
- Designated officials use the following format when contacting the key EAS sources:

*“This is (Name/Title) of (Organization). I request that the Emergency Alert System be activated for the (give Location) Local Area because of (Description of emergency).”*

- Upon authentication, designated officials and EAS source personnel determine transmission details (i.e., live or recorded, immediate or delayed). Officials should provide emergency program material including a description of the emergency, actions being taken by local government, and instructions to the public. EAS message originators shall limit their messages to two minutes, the maximum recording time of EAS equipment.

### b. Procedures for Broadcast and Cable System Personnel

- Upon receipt of a request to activate the local EAS from appropriate authority (verify authenticity), the LP-1 (or LP-2) may proceed as follows:
  - Transmit the following announcement:

*“WE INTERRUPT THIS PROGRAM BECAUSE OF A LOCAL EMERGENCY. IMPORTANT INFORMATION WILL FOLLOW.”*

Transmit the EAS header codes and Attention Signal.

- Transmit the following announcement and material:

*“WE INTERRUPT THIS PROGRAM TO ACTIVATE THE EMERGENCY ALERT SYSTEM FOR THE (give Location) LOCAL AREA BECAUSE OF A LOCAL EMERGENCY. IMPORTANT INSTRUCTIONS WILL FOLLOW.”*

\*\*\* Follow with emergency program \*\*\*

- To terminate the EAS message (immediately or later), make the following:

*“THIS CONCLUDES EAS PROGRAMMING. ALL BROADCAST STATIONS AND CABLE SYSTEMS MAY NOW RESUME NORMAL OPERATIONS.”*

- Transmit the EAS End of Message (EOM) code.
- Upon completion of the above transmission procedures, resume normal programming. Appropriate notations should be made in the station and cable system records. A very brief summary may be sent to the FCC for information purposes only.
- For State and local emergencies, broadcasters and cable operators have the option of transmitting only the EAS header and EOM codes without the Attention Signal and emergency message. This is acceptable so that EAS coded messages can be quickly relayed through areas unaffected by the emergency.
- All other broadcast stations and cable systems are monitoring key sources via EAS equipment and will be alerted by the header codes and attention signal. Each station and cable system upon receipt of the signal will, at the discretion of management, perform the same procedures as in step 1 above by transmitting the emergency message from the LP-1 or LP-2. Broadcast stations and cable systems using automatic interrupt of programming should receive the EOM codes before retransmitting State or local level EAS messages. This will prevent downstream locations from missing parts of the EAS message.
- To avoid unnecessary escalation of public confusion, all stations and cable systems must be cautious in providing news and information pertaining to the emergency. All messages must be based on definite and confirmed facts. The public must not be left to decide what is or is not fact.

### 3. Testing/Maintenance

- a. The EAS system is regularly tested by the Springfield-Greene County Office of Emergency Management on a monthly basis in order to maintain a state of readiness.
- b. The results of tests performed on the EAS system are documented within the Springfield-Greene County Office of Emergency Management and any discovered problems are addressed.

- c. The Springfield-Greene County Office of Emergency Management will initiate a test of the EAS on the second Wednesday of each month.
  - Springfield-Greene County Office of Emergency Management will initiate a “test” alert message to the primary LP-1, KTTS-FM 94.7 Mhz.
  - Upon completion of the transmission, a Springfield-Greene County Emergency Management representative will contact the LP-1 to confirm that the transmission was successful.
  - Errors or problems identified during or immediately following the monthly test will be documented by the Springfield-Greene County office of Emergency Management.
- d. The Springfield-Greene County Office of Emergency Management will retain responsibility for ensuring that any deficiencies identified in the testing process are addressed.

**D. Additional Tools for Warning**

1. The City of Battlefield may utilize additional tools as deemed necessary to supplement the established warning systems in disseminating warnings to the population. These tools may include but are not limited to:
  - a. Social media outlets
  - b. Community bulletin boards
  - c. Internet/websites
2. Additional tools utilized for warning will be closely coordinated with the Springfield-Greene County Public Information System.

**E. Vulnerable Populations**

1. During emergency situations it is imperative for warnings and alerts to be made available to the citizens of the City of Battlefield. This includes non-English speaking populations as well as functional needs and vulnerable populations.
  - a. Lead PIO will determine need for language translation of outgoing messages.
  - b. The lead PIO will coordinate with possible interpreters as identified in **Appendix 8**.
  - c. For language interpreters not identified in **Appendix 8**, the lead PIO will submit a request form through the Springfield-Greene County Office of Emergency Management.
2. For all other public communications with vulnerable or Functional needs populations, the PIO or EMD will coordinate with the liaison from the Southwest Missouri Center for Independent Living.
  - a. The center will serve as a central repository of information to provide to their populations served.
  - b. They pro-actively push the information to identified vulnerable populations.
  - c. Methods of information dissemination include but are not limited to:
    - Phone
    - E-mail
    - Personal visits

- c. The center will also coordinate with other local agencies serving development disability populations.

#### IV. PUBLIC INFORMATION SYSTEM

##### A. General

1. The Springfield-Greene County Public Information Systems will work closely in conjunction with the established Warning systems to provide the population with timely information in order to make good disaster-related decisions.
2. A Lead Public Information Officer (PIO) should be designated for each operational period of the disaster or will be the responsibility of the EMD and will be located in the Battlefield EOC or at a location to be designated when this plan is implemented. The Lead PIO will be the primary point of contact with the media.
3. The EOC will be the central contact facility for the media during disaster events. The designated PIO for the City of Battlefield may work with the PIO from the Springfield-Greene County OEM to disseminate necessary information to the public via the media, social media, and other outlets if requested by the city.
4. The designated spokespersons for emergency management related public information are the Emergency Management Director or designee.
  - a. Only information approved by the EOC Director, designee, or lead PIO will be considered official. The media will be so informed.
  - b. Any person, department, or agency releasing information to the public of their own volition will bear the responsibility for any legal or moral ramifications and repercussions resulting from that release.
5. In addition to EAS responsibilities, KTTS Radio, through a memorandum of understanding with the OEM, will broadcast at least hourly specified disaster/emergency information as determined by the Springfield-Greene County OEM (**A copy of this MOU is kept on file at the OEM**).
6. Space for briefing the media will be made available in the EOC.

##### B. Joint Information System (JIS)

The size or complexity of an incident could potentially overwhelm the City of Battlefield. During this kind of emergency situation or as deemed necessary by the EMD and in cooperation with the Springfield-Greene County OEM's PIO, a Joint Information System (JIS) may be established at the OEM.

- a. When a JIS is established to coordinate multiple PIOs and/or multiple sources of public information, the Springfield-Greene County JIC can be utilized as the official source of public information for the City of Springfield and Greene County jurisdictions.
- b. The lead PIO is the official local government representative for any community JIS established for the incident. He/she is responsible for coordinating with PIOs not working in the Springfield-Greene County JIC and/or other established JICs activated for the same incident.

**C. Public Information Coordination Center (PICC)**

1. The size or complexity of an incident could potentially overwhelm the City of Battlefield. During this kind of emergency situation or as deemed necessary by the EMD and in cooperation with the OEM's PIO, a Public Information Coordination Center (PICC) may be established at the OEM.
2. The purpose of the Public Information Call Center (PICC) is to provide the public with timely and effective information and referrals during times of crisis or disaster by using live telephone operators.
3. Conditions that necessitate the establishment of a PICC may include but are not limited to:
  - a. A local emergency or disaster results in a surge in phone calls to the EOC.
  - b. A state or national emergency or disaster results in a surge in phone calls to the EOC.
  - c. A crisis or disaster crosses disciplines and requires a multi-discipline or multi-jurisdictional response.

**D. Interpreters / Functional Needs / Vulnerable Populations**

1. During emergency situations it is imperative for public information to be made available to the citizens of the Battlefield. This includes non-English speaking populations as well as functional needs and vulnerable populations.
  - a. Lead PIO will determine need for language translation of outgoing messages.
  - b. The lead PIO will coordinate with possible interpreters as identified in **Appendix 8**.
  - c. For language interpreters not identified in **Appendix 8**, the lead PIO will submit a request through the Springfield-Greene County OEM.
2. For all other public communications with vulnerable or Functional needs populations, the lead PIO will coordinate with the liaison from the Southwest Missouri Center for Independent Living.
  - a. The center will serve as a central repository of information to provide to their populations served.
  - b. They pro-actively push the information to identified vulnerable populations.
  - c. Methods of information dissemination include but are not limited to:
    - Phone
    - E-mail
    - Personal visits
  - d. The center will also coordinate with other local agencies serving development disability populations.

**V. CONCEPT OF OPERATIONS**

**A. Actions to be Taken by Operating Time Frames**

**1. Mitigation**

- a. Conduct preventative maintenance on outdoor warning siren system

## 2. Preparedness

- a. Analyze potential disaster to ensure pertinent information is prepared for release.
- b. Conduct public information programs stressing hazard awareness and personal protection measures.
- c. Maintain liaison with all local media and brief them regularly on emergency public information procedures.
- d. Maintain procedures for:
  - Press Conferences
  - Rumor control
  - Writing and dissemination of news releases
  - Coordination with other PIOs
  - Record keeping
  - Print and broadcasting
  - Readiness instructions for the general public on what to do in the current crisis situation.
- e. Participate in local tests and exercises.
- f. Coordinate all activities with other PIOs.

## 3. Response

- a. Warning
  - Be aware of warning siren activation.
  - Be aware of EAS activation.
  - If timing allows, issue warnings through normal press release channels, utilize all applicable systems such as television, radio and social messaging avenues
- b. Joint Information Center (JIC)

If the JIC is activated by the Springfield-Greene County OEM at the request of the City of Battlefield, the following guidelines have been established and will be carried out with close coordination between the City of Battlefield and the OEM:

  - Lead PIO will oversee all JIC Operations (**see Appendix 10**).
  - Lead PIO will ensure responsibilities of the following positions are fulfilled. Details of each of these positions are outlined in the JIC Operations Manual located at the OEM.
    - Lead PIO
    - Agency PIO
    - Audio/Visual Production and Support
    - Briefing Room Manager
    - Media Monitor
    - Social Media Posting Monitor
    - Web Manager
    - VIP coordinator
    - Field PIO liaison
  - Partner with outside agencies to coordinate the release of information.

- Primary methods for crisis communications, outside of immediate warnings, will be press releases, media briefings, social media, Internet, and community bulletin boards.
- Release public information in coordination with EOC Director.
- Establish a schedule and operating procedures for the timely, accurate release of information to citizens and the news media.
- Monitor all news media reports for accuracy.
- Monitor citizen inquiries and conduct rumor control activities in coordination with Public Information Coordination Center (PICC).
- Public information should include specific instructions for citizens, the status of the emergency recovery operations, points of contact for missing persons, and the status of the injured and casualties.
- No identifying information on casualties will be released until identification is confirmed by official sources and next of kin are notified.
- Maintain a chronological record of disaster-related activities and news releases.
- Coordinate regularly with all PIOs, who will update the EOC staff and/or Chief Elected Official(s) and City Administrator.

c. Public Information Coordination Center (PICC)

If the PICC is activated by the Springfield-Greene County OEM at the request of the City of Battlefield, the following guidelines for the PICC have been established and will be carried out with close coordination between the City of Battlefield and the OEM:

- Will be supervised by personnel appointed by Planning Section Chief.
- Will be staffed by volunteers coordinated by the Volunteer Coordinator.
- Report to Planning Section Chief.
- Receive informational messages provided by the JIC.
- Relay common questions, rumors, or situational information to the Situation Unit Leader.
- Coordinate with 2-1-1 liaison, maintaining situational information for all phone operators with 2-1-1.

d. Social Media/Internet

- Outgoing social media messages and Webpage information will be coordinated through the PIOs.
- Each jurisdiction will update WebPages and send jurisdiction specific messages at their discretion to their registered users, coordinating through the JIC to ensure common messaging among everyone.
- Official EOC messaging will be distributed by the PIO.

**4. Recovery**

- a. Continue to distribute information as necessary.
- b. Continue rumor control and news briefings.
- c. Coordinate visitor control to the EOC and to the disaster site(s).
- d. Supply information concerning status of disaster affected individuals or families through the American Red Cross.
- e. Coordinate public information releases with higher levels of government.
- f. Participate in after-action reports and critiques to assess effectiveness of information.

- g. Establish a report listing a chronological record of events and news releases.
- h. Maintain operational level until situation returns to normal.
- i. Issue a final news release when the Emergency Operations Center (EOC) closes.

## **VI. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

### **A. Primary Agencies:**

#### **City of Battlefield**

1. Battlefield's designated PIO and EMD or designee is responsible for the preparation and release of public information for the city.
2. The City of Battlefield may request activation of the OEM's JIC or PICC if deemed necessary by the EMD.
3. The City of Battlefield may request assistance from the Springfield-Greene County OEM's PIO if needed.
3. The Lead PIO is responsible for the overall coordination of public information to be released. The Lead PIO will coordinate with the EMD on the official clearing and release of disaster information.
4. Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

### **B. Support Agencies:**

#### **Springfield-Greene County Office of Emergency Management (OEM)**

1. The OEM will participate as a support agency if the City of Battlefield becomes overwhelmed by the size or complexity of the event and at the request of the City.
2. OEM can activate the JIC if necessary and at the request of the City.
3. OEM can activate the PICC if necessary and at the request of the City.
4. OEM can offer PIO assistance if necessary and at the request of the City.

#### **Individual Department PIOs**

Each City/County department will designate a PIO as required and/or necessary. Department PIOs will provide information to the Lead PIO and coordinate the release of public information.

#### **Southwest Center for Independent Living**

The designated EOC liaison will support communications needs to Functional needs populations throughout the community via their established networks and specialized communications equipment, as requested and coordinated by the lead PIO.

### **C. State Support Agency**

#### **State Emergency Management Agency (SEMA)**

The SEMA PIO will coordinate with local government agency PIOs during and after major disasters and emergencies.

### **D. Federal Support Agency**

#### **Federal Emergency Management Agency (FEMA)**

Responsible for implementing Federal public affairs activities after a major disaster or emergency.

## **VII. DIRECTION AND CONTROL**

- A. Release of public information will be under the control of the Lead PIO with approval from the chief elected official or their designee.
- B. The County PIO is a member of the OEM staff.

## **VIII. CONTINUITY OF OPERATIONS**

### **A. General**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

### **B. Alternate Site for the EOC**

- 1. In the event the primary EOC cannot be used, PIO operations will be conducted at a site to be designated at that time. The PIO will arrange for needed equipment to be provided in the alternate EOC.
- 2. In the event of a limited emergency, PIO operations may be directed from a site designated at that time.
- 3. Space will be provided in the EOC for all EOC personnel. Space for briefing the media will be available within City Hall in the City of Battlefield.

## **IX. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

- 1. A chronological file of all news releases during a disaster will be maintained in the EOC with a log of these releases.
- 2. A chronological file of all disaster-related events will also be maintained for future reference.
- 3. All administrative functions will be the responsibility of the City of Battlefield

### **B. Logistics**

- 1. Communications support (i.e., internet, phone, 800 radio, etc.) will be furnished by each department as possible and/or required.
- 2. All other logistical support will be the responsibility of the acting Logistics Section Chief.

**X. ESF DEVELOPMENT AND MAINTENANCE**

The City of Battlefield in coordination with the Springfield-Greene County Office of Emergency Management will maintain this ESF and its supporting documents. This ESF and the procedures contained therein will be reviewed, tested periodically and revised as necessary.

**XI. REFERENCES**

- A. Springfield-Greene County Health Department: Public Information and Emergency Risk Communication Plan

## ESF-15

### PUBLIC INFORMATION AND WARNING

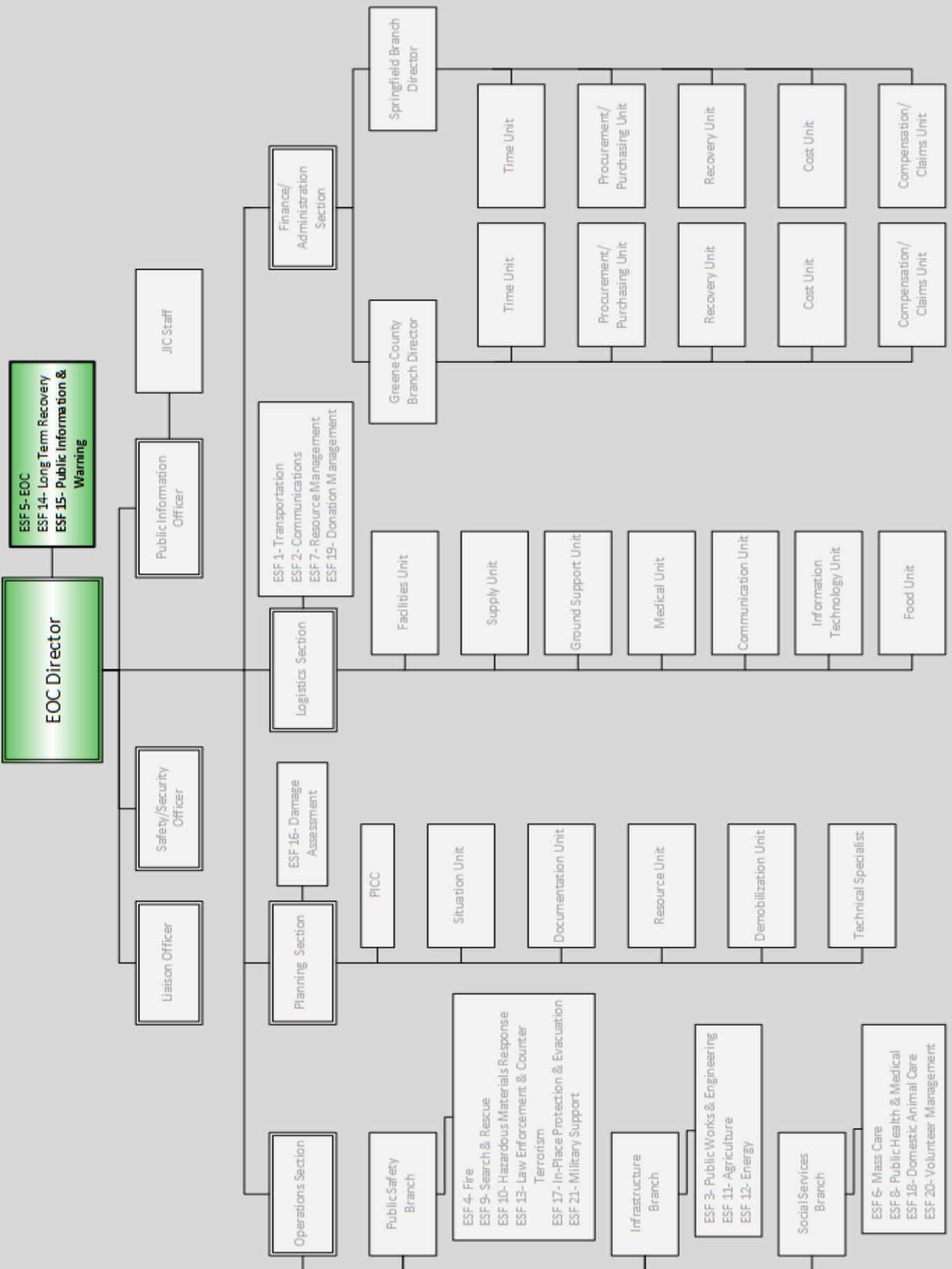
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## **APPENDIX 1**

**This is a restricted document**

# APPENDIX 2 ORGANIZATIONAL CHART



## APPENDIX 3

### MEDIA POINTS OF CONTACT

<b>TELEVISION</b>	
<b>KOLR 10 – CBS (Cable 9)</b>	<b>KOZK 21 – PBS (Cable 13)</b>
Address: 2650 E. Division St.	Address: 901 S. National
Mailing Address: PO Box 1716 SSS, Springfield, MO 65801	Business Phone: 836-3500
Business Phone: 862-1010	Business Fax: 836-3569
Business Fax: 862-8914 or 862-6439	Email: <a href="mailto:mail@opty.org">mail@opty.org</a>
Newsroom Fax: 866-6397	
Newsroom Phone: 862-6397	<b>TV 23 - Cityview</b>
Email: <a href="mailto:news@kolr10.com">news@kolr10.com</a> or <a href="mailto:weather@kolr10.com">weather@kolr10.com</a>	Address: 840 Boonville
	Mailing Address: PO Box 8368 Springfield, MO 65801
<b>KYTV 3 – NBC (Cable 12)</b>	Business Phone: 864-1010
999 W. Sunshine St.	Business Fax: 864-1028
Springfield, MO 65807	Email: <a href="mailto:city@springfieldmo.org">city@springfieldmo.org</a>
Business Phone: 268-3000	
News hotline 268-3200	<b>KSFX - FOX 27 (Cable 2)</b>
Email: <a href="mailto:ky3@ky3.com">ky3@ky3.com</a> or <a href="mailto:ky3news@ky3.com">ky3news@ky3.com</a>	2650 E. Division St.
	Springfield, MO 65804
<b>KSPR 33 – ABC (Cable 8)</b>	Business Phone: 862-1010
999 W. Sunshine St.	Newsroom: 862-6397/862-2727
Springfield, MO 65807	Fax: 866-6397
Business Phone: 268-3000	Email: <a href="mailto:news@ozarksfox.com">news@ozarksfox.com</a>
Producer desk: 268-3367	
Assignment desk: 268-3333	
Emergency cell number: 849-9164	
Email: <a href="mailto:news@kspr.com">news@kspr.com</a>	

**APPENDIX 3 (cont)**

**MEDIA POINTS OF CONTACT**

<b>RADIO STATIONS</b>	
<b>KTTS -94.7 FM and other Journal Broadcast stations</b>	<b>KSMU – 91.1 College Station</b>
2330 W. Grand	901 S. National
Springfield, MO 65802	Springfield, MO 65897
Mailing address: PO box 2180, Springfield, MO 65801	Business Office: 836-5878
Business Office: 865-6614	Business Fax: 836-5889
Business Office fax: 865-9643	Newsroom: 836-4412
Newsroom: 869-2153	Email: <a href="mailto:ksmu@missouristate.edu">ksmu@missouristate.edu</a>
Newsroom fax: 866-8537	
Email: <a href="mailto:newsroom@ktts.com">newsroom@ktts.com</a>	
<b>KGBX – 105.9 and other clear channel groups</b>	<b>KOSP and other Midwest Family Broadcasting groups</b>
1856 S. Glenstone	319-B E. Battlefield Rd
Springfield, MO 65804	Springfield, MO 65807
Business Office: 890-5555	Business Office: 886-5677
Business Fax: 869-7675	Business Fax: 886-2155
Email: news@clearchannel.com	Email: <a href="mailto:mfleenor@mwfmarketing.fm">mfleenor@mwfmarketing.fm</a>
<b>KTXR – 101.5 Easy Listening</b>	<b>KWFC – 89.1 – Baptist Bible College</b>
3000 E. Chestnut Expy	PO Box 8900
Springfield, MO 65802	Springfield, MO 65801
Mailing: PO Box 3925	Business Phone: 869-0891
	Fax: 866-7525
Springfield, MO 65808	News Line: 866-3113
Business Office: 862-3751	Email: <a href="mailto:news@kwfc.org">news@kwfc.org</a>
Business fax: 869-7275	
Email: manager@radiospringfield.com	
<b>KWTO – 560 AM –News/talk/sports</b>	
Same as KTXR	

**APPENDIX 3 (cont)**

**MEDIA POINTS OF CONTACT**

<b>NEWSPAPERS &amp; OTHER PUBLICATIONS</b>	
<b>417 Magazine</b>	<b>The Standard - MSU</b>
2111 S. Eastgate Ave	Business Address: 901 S. National
Springfield, MO 65809	Springfield, MO 65897
Business phone: 883-7417 Fax: 889-7417	Business Phone: 836-5272 Fax: 836-6738( has to be marked "Standard")
Email: <a href="mailto:editor@417mag.com">editor@417mag.com</a>	Email: <a href="mailto:Standard@MissouriState.edu">Standard@MissouriState.edu</a>
<b>Associated Press</b>	<b>Evangel University</b>
Email: <a href="mailto:apkansascity@ap.org">apkansascity@ap.org</a>	Business Address: 1111 N. Glenstone Springfield, MO 65802
<b>The News Leader</b>	Business Phone: 865-2811 Fax: 865-9599
Business Address: 651 Boonville Springfield, MO 65806	Email: <a href="mailto:logsdonp@evangel.edu">logsdonp@evangel.edu</a>
Business Phone: 836-1100 - Newsroom 836- 1199 Fax: 837-1381	
Email: <a href="mailto:webeditor@news-leader.com">webeditor@news-leader.com</a>	<b>Ozark Technical Community College</b>
<b>Community Free Press</b>	Business Address: 1001 E. Chestnut Expy. Mailing Address: PO Box 5958 Springfield, MO 65801
Email: <a href="mailto:editor@cfpmidweek.com">editor@cfpmidweek.com</a>	Business Phone: 447-7500 Fax: 447-7509
<b>Springfield Business Journal</b>	
Business Address: 313 Park Central West	<b>Mike Brothers – Springfield PIO</b>
Mailing Address: PO Box 1365-01	840 Boonville
Springfield, MO 65806	Springfield, MO 65802
Business Phone: 831-3238 Fax: 831-5478	Business Phone: 864-1119
Email: <a href="mailto:eolson@sbj.net">eolson@sbj.net</a>	Email: <a href="mailto:mbrothers@springfieldmo.gov">mbrothers@springfieldmo.gov</a>
<b>The Mirror - Drury University</b>	<b>Jennifer Fillmer Edwards – Greene County PIO</b>
Business Address: 900 N. Benton	Business Phone: 829-6019
Springfield, MO 65802	Email: <a href="mailto:jedwards@greencountymo.org">jedwards@greencountymo.org</a>
Business Phone: 873-7879 Fax: 873-7897	
Email: <a href="mailto:mirror@drurymirror.com">mirror@drurymirror.com</a>	

**APPENDIX 3 (cont)**

**MEDIA POINTS OF CONTACT**

<b>OTHER CONTACTS</b>	
<b>Barb Baker</b>	<b>Cox Medical Center</b>
Urban Districts Alliance	Business Address: 1423 N. Jefferson /3800 S. National
Email: <a href="mailto:barb@itsalldowntown.com">barb@itsalldowntown.com</a>	Springfield, MO 65802
	Business Phone: 269-3000 Fax:269-3055
<b>City Utilities of Springfield</b>	Email: <a href="mailto:laurie.dufs@coxhealth.com">laurie.dufs@coxhealth.com</a>
Business Address: 301 E. Central St	
Mailing Address: PO Box 551	<b>St. John's Regional Health Center</b>
Springfield, MO 65801	Business Address: 1235 E Cherokee
Business Phone: 831-8311 Fax: 831-8324	Springfield, MO 65804
Email: <a href="mailto:Joel.alexander@cityutilities.net">Joel.alexander@cityutilities.net</a>	Business Phone: 820-2804 Fax: 820-7780
	Email: <a href="mailto:cscott@mercy.net">cscott@mercy.net</a>
<b>Springfield Public Schools – Public Relations</b>	
Business Address: 1359 E. St. Louis St.	<b>Springfield-Branson National Airport</b>
Springfield, MO 65802	Business Address: 2300 N. Airport Blvd.
Business Phone: 523-0019	Springfield, MO 65803
Email: <a href="mailto:mmaness@spsmail.org">mmaness@spsmail.org</a>	Business Phone: 868-0508 Fax: 869-1031
	Email: <a href="mailto:kboyd@flyspringfield.com">kboyd@flyspringfield.com</a>
<b>American Red Cross – Chris Harmon</b>	
Business Address: 1545 N. West Bypass	<b>Missouri State Highway Patrol</b>
Springfield, MO 65803	3131 E. Kearney St.
Business Phone: 832-9500 ext 103 Fax: 866-3649	Springfield, MO 65803
Email: <a href="mailto:harmonc@redcross-ozarks.org">harmonc@redcross-ozarks.org</a>	Business Phone: 895-6868 Fax: 895-6877
	Email: <a href="mailto:daniel.bracker@mshp.dps.mo.gov">daniel.bracker@mshp.dps.mo.gov</a>
<b>The Salvation Army</b>	
Business Address: 1707 W. Chestnut Expy	
Springfield, MO 65802	
Business Phone: 862-5509 Fax: 862-1135	
Email: <a href="mailto:Richard.Myers@usc.salvationarmy.org">Richard.Myers@usc.salvationarmy.org</a>	

## APPENDIX 4

### FORMAT AND PROCEDURES FOR NEWS RELEASE

#### I. Format

- A. Title: NEWS RELEASE
- B. Date and time of news release
- C. Text of the news release
  - 1. Summary of information
  - 2. Details supported by credible sources
  - 3. Possible quotes from local officials
  - 4. Actions that should or should not be taken by the public
- D. Name, address, and phone number of the news release initiator

#### II. Release Procedures

- A. Verify the authenticity (via department heads, subject matter experts, etc.) of the information contained in the release.
- B. Verify that a duplicate release has not already been made.
- C. Prepare the release in the format listed above.
- D. Determine if the information contained in the release is in the public interest and will not create unwarranted or unnecessary fear, anguish, or other adverse reactions among the public. However, news releases will not be withheld simply to avoid political or public official embarrassment should the situation so warrant.
- E. Obtain proper approvals from Elected Officials, City Management, Department Heads, etc. if the information relates to their specific areas. All press releases from the EOC should be reviewed by the EOC Director. However, the lead PIO may release information if timely approval is not feasible.
- F. Share information with stakeholders and/or partners as appropriate.
- G. News releases will be distributed fairly and impartially to the news media.
- H. Copies of all news releases will be filed chronologically by date, number and/or time.
- I. Copies of all news releases will be furnished to the rumor control center.

## APPENDIX 5

### INITIAL MEDIA ADVISORY ON EMERGENCY

*(To be issued while JIC is being activated; can be read as an outgoing voice mail message)*

#### NEWS MEDIA ADVISORY

At about **(time)** today, the Springfield-Greene County Office of Emergency Management received reports of **(nature of the incident)**.

We have activated all appropriate Emergency Support Functions of our local Emergency Operations Plan. We are being assisted by **(other health officials, police, FBI, EOC)** as part of that plan.

The situation is **(under)** **(not yet under)** control and we are working with **(local, state, federal)** authorities to **(contain this situation, determine how this happened, determine what actions may be needed by individuals and the community to prevent this from happening again)**.

Local officials are asking local residents to **(outline protective measures and other action-oriented, specific expectations for those impacted and not impacted by the event)**.

Additional information will be provided as soon as possible.

**(Your contact information)**

## APPENDIX 6

### COMMUNITY BULLETIN BOARD CONTACTS

Business	Address	Business Ph	Contact		E-mail
Food 4 Less	313 E. Battlefield	417-624-2727 Springfield Store	Dick Casey 417-434-3434 Gary Fursman 417-343-1012		<a href="mailto:dickcasey@joplin.com">dickcasey@joplin.com</a>
Harter House	1500 E. Republic Rd	417-886-4410	Dale Dothage	417-886-8608	If they have no power, they will be closed.
Kum & Go HQ in Iowa			Barb Haisch	515-223-9370	<a href="mailto:bjh@kumandgo.com">bjh@kumandgo.com</a>
Price Cutter	336 S. Barnes	417-829-9200	David Carlton x228 Cell: 417-224-0886	417-829-9211	<a href="mailto:dcarlton@rameypricecutter.com">dcarlton@rameypricecutter.com</a>
Fastrip (Grace Energy Co)	PO Box 514 Carthage 64836	417-358-7300 Carthage	Kathy Felker	417-358-7954	<a href="mailto:kfelker@graceenergy.com">kfelker@graceenergy.com</a>
Dillons	Hutchison KS		Kim Svoboda Sheila Lowry	620-669-3398 877-878-0977	
Quiktrip	Tulsa OK		Dawna Haworth	918-615-7900	<a href="mailto:dhaworth@quiktrip.com">dhaworth@quiktrip.com</a>
Wal-Mart	N. Kansas Expy	417-862-9035	Skip Tinne Cell: 417-569-5930		<a href="mailto:wetinne@wal-mart.com">wetinne@wal-mart.com</a>
Fast and Friendly				417-887-8857	
Rapid Roberts	1840 S. Campbell	417-890-1111	Jennifer Ackerman	417-890-1115	<a href="mailto:jackerman@rapidrobertsinc.com">jackerman@rapidrobertsinc.com</a>
MFA	620 N. Prince Ln.	417-866-2553			

## APPENDIX 7

### INTERPRETERS CONTACT LIST

Language	Contact	Phone	Fee	E-Mail
Spanish	Efrain Espinoza Office of Hispanic Relations Assemblies of God	417-862-2781 ext4014 417-848-5586 cell	None	MEspinoza@ag.org
Korean	Unhui Roedder	417-496-6491	None	uroedder@globaluniversity.edu
Spanish	Bob Lafon	417-862-2781 ext 3154 417-827-6141 cell	None	Blafon@ag.org
Spanish	Luke Bolz American Red Cross	417-832-9500	None	
<i>Possible upon request</i>	Schweitzer United Methodist Church	417-300-4056	None	ehewlett@schweitzerumc.org
Russian and Armenian	Rimik Tarapetyan	417-886-4463 Cell 417-631- 6560	None	Schweitzer United Methodist Church

## APPENDIX 8

### PUBLIC INFORMATION CALL CENTER (PICC) PLAN

#### I. Purpose

The purpose of the Public Information Call Center (PICC) is to provide the public with timely and effective information and referrals during times of crisis or disaster by using live telephone operators.

#### II. Scope

The PICC will operate on a single phone number with roll-over capability. It will have the ability to use a recorded message after hours.

Callers will be immediately connected to a live operator and will not have to listen to a recording first or make menu selections to reach an operator.

PICC staff will field any question from any caller, regardless of where the call originated. It will seek to provide information in a language most familiar to the caller. When answers to questions are unknown, PICC staff will either refer the caller to another source of information or will take a message and seek to find an answer to provide the caller by return call.

The PICC will have at least 4 telephones and telephone lines with long distance service available. Wireless capability is present, but no computer hardware is available at the PICC. If available, laptops will be provided for staff to input disaster-related data and information into a common database.

#### III. General

During times of crisis or emergency, the demand for information is great. In fact, it has been said that during a crisis, information is as important to people as food and water.

The mission of the Springfield-Greene County Office of Emergency Management (OEM) is to provide the public with accurate, concise, credible information in a timely fashion – information the public will use to make decisions about their health and safety.

While the Internet and the traditional media are excellent outlets for information, the telephone remains key for the following reasons:

- A. People may not have access to the Internet.
- B. Traditional media may not be readily accessible or offer the information people need at the time they need it.
- C. Information may not be in the language or format some people need.
- D. Some people will prefer personal contact for information.
- E. Answers to some questions may not be readily available through other outlets.

Calls will come, so the OEM must be prepared to provide callers with accurate, credible, concise information in order to help them make the best decision they can about their health and safety.

#### IV. Function

The primary function of the PICC is to respond to specific questions from the public and provide approved information that will help the public make the best decision possible about their own health and safety.

**V. Location**

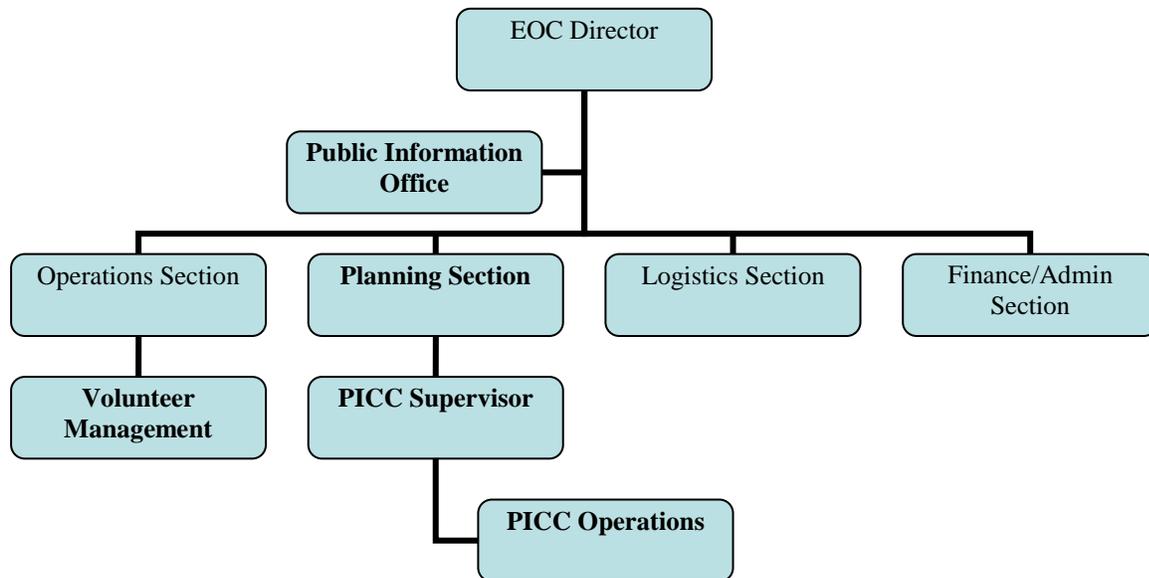
The PICC will be located in the basement of the Springfield-Greene County Office of Emergency Management, located at 330 W. Scott St. in Springfield.

**VI. Activation**

1. Request: All requests for PICC activation will be approved by the OEM Director.
2. Justification: Potential reasons for PICC activation may include:
  - a. A local emergency or disaster results in a surge in phone calls to the OEM or other city/county departments.
  - b. A state or national emergency or disaster results in a surge in phone calls to the OEM or other city/county departments.
  - c. A crisis or disaster crosses disciplines and requires a multi-discipline or multi-jurisdictional response.
3. Process: Upon activation, the following assignments will be coordinated by OEM:
  - a. Planning Section to oversee management, coordinating with PICC supervisor
  - b. Greene County and City of Springfield Public Information Office will coordinate messages.
  - c. Volunteer management to recruit and training PICC staff.
4. Notification: When the PICC has been adequately staffed, staff has been trained and oriented and initial messages have been created and approved, the PICC phone number will be provided to the public via media, the Internet and other communication methods.

**VII. Organization**

The PICC will follow National Incident Management System (NIMS) guidelines.



The phone bank operations will be the responsibility of the Planning Section Chief in coordination with the EOC Manager.

The Planning Section Chief will support coordination between Volunteer Management and PICC Supervisor to ensure adequate staffing.

The JIC will work directly with the PICC Supervisor to organize all appropriate release of information, data collection, etc.

The PICC Supervisor will primarily work in the PICC, managing activities of all volunteers and relaying all messages to the appropriate sections.

The PICC Supervisor is responsible for relaying appropriate information to EOC personnel, keeping the Planning Section Chief apprised of valuable intelligence.

### **VIII. Operational Periods**

The PICC will typically operate on one of the two following shift schedules:

1. Two 6-hour operational periods running from 8:00 am to 2:00 pm and 2:00 pm to 8:00 pm.
2. Two or three 4-hour operations periods beginning at 8:00 a.m, 12:00 p.m. and 4:00 p.m. if needed.

Staff will be expected to report 15 minutes before their shift to allow for briefing.

### **IX. Staff**

Personnel pre-identified and pre-trained by the Volunteer Coordinator will initially staff the PICC. Additional volunteers will be recruited and trained to provide assistance as the PICC remains open for an extended period of time.

Staffing needs will vary throughout the day and throughout the incident as call volume increases and decreases in waves. Certain times of each day will be busier. Also the phones are likely to be busier whenever the situation changes or when media report significant news.

### **X. Roles and Responsibilities**

#### **A. Director of Emergency Management**

1. Make determination to activate PICC
2. Request Planning Section Chief to initiate PICC process

#### **B. Planning Section Chief**

1. Activate PICC by recruiting PICC supervisor
2. Coordinate staffing between Volunteer Management and PICC Supervisor
3. Support PICC Supervisor with any operational needs
4. Ensure most current information available in PICC

#### **C. Public Information Officer**

1. Work with other local PIOs through JIC to provide verified, credible, accurate, concise information
2. Coordinate flow of information to PICC Supervisor
3. Work with PICC Supervisor to provide training in advance for PICC staff
4. Work with PICC Supervisor to provide just in time training for PICC spontaneous volunteers
5. Keep Planning Section Chief informed on changing messages (see Message Update Form)

#### **D. Volunteer Coordinator**

1. Provide staffing for the PICC
2. Work with PIOs and PICC Supervisor to provide training in advance for PICC staff
3. Work with PIOs and PICC Supervisor to provide just in time training for PICC spontaneous volunteers
4. Maintain time records of all personnel and hours worked in the PICC

**E. PICC Supervisor**

1. Physically set up the PICC room (see Equipment and Setup Appendix)
2. Work with PIOs and Volunteer Coordinator to orient trained staff (see Orientation Script)
3. Work with PIOs and Volunteer Coordinator to ensure spontaneous volunteers are provided just in time training
4. Report directly to Planning Section Chief
5. Deliver incoming messages to appropriate response personnel in coordination with NIMS
6. Ensure that PICC staff and volunteers take adequate breaks and meals (see Staff Monitoring Form)
7. Step in when PICC staff and volunteers need assistance handling a difficult caller
8. Ensure staff and volunteers follow PICC operating procedures at all times (see PICC Operating Procedures)
9. Be aware of developing mental health needs for staff and volunteers
10. Maintain necessary documentation
11. Work with Logistics at the request of the PICC Supervisor to acquire necessary supplies and equipment to keep the PICC functioning
12. Provide updates via EOC briefings

**XI. Training**

Whenever possible, staff should be trained in advance. The OEM and the Volunteer Coordinator and other partners will work together to create an advance training for pre-identified staff.

Just in time training will also be available for spontaneous volunteers.

**XII. Exercises**

The PICC plan should be exercised at least annually. The exercise should include activating the PICC for at least 30 minutes.

Volunteers should call in with pre-scripted scenarios. Enough calls should be generated to truly test the system.

All participants should be asked to fill out a written evaluation after the exercise.

Corrections or alterations to the PICC plan should be made based on issues identified in the exercise.

**XIII. Evaluation**

The PICC plan should be reviewed at least annually by the OEM Assistant Director. If updates or changes are made, copies of the revised document should be sent to partners as identified on the distribution list.

## APPENDIX 9

### NEWS BRIEFING PREPARATION CHECKLIST

Action
1. Select the appropriate time for the news briefing. <b>NOTE: If possible, should be no less than two hours before the majority of news deadlines or as soon as possible after a major development;</b>
2. Set up Media Room at EOC (audiovisual, chairs, public address system, etc.).
3. Notify media of place and time for the news briefing and what credentials will be required;
4. Produce briefing packets for distribution to the media;
5. Identify spokespeople, schedule and conduct speaker preparation for as much time as possible before the news briefing starts;
6. Appoint a news briefing moderator who will: <ul style="list-style-type: none"><li>• Set the agenda – discuss format;</li><li>• Greet the assembly;</li><li>• Explain the purpose of the news briefing;</li><li>• Introduce the speakers;</li><li>• Provide sources for additional information;</li><li>• Control the amount of time spent on any given subject;</li><li>• End the conference on time.</li></ul>
7. Assist reporters with any additional needs immediately following the news briefing;
8. Videotape news briefings.

## APPENDIX 10

### MEDIA ADVISORY ON UPCOMING NEWS BRIEFING

#### MEDIA ADVISORY: NOT FOR PUBLICATION OR BROADCAST

CONTACT: (name of contact)                      PHONE: (number of contact)

Date:

#### AREA OFFICIALS TO HOLD NEWS BRIEFING ON (EVENT)

**WHAT:** Officials from Greene County and the city of Springfield, along with **(other agencies and partners)** will hold a news briefing to discuss the response to the **(event)** and answer questions about the recovery effort.

**WHEN:** **(Time), (Day and date)**

**WHERE:** The **Springfield-Greene county** Joint Information Center (JIC)  
**Emergency Operations Center**  
**Media Briefing Room, First Floor**  
**833 Boonville**  
**Springfield, MO**  
**417-869-6040 (not for public release)**

**PARTICIPANTS:** **(List all)**

**BACKGROUND:** **Provide one or two sentences explaining the situation.**  
*Example:* The president's designation of (NUMBER) counties in (STATE) opens the way for a wide range of disaster assistance for (DISASTER) victims affected by the disaster as well as emergency protective measures and assistance to repair and replace public facilities.  
Federal coordinating officer (NAME) will provide information on the response and recover process now under way and specifics regarding the kinds of assistance available to the residents of (STATE).

Media representatives should enter the front entrance of 833 Boonville to sign-in. A JIC representative will be present to meet with media representatives. All news briefings will be held in the media briefing room.

#### NOTE TO EDITORS, ASSIGNMENT DESKS:

For information updates by telephone, the following telephone number is **FOR MEDIA USE ONLY: (417) 869-6040**.

**Please do not release this number to the public. This is for media use only. The public will be given a different number for information.**

## **APPENDIX 11**

### **NEWS BRIEFING INTRODUCTION GUIDELINES**

#### **General Guidelines:**

1. As the moderator it is your responsibility to set the tone for the news briefing.
2. Have a predetermined message for each news briefing. If you do not have a message, you do not need a news briefing.
3. Provide correct spelling, title and agency for each speaker.
4. Set a time limit with your speakers prior to starting the news briefing. Stick to that time. Do not let any one person dominate the time during the news briefing. Take charge and use time as your authority.
5. Make yourself available to media at the end of the news briefing. This will build relationships and your trust and credibility with the members of the media who attended.

#### **Checklist**

- Introduce yourself;
- Explain the format of the news briefing;
- Provide the time frame (usually 30 to 45 minutes);
- Read the incident statement;
- Introduce the speakers;
- Moderate the question and answer period;
- End the news briefing and announce the time for the next news briefing.

## APPENDIX 12

### National Weather Service Non-weather Related Event Codes

Avalanche Watch	AVA
Avalanche Warning	AVW
Child Abduction Emergency	CAE
Civil Danger Warning	CDW
Civil Emergency Message	CEM
Earthquake Warning	EQW
Evacuation Immediate	EVI
Fire Warning	FRW
Hazardous Materials Warning	HMW
Law Enforcement Warning	LEW
Local Area Emergency	LAE
911 Telephone Outage Emergency	TOE
Nuclear Power Plant Warning	NUW
Radiological Hazard Warning	RHW
Shelter in Place Warning	SPW
Volcano Warning	VOW

**APPENDIX 13**

**National Weather Service Civil Emergency Radio Activation Request**

**CIVIL EMERGENCY MESSAGE REQUEST WORKSHEET**

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Contact number:** \_\_\_\_\_

**Time notified:** \_\_\_\_\_

**NWS Event Code:** \_\_\_\_\_

**Brief description of emergency:** \_\_\_\_\_

\_\_\_\_\_  
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**EXACT MESSAGE TO BE BROADCAST:**

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## ESF-4

### FIRE

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III. CONCEPT OF OPERATIONS	ESF 4.2
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B. Operational Time Frames	ESF 4.2
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## **ESF-4**

### **FIRE**

**PRIMARY AGENCIES:**            **Battlefield Fire Protection District**

**SUPPORT AGENCIES:**        **City of Battlefield**  
**Springfield-Greene County Office of Emergency Management**  
**Fire Protection Districts and Departments**

#### **I.        PURPOSE**

By the very nature of their duties, the local fire departments protect lives and property on a daily basis. However, in a disaster situation of sufficient magnitude, normal day-to-day procedures, personnel, or equipment could prove inadequate to provide this protection.

The purpose of this ESF is to organize local firefighting resources and establish procedures that will enable these resources to meet the demands of a disaster situation. Additional duties include: search and rescue and hazardous materials incidents.

#### **II.       SITUATION AND ASSUMPTIONS**

##### **A.       Situation**

1.        The Battlefield Fire Protection District (BFPD) is subject to many hazards that could present difficulties with regard to fire protection (**see Hazard Mitigation Plan – located at the Springfield-Greene County Office of Emergency Management**).
2.        BFPD is dispatched through the Springfield-Greene County Emergency Communications Department.
3.        Situations could arise that would hinder fire fighting capabilities or overwhelm local resources.
4.        Automatic aid and mutual aid agreements are in place for most county fire departments.
5.        Outside assistance (Federal, State, or other local governments) is available should the need arise.
6.        Several of the fire departments in the County have specialized rescue capabilities.
7.        The Springfield Fire Department provides heavy search and rescue, hazardous material (HazMat) operations (with Logan Rogersville Fire), bomb operations, and weapons of mass destruction (WMD) response for Greene County.

##### **B.       Assumptions**

1.        Existing fire personnel and equipment should be adequate to deal with most emergency situations through existing agreements and the statewide mutual aid system established through the Missouri Division of Fire Safety.
2.        Trained personnel and specialized equipment are available to meet HazMat and Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) incidents that could occur.

3. Other City and County departments/protection districts shall respond to provide support as detailed in this plan.
4. State and federal agencies will respond when necessary.
5. Departments/protection districts county wide, shall maintain the equipment and level of training necessary to perform the fire protection functions.
6. If evacuation is necessary, personnel may be available to assist in the movement while at the same time providing fire protection.

### III. CONCEPT OF OPERATIONS

#### A. General

1. The primary tasks of the fire services are the same as their day-to-day mission of protecting persons and property from the threat of fire and other damages.
2. Other important tasks of the fire services will be:
  - a. Dealing with hazardous materials, bomb threat and CBRNE incidents;
  - b. Search and rescue operations; and
  - c. Emergency medical first response.
3. The fire services will provide support as requested by other agencies as long as it does not affect their fire protection capability.
4. Mutual aid will be utilized to insure the best possible protection for all residents of the City/County.

#### B. Actions to be Taken by Operating Time Frames

##### 1. Mitigation

- a. Review possible hazards to identify emergency operations in which the fire service would play a major role.
- b. Following the review, determine if any specialized equipment or training are required to meet potential threats.
- c. Maintain fire safety programs to include disaster situations and present them to the public.
- d. Locate facilities that store or use hazardous materials, identify the materials and the problems each could cause. Maintain a map and list of these facilities (**see ESF-10**).
- e. Identify facilities that could create special problems if affected such as hospitals, nursing homes, and schools (**see Mitigation Plan**).
- f. Establish liaison with private area resources that could be useful for fire prevention or suppression.
- g. Maintain Hazardous Materials/CBRNE SOPs/SOGs to meet projected needs.

##### 2. Preparedness

- a. Assist other departments in increased readiness activities as much as possible.
- b. Review plans and procedures (SOPs/SOGs) for potential threats (**see Mitigation Plan**).
- c. Check status of supplies (fuel, water, first aid supplies, equipment, etc.).

- d. Maintain increased readiness status until the situation escalates or the stand-down is given.
- e. Participate in tests, exercises, and drills to include those in support of other agencies.

3. **Response**

- a. Respond as required on a priority basis.
- b. Conduct search and rescue operations (**see ESF-9**).
- c. Activate local mutual aid and State Mutual Aid, as needed. (**MoSCOPE – see Basic Plan**)
- d. Report damages observed to include potential problem areas.
- e. Coordinate activities with other agencies.
- f. Coordinate fire service response of departments responding from outside the jurisdiction.
- g. Alert or activate off-duty and auxiliary personnel as required by the emergency.
- h. If hazardous materials are involved, initiate hazardous materials plans, to include possible:
  - Evacuation;
  - Perimeter control;
  - Cleanup; and
  - Notification.
- i. Maintain emergency response status until the situation is under control.
- j. Assist in making an estimate of the total population exposed to the disaster.
- k. Conduct fire protection measures in mass care shelters.
- l. Conduct health and welfare checks as needed.

4. **Recovery**

- a. Participate in cleanup and Damage Assessment support (**see ESF-16**).
- b. Inspect damaged areas to insure fire safety.
- c. Develop after-action reports to include:
  - Actions taken
  - Materials expended
  - Personnel costs
  - Assistance received from and given to other agencies
  - Problem areas to include corrective measures
- d. Review plans and procedures with key personnel and make revisions and changes.
- e. Report any activities to the EOC liaison.
- f. Replenish supplies and repair damaged equipment.
- g. During an evacuation situation, provide assistance as required to insure the safe and speedy return of the evacuees.

#### **IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

**A. Primary Agency:**

**Battlefield Fire Protection District**

1. Maintain records of the cost of supplies, resources and personnel-hours needed to respond to the disaster event.

2. Provide continuous education and training to all employees
3. Investigations and inspections, including arson and fire safety codes
4. Respond to Hazardous Materials emergencies
5. Provide fire prevention through public education

**B. Support Agencies:**

**City of Battlefield**

1. Activate the EOC if needed in accordance with ESF-5
2. Provide support as needed

**Springfield-Greene County Office of Emergency Management (OEM)**

The OEM will act as a support agency if the City of Battlefield becomes overwhelmed by the size and scope of the incident and if requested by the city..

**Fire Protection Districts and Departments**

1. Provide Fire protection services within the established district
2. Provide support for other fire protection districts through the automatic fire mutual aid program or as requested
3. Overall responsibility of coordination lies with the senior fire officer at the scene of the disaster within the local jurisdiction affected
4. If more than one locality or jurisdiction is affected, coordination is normally handled by the respective departments or agencies' representatives
5. If an EOC activation is deemed necessary, a Fire Liaison can be appointed to provide support in the EOC

**C. State Support Agencies**

**Missouri Department of Conservation (MDC)**

The Missouri Department of Conservation's fire strike teams in Greene County are available to assist the local fire departments on large natural cover or wild land fires.

The Flight Service Unit within MDC currently have 2 aircraft (1 fixed wing and 1 helicopter) which are not equipped for fire suppression, but can transport firefighters and their equipment rapidly to hotspots or to assess fire position and damage assessment. MDC has pre-planned contracts with the University of Central Missouri (UCM) Flight School to engage additional aircraft if requested.

**State Fire Marshall**

The State Mutual Aid Agreements are activated or authorized by the initial notification of the Regional Mutual Aid Coordinator or Points of Contact (POC) which advises the State Fire Marshall's Office- Mutual Aid Coordinator. The authorization would come from the State Fire Marshall's Office via the Regional Points of Contact (Mutual Aid Coordinators).

**D. Federal Support Agency**

**Department of the Interior, United States Forest Service**

Provide detection and suppression of woodland fires, rural and urban fires resulting from, or occurring coincidentally with a major disaster or emergency requiring Federal response assistance.

**V. DIRECTION AND CONTROL**

- A.** The chief of each fire department will be responsible for controlling fire operations within the defined boundaries of their jurisdiction.

- B.** Outside resources brought into a jurisdiction will be controlled by the procedures outlined in State law, fire mutual aid, and mutual aid agreements.

## **VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

1. Procedures for dealing with expenses incurred and liability for actions and injuries are outlined in mutual aid agreements, State laws (44.090), and local ordinances.
2. Reports and records will be developed and maintained in accordance with agency specific procedures.

### **B. Logistics**

1. Essential materials, supplies and resource lists shall be checked and updated at least annually.
2. In a classified emergency, normal procurement procedures can be waived in accordance with local statutes and ordinances.

## **VIII. DEVELOPMENT AND MAINTENANCE**

- A.** The City of Battlefield and the OEM, in conjunction with Battlefield Fire Protection District, will be responsible for instituting a review of this ESF and updating it on a yearly basis. BFPD will update their SOPs/SOGs concurrently.
- B.** This ESF will be tested periodically with the resulting revisions and changes being made and distributed immediately.
- C.** The BFPD Fire Chief should ensure that mutual aid agreements, and resource and inventory lists are reviewed and updated on a yearly basis.

**ESF-4**  
**FIRE**  
**APPENDICIES**

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## **APPENDIX 1**

**This is a restricted document**



### APPENDIX 3

#### BATTLEFIELD FIRE PROTECTION DISTRICT LOCATIONS

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<b>Headquarters</b>	<b>4117 W. Second Street</b>	<b>Battlefield, MO 65802</b>	<b>417-881-9018</b>
Station 1	4110 W. Second Street, Battlefield		
Station 2	2281 E. Farm Road 188, Battlefield		
Station 3	3490 W. Beechwood, Springfield		
Station 4	1268 W. Plainview Road (Farm Road 182), Springfield		

## APPENDIX 4

### BATTLEFIELD FIRE PROTECTION DISTRICT'S RESOURCE LIST

		Station 1	Station 2	Station 3	Station 4	Headquarters								Total
<b>Manpower</b>	Full-time	15	0	9	9	5								38
<b>Vehicles</b>	Command (blazer/van)	1	--	--	--	3								4
	Engine/Pumper Greater than 500 gal.	1	2	1	1	--								5
	Aerial / Ladder	--	--	--	--	--								--
	Tanker Greater than 1500 gal.	1	--	--	1									2
	Brush Truck	1	1	--	--	--								2
	Light Rescue	1	--	--	--	--								1
	Heavy Rescue	--	--	--	--	--								--
	Water Rescue	--	--	--	1	--								1
	HAZMAT Vehicles	--	--	--	--	--								--
	Service Vehicles	--	--	1	--	1								2
	Snow Removal Equip.	--	--	--	--	1								1
	Reserve Staff Vehicles	--	--	--	--	1								1
	Other	--	--	--	--	--								--
<b>Equipment</b>	Portable Lights	--	--	--	--	--								--
	Portable Generator	--	1	1	--	1								3

**APPENDIX 5**

**GREENE COUNTY FIRE DEPARTMENTS RESOURCE LIST**

**This is a restricted document**

**GREENE COUNTY FIRE DEPARTMENTS RESOURCE LIST (cont.)**

		Ash Grove	Bois D'Arc	Brookline	Ebenezer	Fair Grove	Logan/Rogersville	Pleasant view	Republic	Springfield	Stratford	Walnut Grove	West Republic	Willard
<b>Manpower</b>	Full-time	0	0	0	14	0	22	0	18	207	0	0	0	0
	Volunteer	21	25	31	16	16	50	15	10	0	25	57	22	46
<b>Vehicles</b>	Command (blazer/van)				2		3		2	2	1	1		
	Engine / Pumper Greater than 500 gal.	2	2	3	4	2	6	2	4	12	2	4	2	3
	Mini Pumper Up to 500 gal.			1		1								3
	Aerial / Ladder			1	2		1		2	8	1			1
	Tanker Greater than 1500 gal.	2	2	5	5	2	4	2	3	1	5	6	3	3
	Brush Truck	2	1	1	5	2	4	1	1	1	2	3	1	3
	Light Rescue	1	2	2	3	3					2	1	1	2
	Heavy Rescue						2	1	1	2	2	1		1
	Water Rescue									2				
	Ambulance													1
	HAZMAT Vehicles						3		1	3				
	Service Vehicles					1	1		1	1	1	4		1
	Snow Removal Equip.				1					5				
	Earth Moving Equip.													
	Staff Vehicles				1		2			6				
<b>Equipment</b>	Portable Generators	2	1	5	6	2	9	3	4		5		2	5
	Portable Lights			4	10	4	1	4	3	7	6		4	6

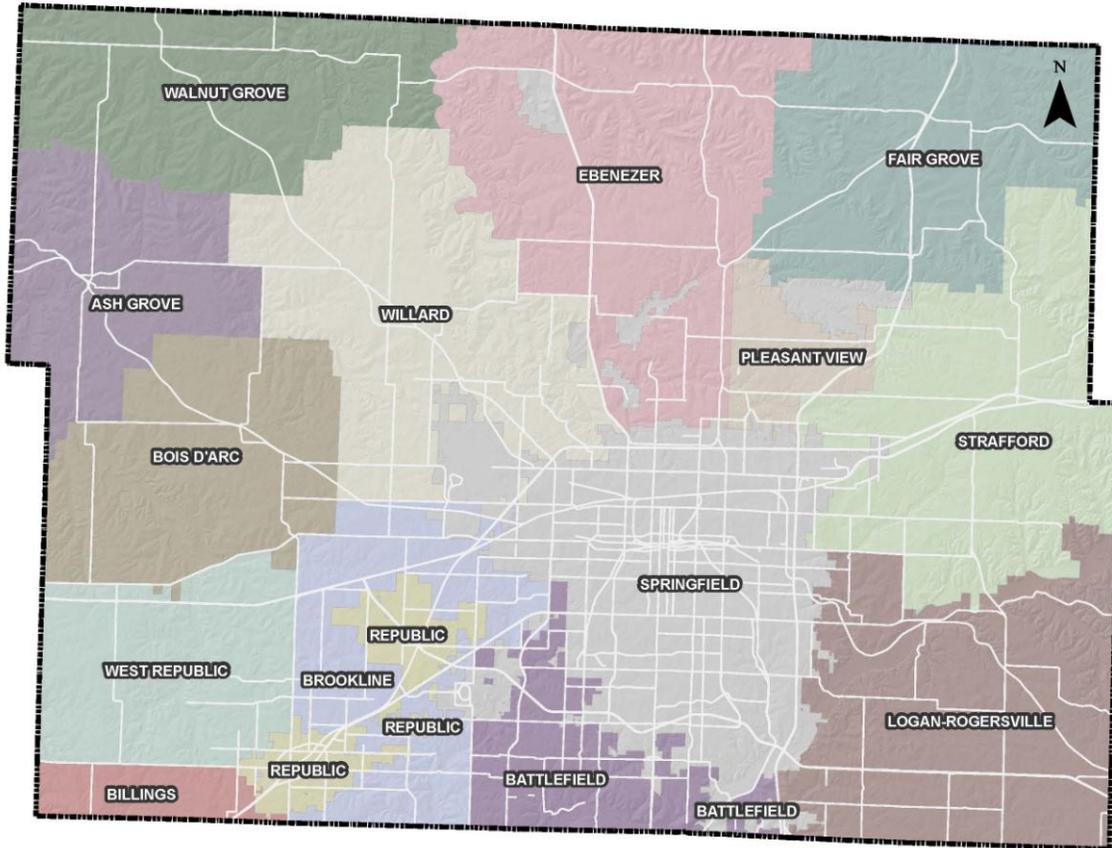
**Special Equipment / Capabilities:**

Ash Grove – Radios in Vehicles – NO [ ] YES [X] ___7___ Radios at Stations - NO [ ] YES [X] ___1___	Republic – Radios in Vehicles – NO [ ] YES [X] ___14___ Radios at Stations - NO [ ] YES [X] ___4___
Bois D'Arc – Radios in Vehicles – NO [ ] YES [X] ___9___ Radios at Stations - NO [ ] YES [X] ___2___	Springfield – Radios in Vehicles – NO [ ] YES [X] Radios in Stations – NO [ ] YES [X]
Brookline – Radios in Vehicles – NO [ ] YES [X] ___11___ Radios at Stations - NO [ ] YES [X] ___1___	Stratford – Radios in Vehicles – NO [ ] YES [X] ___16___ Radios at Stations - NO [ ] YES [X] ___2___
Ebenezer – Generator Light Tower, Portable Breathing Air Comp Trailer (Fill SCBA) @ Gen & Lt Tower Radios in Vehicles – NO [ ] YES [X] ___21___ Radios at Stations - NO [ ] YES [X] ___3___	Walnut Grove – Radios in Vehicles – NO [ ] YES [X] ___Unk___ Radios at Stations - NO [ ] YES [X] ___Unk___
Fair Grove – Radios in Vehicles – NO [ ] YES [X] ___11___ Radios at Stations - NO [ ] YES [X] ___2___	West Republic – Radios in Vehicles – NO [ ] YES [X] ___7___ Radios at Stations - NO [X] YES [ ] ___0___
L/R – HAZMAT / WMD response team - Generator Light Tower Radios in Vehicles – NO [ ] YES [X] ___26___ Radios at Stations - NO [ ] YES [X] ___5___	Willard – Radios in Vehicles – NO [ ] YES [X] ___18___ Radios at Stations - NO [ ] YES [X] ___1___
Pleasant View – Radios in Vehicles – NO [ ] YES [X] ___6___ Radios at Stations - NO [ ] YES [X] ___1___	

APPENDIX 6

GREENE COUNTY FIRE DISTRICTS MAP

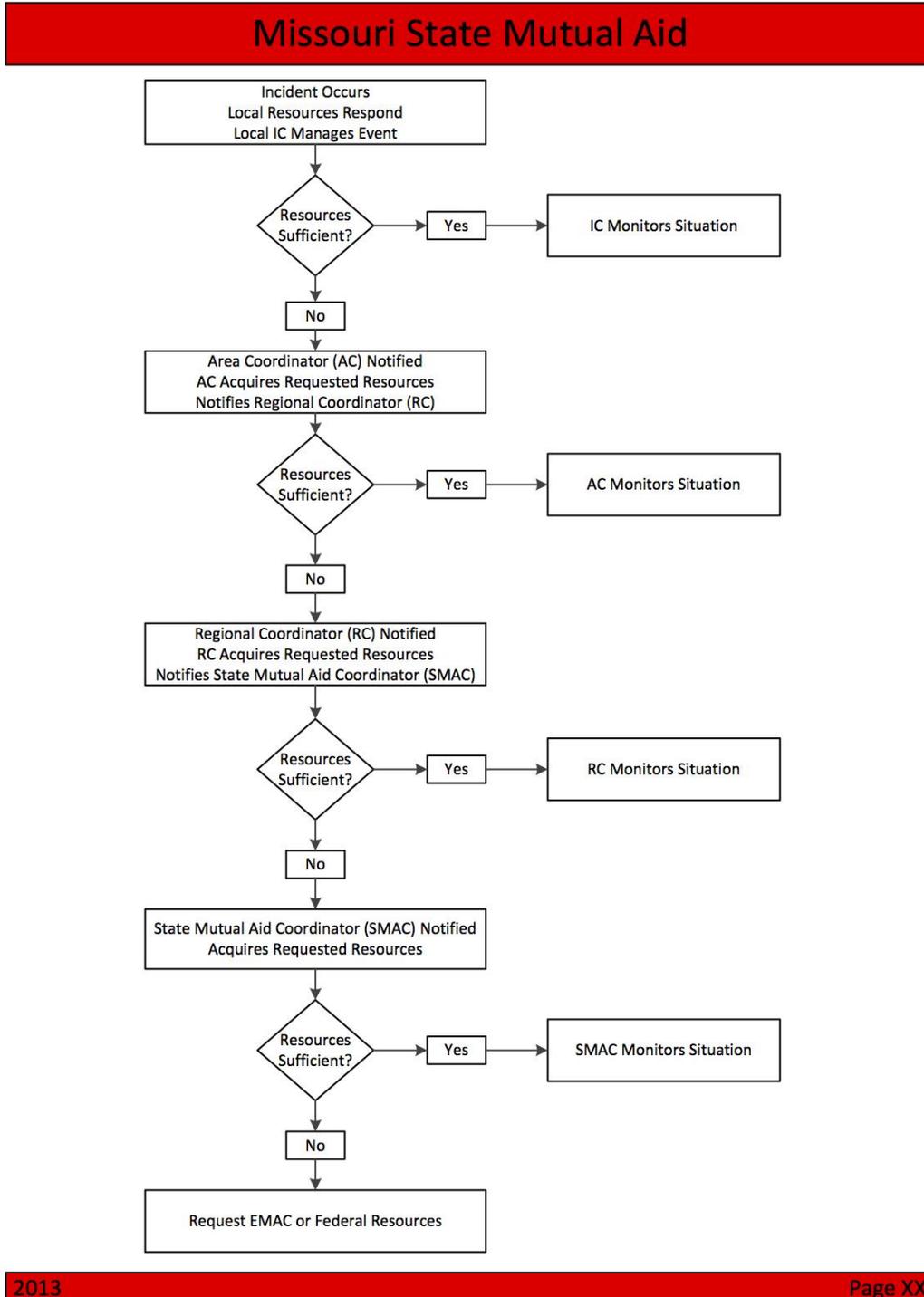
**Greene County Fire Districts**





## APPENDIX 8

### CHANNELS FOR REQUESTING FIRE/RESCUE MUTUAL AID RESOURCES



## ESF-9

### SEARCH AND RESCUE

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## ESF-9

### SEARCH AND RESCUE

**PRIMARY AGENCIES:**           **Greene County Sheriff's Office**  
   **Battlefield Police Department**

**SUPPORT AGENCIES:**       **City of Battlefield**  
   **Springfield-Greene County Office of Emergency Management**  
   **Battlefield Fire Protection District**  
   **Fire Protection Districts**  
   **Municipal Police Departments**  
   **Volunteer Agencies**  
   **Springfield Fire Department**

#### I.       **PURPOSE**

This plan shall provide the effective use of available resources for Urban and Wilderness Search and Rescue (SAR) missions, and will enable the City of Battlefield to satisfy its humanitarian obligations.

#### II.      **SITUATION AND ASSUMPTIONS**

##### A.      **Situation**

1.       Authority Having Jurisdiction (AHJ) may retain SAR responsibilities within their boundaries for primarily local incidents.
2.       Mutual Aid Agreements are made between the jurisdictions within each county in Region D and the state.
3.       The City of Battlefield depends on governmental and non-governmental agencies for SAR functions.
4.       Local buildings are subject to severe structural damage from all hazards as outlined in the Hazardous Identification Risk Assessment (HIRA), which could result in injury and death to individuals trapped in the damaged structures.
5.       In the event of a large structural collapse, elevated numbers of individuals may require rescue services.
6.       The mortality rate among trapped victims rises dramatically after 72 hours; therefore, search and rescue operations must be initiated after structures have been evaluated to prevent first responders creating secondary collapse issues.
7.       Secondary hazards may compound problems and threaten both disaster victims and rescue personnel.
8.       Weather conditions such as rain, temperature extremes, and high winds, may pose additional hazards to disaster victims and rescue personnel.
9.       Large-scale emergencies, disasters and acts of terrorism may adversely impact SAR personnel, equipment and facilities as well as communications systems.

10. Individuals may become lost or stranded in urban or wilderness environment and may need SAR resources.
11. The US National Grid (USNG) Coordinates System may be used for special events or to conduct Search and Rescue operations.

## **B. Assumptions**

1. Trained, equipped, organized, rescue services will provide the capability to conduct methodical SAR operations, perform a structural damage assessment and shore/stabilize weakened structures, release trapped individuals, and locate the missing and deceased.
2. Access to disaster areas may be limited because of damaged infrastructure.
3. If resources and those obtained pursuant to inter-local agreements/Mutual Aid Agreements are insufficient and additional support is required, assistance may be requested from Region D and the state.
4. During major emergency situations, SAR resources may be damaged and specialized supplies depleted.
5. This SAR function is adequate to deal with most search and rescue situations in the City of Battlefield, but in an emergency or disaster, augmentation may be required.
6. This plan is solely intended to provide guidance to responders.
7. The incident commander, on scene, through the Emergency Communications Center (ECC) will make the initial determination that a classified emergency exists or is eminent.

## **III. CONCEPT OF OPERATIONS**

### **A. General**

1. The SAR response capabilities are composed of the primary agency that provides SAR operations during reported incidents or potential emergencies requiring a coordinated local response. This includes but is not limited to:
  - a. **High Angle Rescue** – This involves high angle urban/structural incidents requiring the use of static kernmantle ropes, anchoring and belaying devices, friction rappel devices, various devices to utilize mechanical advantage for hauling systems, and other specialized equipment to reach victims and safely recover them. The Springfield Fire Department has a technician level rope rescue team.
  - b. **Confined Space Rescue** – This involves incidents requiring the rescue and recovery of victims trapped in a place only accessible through confined spaces, such as underground vaults, storage silos, storage tanks, or sewers. The Springfield Fire Department has a technician level confined space rescue team. Additional resources are available through Region D.
  - c. **Trench Rescue** – This involves incidents requiring the rescue and recovery of victims trapped in a trench and requires shoring up the sides of the trench. The Springfield Fire Department has a technician level trench space rescue team. Additional resources are available through Region D.

- d. **Structural Collapse Rescue** – This involves incidents requiring the rescue and recovery of victims trapped by, under, or within a structure. The Springfield Fire Department has a technician level structural collapse rescue team. Battlefield FPD, Logan-Rogersville FPD, Nixa FPD, and Ozark FPD are trained to the operations level structural collapse rescue team. Ash Grove FPD has awareness level structural collapse rescue team. Additional resources are available through Region D.
- e. **Vehicle and Machinery Rescue** - This involves incidents requiring the rescue and recovery of victims trapped in passenger vehicles, buses, semi-trucks, motor coaches, mechanical equipment, and other vehicles and similar equipment. Each fire department and fire district has the equipment and training for these types of incidents.
- f. **Water Rescue** - This involves incidents requiring the rescue and recovery of victims trapped by, under, or in water. The Springfield Fire Department, along with personnel from the Battlefield FPD, has a technician level water rescue team for surface and swiftwater water incidents. The Missouri State Highway Patrol and the Western Taney County FPD have technician level underwater rescue teams.
- g. **Ice Rescue** – This involves incidents requiring rescue and recovery of victims trapped on or in icy water. The Springfield Fire Department, along with personnel from the Battlefield FPD, has a technician level water rescue team for ice rescue incidents.
- h. **Outdoor Search and Rescue** – This involves incident where victims are lost outdoors. The AHJ law enforcement agency coordinates and conducts the operations at these incidents.

**B. Actions to be taken by Operating Time Frames**

1. **Mitigation**

- a. Maintain plans (SOPs and SOGs) to deal with various types of Search and Rescue.

2. **Preparedness**

- a. Train personnel in procedures for the various types of Search and Rescue.
- b. Maintain mutual aid agreements with agencies.
- c. Review other ESFs of this plan to determine where support will be needed by other agencies.
- d. Participate in tests, exercises, and drills.
- e. Determine if any specialized equipment or training are required to meet potential threats.

3. **Response**

- a. Respond as required on a priority basis.
- b. Conduct search and rescue operations.
- c. Activate local mutual aid and state mutual aid, as needed.
- d. Report damages observed to include potential problem areas.
- e. Coordinate activities with other agencies.
- f. Alert or activate off-duty and auxiliary personnel as required by the emergency.
- g. Maintain emergency response status until the situation is under control or ordered to stand-down by the EOC.

4. **Recovery**
  - a. Continue operations as necessary until situation returns to normal.
  - b. Release mutual aid and private resources when possible.
  - c. Continue support to other services, especially in the areas of Damage Assessment and Rescue.
  - d. Provide information to the EOC.
  - e. Participate in after-action reports and critiques, incorporating recommended changes to plans and procedures.

#### **IV: ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

##### **A. Primary Agencies:**

###### **Greene County Sheriff's Office Battlefield Police Department**

1. Prioritize the deployment of services based on available resources and critical needs in Greene County or as requested.
2. The Emergency Operations Center (EOC) or Incident Command Post (ICP) shall be kept informed of operations and resource needs.
3. Maintain records of the cost of supplies, resources and staff-hours needed to respond to the SAR incident.
4. Obtains, maintains, and provides incident situation and damage assessment information through established procedures.

##### **B. Support Agencies:**

###### **City of Battlefield**

1. Monitor radio communications.
2. Provide situation assessment and report facilitation.
3. Provide for the deployment of requested services based on available resources and critical needs.
4. Maintain records of the cost of supplies, resources and staff-hours needed to respond to the SAR incident.
5. Obtain, maintain, and provide incident situation and damage assessment information through Situation Reports (SitReps).
6. Provide filed planning and logistics support and coordination.
7. Utilize the Community Emergency Response Team (CERT) when conditions permit.

###### **Springfield-Greene County Office of Emergency Management (OEM)**

OEM will participate as a support agency if the City of Battlefield becomes overwhelmed by the size or complexity of the event and at the request of the City.

###### **Volunteer Agencies**

1. Respond to Staging Area or to specific locations as requested.
2. Follow mission assignments as directed.
3. Maintain records of the cost of supplies, resources and staff-hours needed to respond to the SAR incident.
4. Obtains, maintains, and provides incident situation and damage assessment information through Situation Reports (SitReps).

**Battlefield Fire Protection District  
Municipal Police Departments  
Rural Fire Protection Districts**

1. Prioritize the deployment of services based on available resources and critical needs in unincorporated Greene County or within jurisdictional boundaries until Mutual Aid requests are authorized.
2. The Emergency Operations Center (EOC) or Incident Command Post (ICP) shall be kept informed of operations and resource needs.
3. Maintain records of the cost of supplies, resources and staff-hours needed to respond to the SAR incident.
4. Obtains, maintains, and provides incident situation and damage assessment information through established procedures.

**C. State Support Agency**

**State Emergency Management Agency (SEMA)**

1. Monitor initial notification and ongoing situation reports.
2. Authorize incident requests and deploy state resources.

**D. Federal Support Agency**

**Civil Air Patrol**

1. Provide aerial reconnaissance for operations.
2. Position responder's liaisons above search areas for visual reconnaissance.
3. Aerial digital imaging with transmission capabilities and Hyper spectral imaging system operation.
4. Communication network capabilities on multiple platforms.
5. Maintain records of the cost of supplies, resources and staff-hours needed to respond to the SAR incident.
6. Obtains, maintains, and provides incident situation and damage assessment information through Situation Reports (SitReps).

**V. DIRECTION AND CONTROL**

- A.** Department heads will continue to maintain operational control of their own communications systems and will coordinate with the EOC during SAR operations. All departments shall become familiar with the procedures outlined in this ESF.
- B.** Communications used to support SAR operations will remain under the direct control of the sponsoring organization.
- C.** Each Agency responsible for operations under this Plan will:
  1. Keep information readily available on the status of key SAR assets or other resources which may be needed for operations; and
  2. Keep each other fully and promptly informed of operations of mutual interest, or which may involve use of equipment of another Participant(s).
  3. Most, if not all, SAR on-scene coordination may be delegated to any appropriate local, county or state agency already on scene.

- D.** Participant(s) with operational responsibilities should develop plans and procedures for effective use of available SAR assets and for contingencies to continue SAR operations if staffing are withdrawn because of another emergency or a change in missions.
- E.** SAR operations shall normally continue until reasonable hope of rescuing survivors has passed.
- F.** If an operation on-scene becomes unsafe for responders and the appropriate authority concludes that survivors might still be alive, it may temporarily suspend the on-scene activities pending further developments, and shall promptly so inform any authority, facility or service which has been activated or notified. Information subsequently received shall be evaluated and operations resumed when justified on the basis of such information.
- G.** When the appropriate authority has considered, that the rescue operation has been successful, or that the emergency no longer exists, it shall terminate the operation and start the demobilization process for the activated response teams.
- H.** The regional Mobile Communications Vehicle (Skylab) can provide backup support communications.
  - 1. Agency participation shall:**
    - a. Apply the most effective systems to save the most lives at the least operational risk and cost;
    - b. Utilize technical, administrative and information systems, which will improve the ability of the Participant(s) and associated non-governmental organizations to carry out SAR responsibilities;
    - c. Each participant(s) managerial, operational, and support personnel shall strive towards maximizing operational effectiveness;
    - d. Encourage development and proficiency in SAR techniques and procedures by other agencies participating in SAR, and assist these other agencies as appropriate;
    - e. Encourage continued development of local, state and federal SAR facilities and assets as appropriate; and
    - f. Enter into agreements, as appropriate, with local, state and federal government and state and federal military assets to provide for the fullest practicable cooperation in SAR consistent with their capabilities and resources, and to aid in the account for use of federal facilities for SAR missions.

**I. Priority goals of the agencies shall include:**

- 1. Unified Command (UC) with primary response agencies on-scene and to coordinate response and recovery efforts with local, county, and state Participant(s);
- 2. Provide communications systems which are highly reliable, interoperable, and as functionally effective as possible (interoperable radios, cross-band repeaters, Regional Communication Repeater Trailers and Region “D” Communication Vehicle); and
- 3. Ensure SAR personnel are provided quality training, equipment, procedures, facilities, information, and other tools necessary to conduct SAR operations in a consistent, highly professional, and effective manner.

**VI CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

1. Required Lists:
  - a. Mutual Aid Agreements (all departments).
  - b. Memorandums of Understanding (private organizations).
  - c. Notification lists for all departments to include each individual in the chain of command.
2. Training requirements.
3. Record keeping and accounting procedures in accordance with local guidelines.

### **B. Logistics**

1. Facilities and equipment: A list of the EOC's communications equipment is maintained by the City of Battlefield, as well as other communications equipment that may become available during an emergency/disaster.

## **VIII. ESF DEVELOPMENT AND MAINTENANCE**

The Springfield-Greene County Office of Emergency Management in collaboration with the City of Battlefield will be responsible for the maintenance and improvement of this ESF. It will be reviewed, updated, and modified as necessary, but not less than annually.

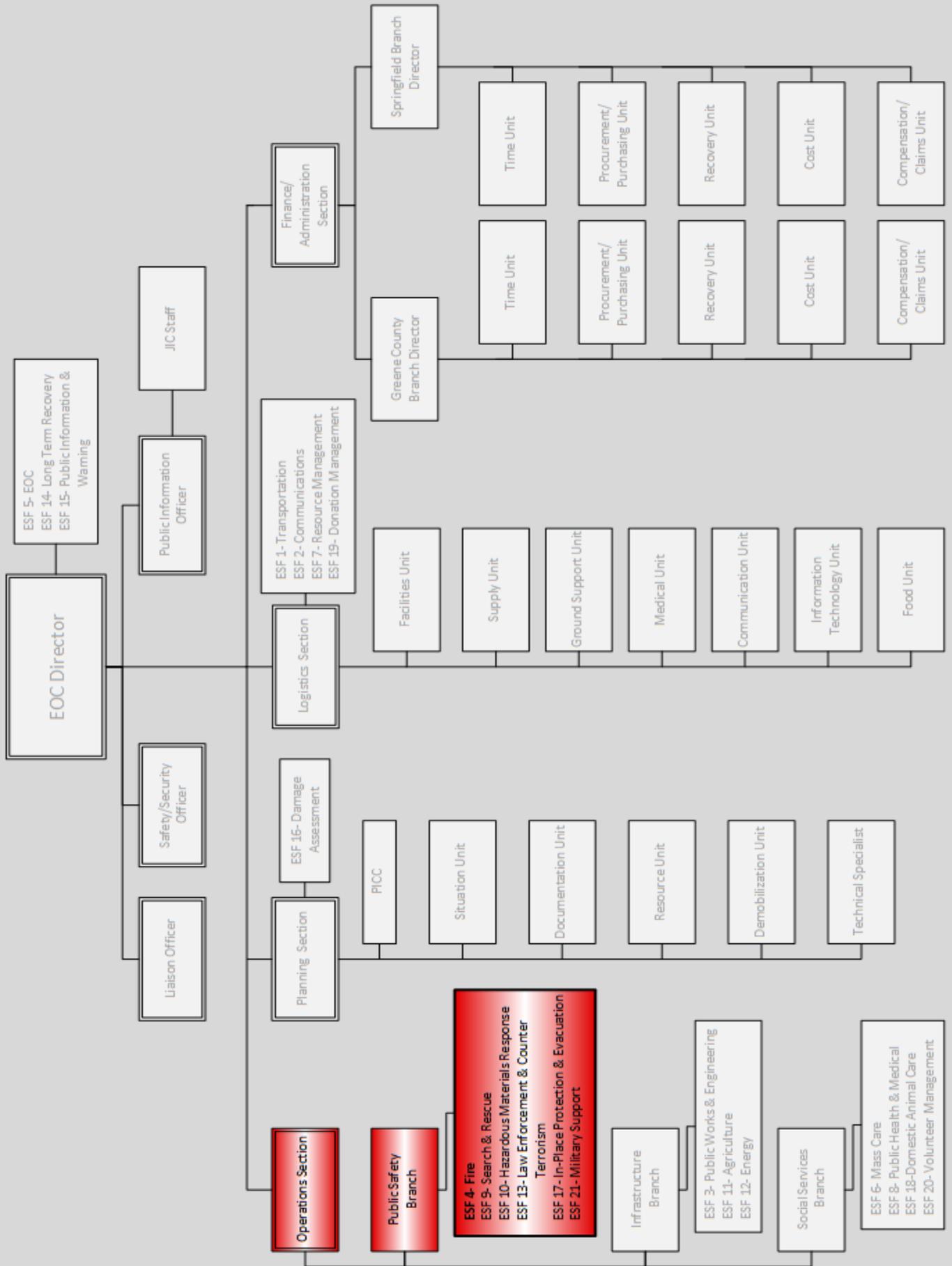
**ESF-9**  
**SEARCH AND RESCUE**  
**APPEDICIES**

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## **APPENDIX 1**

**This is a restricted document**

# APPENDIX 2 ORGANIZATIONAL CHART



## **APPENDIX 3**

### **CIVIL AIR PATROL CAPABILITES**

- Provide 24-hour staffing (liaison) upon request from the EOC to SEMA.
- Provide aerial missions such as reconnaissance to search for victims, damage assessment, or environmental surveys utilizing visual, photographic, digital and video techniques.
- Provide airborne communications support.
- Provide radio communications-mobile or fixed locations.
- Provide airlift (subject to regulatory restrictions).
- Provide manual labor (e.g. filling sandbags for flood control).
- Provide ground teams (typically used in search and rescue (SAR) missions. Ground teams may be used for house to house health and welfare checks and inventory and damage assessment. Ground teams are prohibited from participating in Counter drug or law enforcement missions.

## **APPENDIX 4**

### **MISSOURI WING CIVIL AIR PATROL CONTACT INFORMATION**

**This is a restricted document**

## ESF-10

### HAZARDOUS MATERIALS RESPONSE

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## ESF-10

### HAZARDOUS MATERIALS RESPONSE

**PRIMARY AGENCIES:**        **Springfield Fire Department**  
                                     **Logan-Rogersville Fire Protection District**  
                                     **Battlefield Fire Protection District**

**SUPPORT AGENCIES:**        **City of Battlefield**  
                                     **Springfield-Greene County Office of Emergency Management (OEM)**  
                                     **Fire Protection Districts**  
                                     **Local Emergency Planning Committee**

#### I.        **PURPOSE**

The purpose of this ESF is to assist local officials and emergency responders in coordinating the response and restoration activities subsequent to a hazardous materials release. A release of hazardous materials may cause injury or death and may have disastrous effects to the environment. Hazardous materials, including Extremely Hazardous Substances (EHS), are regulated by Title III of Superfund Amendments and Re-authorization Act (SARA) and Missouri State Statutes.

#### II.       **SITUATIONS AND ASSUMPTIONS**

##### A.       **Situation**

1.        Ten (10) major roadways traverse through Springfield-Greene County and are common routes for the transportation of hazardous substances. US 160 is nearest to the City of Battlefield. The other routes are listed below:

a. Highway 65	f. Chestnut Expressway
b. Interstate 44	g. West Bypass
c. James River Expressway	h. Division/EE Highway
d. Highway 13	i. Sunshine/US 60
e. Kansas Expressway	j. US 160
2.        There are numerous rail lines throughout Greene County as well as one that runs near the City of Battlefield that provide for the transportation and of rail cars which regularly contain hazardous substances.
3.        There are four (4) major petroleum pipelines that run through Greene County. In addition, there is a vast network of pipelines that carry natural gas and other materials throughout the county.
4.        There are a large number of fixed facilities in Springfield-Greene County that use, produce and/or store hazardous materials.
5.        Resources (trained personnel and equipment) for response to hazardous material incidents in Greene County are limited. (see **ESF 4 Appendix 4& 5**). FEMA typing NFPA 471, 472, and 473 are used for identification.
6.        Response to a serious chemical incident may require outside resources from adjacent counties, cities, state and federal government and the private sector.
7.        A Hazardous Materials Flow Study is completed to identify types of hazardous materials that travel through the Greene County area.

8. Emergency equipment for each facility can be requested from the Tier II database.

**B. Assumptions**

1. The Local Emergency Planning Committee (LEPC) for Greene County recognizes the responsibility for public health and safety, the need to plan for and set forth procedures and guidelines to deal with hazardous material incidents and the need to exercise the procedures and guidelines and policies set forth in this ESF.
2. Proper implementation of this ESF will reduce or prevent hazardous materials releases or other exposures to the public and environmental damage.
3. Awareness of the local hazards along with appropriate training may reduce the effects of a hazardous materials incident.
4. The use of local and outside resources shall require substantial coordination.
5. Incidents may occur with little or no warning.
6. Protective actions for the general population may include in-place protection and/or evacuation.

**III. CONCEPT OF OPERATIONS**

**A. General**

The carrier or spiller of a hazardous material is responsible for making the emergency notifications immediately to the Emergency Communications Center (ECC), Local Emergency Planning Committee (LEPC), OEM Director or community coordinator. Upon arrival, first response agencies will assess the situation and make additional notifications as appropriate.

At the request of the spiller or first response agency, EMS may be requested thru the ECC.

Springfield and Logan Rogersville Fire Departments have combined resources to provide Hazardous Material Response Capabilities to the Greene County area.

Response to a hazardous materials incident shall be in accordance with 29 CFR 1910.120 (SARA III) and Missouri State Statutes. Methods and procedures have been developed within the facilities Emergency Operations Plans that include emergency response regarding chemical spill(s) that could affect the safety of personnel and emergency responders. This plan may also include incident stabilization, property protection, and the area or population likely to be affected by such a release.

**B. Actions to be taken by Operating Time Frames**

**1. Mitigation**

- a. Maintain manufacturers, storage facilities, and other potential sources that have been identified and are on file with the OEM that contain hazardous materials which may affect the city, county and watershed areas.
- b. Facilities, agencies, personnel, and resources necessary to support a hazardous materials response in accordance with Resource Management have been identified. (see ESF-7).
- c. Maintain standard operating procedures/guidelines for responding to hazardous materials releases.

- d. Facilities such as hospitals, nursing homes, and adult congregate living facilities that could create special problems during an evacuation have been identified. (see **Mitigation Plan, Essential Facility Maps**)

2. **Preparedness**

- a. Conduct hazardous materials and safety awareness presentations for the community as needed.
- b. Organizations that work with hazardous materials should develop a relationship with private resources that have experience working with Hazmat incidents.
- c. Organizations that work with hazardous materials should verify the status of their equipment and resources on a regular basis.
- d. Hazardous materials response training requirements:

Minimum training will be based on the duties and functions to be performed by each responder of an emergency response organization (fire, police, EMS, emergency management, public works, health, etc.). All responders must meet the minimum skill and knowledge levels required for the function they are to perform before they are permitted to take part in actual emergency operations. All employees who participate in emergency response shall be given training in accordance with the following paragraphs:

- **FIRST RESPONDER AWARENESS LEVEL**

First responders at the awareness level are individuals who are likely to witness or discover a hazardous substance release and who have been trained to initiate an emergency response sequence by notifying the proper authorities of the release. They would take no further action beyond notifying authorities of the release and take steps to secure the scene. First responders at the awareness level shall have sufficient training or have sufficient experience to objectively demonstrate competency in the following areas:

- An understanding of the roles and types of responders in a hazardous materials incident in accordance to the NFPA, the EOP and the agency's standard operating procedures and/or emergency response plan.
- An understanding of hazardous materials and their associated risks during an incident.
- An understanding of the potential outcomes with hazardous materials releases.
- The ability to recognize the presence of hazardous materials.
- The ability to identify the hazardous materials with the use of the North American Emergency Response Guidebook, available placards, or other methods available.
- The ability to recognize the need for additional resources and to make the appropriate notifications.

- **FIRST RESPONDER OPERATIONS LEVEL**

First responders at the operations level are individuals who respond to releases or potential releases of hazardous substances as part of the initial response to the site for the purpose of protecting nearby persons, property, or the environment from the effects of the release. They are trained to respond in a defensive fashion without actually trying to stop the release. Their function is to contain the release from a safe distance, keep it from spreading and prevent exposures. First responders at the operational level shall have at least twenty four hours of training or have had sufficient experience to objectively demonstrate competency in the following areas in addition to those listed for the awareness level. The department/agency that employs the responder shall be responsible for certifying their competency.

- An understanding of all the competencies required at the awareness level.
- An understanding of hazardous material terminology.
- An understanding of hazard and risk assessment techniques.
- An understanding of the proper use and selection of personal protective equipment. (Level B Suit)
- The ability to perform basic defensive control, containment and/or confinement operations.
- The ability to conduct decontamination operations.

- **HAZARDOUS MATERIALS TECHNICIAN LEVEL**

Hazardous materials technicians are individuals who respond to releases or potential releases for the purpose of stopping the release. They assume a more aggressive role than a first responder at the operations level in that they will approach the point of release in order to plug, patch or otherwise stop the release of the hazardous substance. Hazardous materials technicians shall have at least forty hours of training equal to the first responder operations level and in addition have competency in the following areas. The department/agency that employs the Technician shall be responsible for certifying their competency.

- An understanding of all the competencies required at the operations level.
- An understanding of hazard and risk assessment techniques.
- An understanding of basic chemical and toxicological terminology and behavior.
- An understanding of termination procedures.
- The ability to detect, classify, identify and verify known and unknown materials by using field survey instruments and equipment.
- The ability to function within an assigned role in the Incident Command System.
- The ability to implement the organizations standard operating procedures and/or emergency response plan.
- The ability to select and properly don specialized chemical personal protective equipment provided to the hazardous materials technician.
- The ability to perform advanced control, containment, and/or confinement operation.

- The ability to conduct decontamination operations.

- **INCIDENT COMMANDER LEVEL**

The Incident Commander (IC) is an individual who may assume control of a hazardous materials incident. To function as an IC, an individual shall have at least 24 hours of training equal to the first responder operations level and in addition have competency in the following areas. The department/agency that employs the Incident Commander shall be responsible for certifying their competency.

- An understanding of all the competencies required at the operations level.
- An understanding of the Incident Command System (ICS).
- An understanding of local, county, state and federal emergency response plans and response capabilities.
- An understanding of the hazards and risks associated with working in chemical protective clothing.
- An understanding of safety considerations during a hazardous materials incident.
- The ability to manage multi-agency, multi-functional operations.
- The ability to manage decontamination operations.

e. Training normally available through the LEPC:

- Hazardous Materials Awareness Level
- Hazardous Materials Operations Level
- Hazardous Materials Technician Level
- Incident Management System (through SEMA)
- Other training as requested and approved such as Propane Emergencies, Tank Truck Emergency Response, Train Derailments, Emergency Response to Terrorism, etc.
- Additional training information may be found in the Preparedness Plan located at the OEM.

f. Refresher Training

Employees who are trained in accordance with 29 CFR 1910.120 shall receive annual refresher training of sufficient content and duration to maintain their competencies, or shall demonstrate competency in those areas at least yearly.

g. A statement shall be made of the training competency, and if a statement of competency is made, the appropriate department/agency shall keep a record of the methodology used to demonstrate competency.

h. Exercises

The Greene County LEPC is responsible for conducting periodic drills and/or exercises to test and/or improve this ESF. As a minimum a tabletop, functional, or full-scale exercise should be held annually. **(See TEP, Appendix A in the Preparedness Plan for a schedule of exercises.)**

### 3. Response

#### a. Notification

The immediate notification of appropriate public agencies of a hazardous chemical release is the responsibility of the spiller. The spiller shall provide the call taker with the appropriate information to complete the Chemical Emergency Notification Report (see **Appendix 3**) and a safe route of entry to the site for emergency personnel.

#### **Emergency notification**

- Shall be made by the spiller or witness to the Emergency Communications Department (**911**) and the LEPC. In addition, reliable, effective, and timely notification by the facility emergency coordinators and the community emergency coordinator to persons designated in the emergency plan, and to the public, that a release has occurred.
- Call the state's official 24-hour number staffed by MDNR at 573-634-2436
- Notify LEPC at 869-6040 or the appropriate response agency
- Call the National Response Center at 1-800-424-8802
- Provide as much information as possible when making phone notifications.
- Follow-up with a written report on response measures taken, on health risk information. A report should be sent to the MERC and the local LEPC.

#### **Administrative notification**

- Shall be made by the Incident Commander to the Emergency Communications Center (ECC), **417-865-3624**.

#### b. Incident Command

The senior qualified emergency response official responding to an emergency shall assume Incident Command. All emergency response activities shall be coordinated and controlled in accordance with the Incident Command System (ICS). Communications will be coordinated by the Incident Commander through the ECC.

The Incident Commander shall make an assessment of the situation and classify the emergency as specified below:

#### • **LEVEL 1: PROBABLE EMERGENCY SITUATION**

No evacuation or sheltering other than from the immediate scene. This level of incident does not pose a chemical exposure hazard to first responders using dermal and respiratory gear. Examples of this level of incidents are minor releases of fuel from vehicular crashes, small releases of corrosives, and illegally discarded chemical containers that are not in danger of releasing substances. This level can be controlled by the Operations Level Responder, is confined to a small area, and poses no immediate threat to life or property.

- **LEVEL 2: LIMITED EMERGENCY SITUATION**

An incident involving a greater hazard or larger area which poses a potential threat to life or property and which may require a limited evacuation or in-place protection in the surrounding area. These incidents may require the use of special chemical protective gear. Examples of this level may be releases of significant quantities of volatile materials at fixed facilities or cargo tank releases in transportation.

- **LEVEL 3: FULL EMERGENCY SITUATION**

An incident or accident involving a severe potential exposure to the responders or the general public. This level involves the most severe threats to life and property, the potential for a large and expanding hazard area, and protective actions well beyond the initial isolation distance. Mitigation may require a large-scale evacuation and the expertise or resources of private industry.

c. Plan Activation

If it becomes apparent that control of the incident is beyond the response capabilities of the initial responding department/agency, a "Type I or II" emergency will be declared in accordance with the procedures and guidelines set forth in the Springfield Fire Department protocols.

d. Public Warning

Initial emergency response notification will be made by the ECC to emergency responders using established procedures. Additional partnership coordination will be handled by Battlefield's EOC.

News releases shall be made by radio (KTTS), social media, and local news networks to provide information with regards to evacuation or in-place protection procedures within or near the affected area.

Public Warning shall be issued in accordance with procedures and guidelines set forth in **ESF-15**. Response actions shall be based on the following population protection options:

- Evacuation – Voluntary or forced removal of people from an affected area (**see ESF-17**).
- In-Place Protection - Advising people to stay indoors and attempting to restrict the air flow into a structure (**see ESF-17**).
- Ingestion Advisory - Drinking water and food crops may be contaminated by a chemical release. A threat to food and water supplies must be identified and information released to the public.
- Sewage and Runoff - A hazardous chemical release may contaminate sewage systems or area streams and lakes. Such contamination could create a public health threat and serious environmental problems.

e. Documentation

Response activities shall be documented on the Chemical Emergency Notification Report (**see Appendix 3**) by the LEPC. This documentation shall be evaluated for development of new training sessions. Data on overall incident occurrence shall be provided to all participating organizations and used for plan revisions.

f. Incident Commander's Responsibility

The Incident Commander is responsible for monitoring the response activities to ensure that appropriate containment and control measures are implemented. Containment and control measures may include but are not limited to:

- Dikes
- Berms and Drains
- Trenches and pits
- Booms
- Barriers and soil
- Stream diversion
- Patching and plugging
- Portable catch basins
- Re-orientation of containers
- Hydraulic and mechanical dredging
- Evacuating/In-Place Protection
- Skimming or pumping
- Dispersion or dilution
- Vacuuming
- Establishing Perimeter

g. Initial Assessment

The fixed facility operators should perform the initial assessment of a release incident. It should be recognized that industrial capability to assess the situation may be supported by in-depth knowledge of the chemicals, facility and environmental effects. The fixed facility is responsible for damages resulting from the release and should provide timely and accurate information on a release situation.

h. Restoration

- The local jurisdiction, in conjunction with state and federal agencies, is in charge of managing restoration activities.
- Treatment of contaminated soils or waters is the responsibility of the spiller.
- Off-site transportation for storage, treatment or disposal may be provided by the spiller, subject to state and federal regulations.

4. **Recovery**

a. Hazardous Material Treatment

A hazardous materials release can be treated with physical, chemical or biological countermeasures. The operator (spiller) is responsible for the clean-up and treatment of the spill. State and federal technical resources are readily available to provide technical assistance on selection or overview of treatment activities.

b. Countermeasures

The Incident Commander is responsible for selecting and implementing the appropriate countermeasures (actions taken to contain, control, and recover from the incident). This action should be coordinated with the DNR, LEPC and the Health Department as required.

DNR and the LEPC, is responsible for monitoring the cleanup and disposal of contaminated materials.

c. Spiller's Responsibility

The spiller is responsible, in accordance with state and federal law, for the cost of all cleanup, countermeasures, reimbursement and remediation.

#### IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

##### A. Primary Agencies:

**Springfield Fire Department,  
Logan-Rogersville Fire Protection District  
Battlefield Fire Protection District**

1. Provide support and focus on the hazardous materials in fixed facilities and transportation routes by performing a hazards analysis and/or updating the current analysis utilized.
2. Provide guidance and manage the maintenance of the Hazard Materials Response ESF to the Battlefield Emergency Operations Plan for the service area that utilizes the expertise and resources of public and private organizations and provides for safe, timely and cost effective response by public and private groups.
3. Schedule training and exercises on hazardous materials in coordination with local government officials, academic institutions, fire districts and private participants.

##### B. Support Agencies:

**City of Battlefield**

1. Coordinate post-incident reports with input from all involved agencies. After all large spills, and spills with injuries, all agencies will compile their post-incident reports and submit them to the LEPC within 30 days of incident stabilization for review, debriefing, recommending plan modifications and for use in training and exercise programs.
2. Coordinate in field planning and logistics support.

**Springfield-Greene County Office of Emergency Management**

1. Activate the EOC to support the City of Battlefield if requested.
2. Coordinate the activities of the LEPC.
3. The OEM Director or designee will act as the Community Emergency Coordinator.
4. Facilities Emergency Coordinators are designated by the facility and are listed on the Tier II forms and are on file with OEM, LEPC, local fire departments and MERC.

**Fire Protection Districts**

1. Respond to all reports of hazardous materials incidents to determine the nature and scope of the incident.

2. Establish an Incident Command, assume command, or support the Incident Commander if command is established under another organization to control/coordinate the incident. Determine the hazard level of the incident and direct response operations to include:
  - a. Establish site security and hazard exclusion zones within the hazardous sector.
  - b. Determine the nature of the hazardous material.
  - c. Based on estimates of likely harm establishes options for mitigation, selecting appropriate options and managing the mitigation effort.
3. Coordinate with all private and public agencies on-site at the Incident Command Post. Provide information sources as necessary for law enforcement and medical authorities on the material, hazard evaluation and environmental damage assessment.
4. Maintain the Fire Service Hazardous Material Response Standard Operating Procedures and guidelines. This effort should also include mutual aid resources.
5. Direct facility personnel to remove any chemicals that may cause fire or explosion, create toxic gas releases or cause environmental damage, if safe to do so.

**C. State Support Agency**

**Department of Natural Resources (DNR)**

Support to local governments in response to an actual or potential discharge and/or release of hazardous materials following a major disaster or emergency

**7th Civil Support Team**

Support to local governments in response to an actual or potential discharge and/or release of hazardous materials following a major disaster or emergency.

**D. Federal Support Agency**

**Environmental Protection Agency (EPA)**

Support to Federal, State and local governments in response to an actual or potential discharge and/or release of hazardous materials following a major disaster or emergency.

**E. Non-Governmental Organizations**

**Fixed Facilities**

1. Designate Hazardous Materials Coordinator responsible for assisting in the preparation of this plan and for the preparation of compatible on-site contingency plans. These plans shall include specific responsibilities, notification and emergency response procedures and procedures and guidelines and available mitigation resources.
2. Emergency notification shall be made to the Springfield-Greene County Emergency Communications Center.

**The immediate notification of appropriate agencies of a hazardous chemical release is the responsibility of the spiller. The spiller shall provide the call taker with the appropriate information to complete the Chemical Emergency Notification Report, (see Appendix 3) and a safe route of entry to the site for emergency personnel.**

3. Provide technical support as requested in development of off-site risk assessment and contingency planning.
4. Provide support to the Incident Commander at the Command Post during an incident.
5. Provide personnel, technical expertise and equipment support; and participate in chemical hazard exercises, drills, and other training activities.

6. Initiate notification of a chemical release incident, and provide information to the appropriate officials/agencies as specified in Superfund Amendment and Reauthorization Act of 1986 (SARA).
7. A complete list of fixed facilities including name, address and contact information can be found on file at the Office of Emergency Management and in the Computer Aided Management and Emergency Operations (CAMEO) system as well as the State of Missouri on-line Federal E.P.A. Tier II reporting system. See Appendix 6 for a list of Extremely Hazardous Materials (EHS) Facilities.

#### **Pipeline Industry**

1. Responsible for a plan that outlines the general actions and establishes the policies to be followed in the event of a chemical release incident.
2. The company's Hazardous Materials Coordinator shall contact each site and direct the company's mitigation activities and support off-site efforts during any chemical release emergency.
3. Provide support to the Incident Commander at the Command Post during an incident.
4. Provide technical guidance, personnel and hardware to support the training and exercise program directed by the LEPC.

#### **Rail and Highway Carriers**

1. Develop a chemical incident emergency response plan.
2. Maintain a response capability in the event of a hazardous material incident involving their stock.
3. Provide technical assistance, personnel and resources to the Incident Commander to mitigate incident(s) involving their stock or property.
4. Provide proper identification of all hazardous materials carried.
5. Provide technical expertise, personnel, and hardware to support the training and exercise program of the LEPC.
6. Provide a useful list of major hazardous material commodities shipped and periodically update this list.

#### **State and Federal Support**

1. Planning, training and on-site assistance through state and federal agencies. Details of these resources and methods of acquisition are described in the State Emergency Response Commission Chemical Emergency Plan.
2. Notification to state and federal agencies is the responsibility of the person or organization releasing regulated chemicals.
3. Access to state resources for support during an incident/accident is through the Incident Commander and/or the EOC as needed.

### **V. DIRECTION AND CONTROL**

- A.** The chief of each fire department will be responsible for controlling fire operations within the defined boundaries of their jurisdiction.

Incidents involving aircraft at the Springfield-Branson National Airport property will be under the direction of the Director of Aviation.

- B.** Operations will be controlled by the senior fire officer at the scene and/or from the EOC.
- C.** In the event of a hazardous materials spill, response agencies and spiller (s) shall follow their own Standard Operating Procedures and Guidelines to meet the needs of the incident.

- D.** Outside resources brought into a jurisdiction will be controlled by the procedures outlined in State law, fire mutual aid, and mutual aid agreements.
- E.** Normally, Incident Command for a Hazardous Material Incident will be the responsibility of the local fire department. In the city of Springfield the fire department is the designated agency to manage any hazardous material incident, assisted by other agencies/departments.
- a. Based on the Incident Command System, the Incident Commander is the individual in charge. The Incident Commander shall coordinate all actions including, but not limited to the following:
- Establish an on-scene Command Post.
  - Provide initial hazard assessment to response personnel and the general public.
  - Prescribe personnel protective measures.
  - Issue public warning.
  - Lead the initial environmental assessment.
  - Provide information to EOC, if activated.
  - Provide for decontamination of personnel and equipment.
  - Determine when re-entry is possible
  - Facilitate Evacuation / In-place protection
- b. Each emergency response agency shall report to the Incident Commander upon arrival on scene and confer with this individual for coordination of all activities. The Incident Commander has the authority to direct the overall operations, select mitigation concepts and methods and resolve conflicts.
- c. It is the responsibility of the Incident Commander to recommend evacuation/in-place protection actions, after close coordination with all agencies involved and in-depth discussion with the appropriate officials to assure proper warning, transportation, shelter and care for the evacuees.

## **VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

1. In accordance with the Revised Statutes of Missouri (RsMO) sections 260.500 through 260.550, local fire departments responding to a local hazardous substance emergency may recover costs associated with the event. A detailed accounting of expenses incurred is required to receive reimbursement. Examples of the information that should be kept and reported to the EOC include the following:

- a. Apparatus and personnel responding
  - b. Additional personnel
  - c. Personal protective equipment used
  - d. Sorbent materials used
  - e. Plugging and patching materials used
  - f. Decontamination supplies used
  - g. Communications costs incurred
  - h. Equipment damaged during incident
2. Records of hours worked (responders, facility staff and volunteers) and materials used must also be reported to the EOC for use in determining the total cost of the incident.
  3. A report should also be compiled describing the nature of the release, the conditions and circumstances of the release as well as environmental impact sustained.
  4. A **Chemical Emergency Notification Report** (see **Appendix 3**) will be completed as soon as possible. The form can be completed by LEPC upon notification of the incident.

#### **B. Logistics**

1. A list of Tier II reporting facilities including facilities that store extremely hazardous substances (EHS) is maintained in the State of Missouri on-line Federal E.P.A. Tier II reporting system. LEPC and the Hazmat Teams maintain a copy of the list. The LEPC regularly updates the list with input from the facilities and distributes the updates to the teams.
2. Facility maps of sites within the City of Battlefield that store chemicals are maintained by the City of Battlefield. Additional maps may be developed by local GIS Departments to provide information on census data in the affected area.
3. Communications will be handled through the Springfield-Greene County Emergency Communications Center as directed by the Incident Commander.
4. Supply requisitions will be made through normal channels when possible. Non-standard requisitions should be requested through the EOC. The EOC maintains lists of support agencies and resources for hazardous materials incidents.

### **VIII. ESF DEVELOPMENT AND MAINTENANCE**

The Office of Emergency Management in coordination with the City of Battlefield, the LEPC, the Springfield Fire Department and Logan-Rogersville Fire Protection District are responsible for the annual review and update. Exercises are conducted through a scheduling process in coordination with the LEPC and associated agencies.

### **IX. REFERENCES**

- A.** Superfund Amendment and Reauthorization Act of 1986 (SARA)-42 U.S.C.9601 et seq. (1986).
- B.** Emergency Planning (EPCRA Sections 301-303, 40 CFR Part 355)
- C.** Emergency Release Notification (ECPRA Section 304, 40 CFR 355)
- D.** Hazardous Chemical Storage Reporting Requirements (EPCRA Section 311/312, 40 CFR Part 370)

## ESF-10

### HAZARDOUS MATERIALS RESPONSE

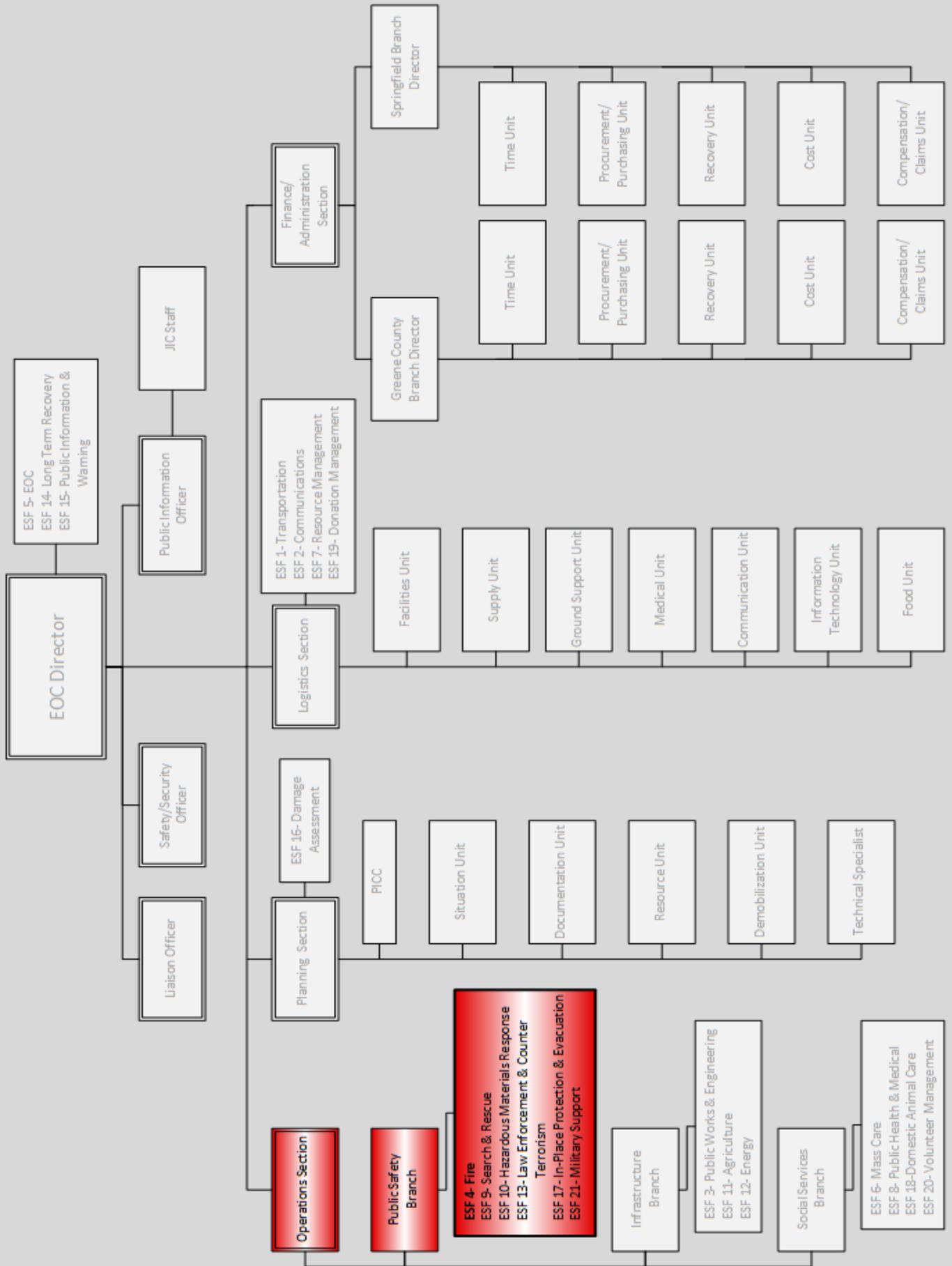
#### APPENDICIES

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## **APPENDIX 1**

**This is a restricted document**

# APPENDIX 2 ORGANIZATIONAL CHART



### APPENDIX 3

## CHEMICAL EMERGENCY NOTIFICATION REPORT

Date:	Time:            AM / PM	Received by:
Caller's Name:		Representing:
Call Back Number:		Emergency Contact Name:

<b>FACILITY</b>
Name:
Address:
City and County:

<b>RELEASE</b>						
Date of Release:	Time:	Duration:	hours	minutes		
Materials Released:					<b>E.H.S. Yes / No</b>	
Amount Released:		lbs\ gals	Amount of Potential Release:			lbs\ gals
Release Type:	Air	Water	Soil	Sewer	Drain	
Incident Description:	Fire	Gas/Vapor	Spill	Explosion	Other:	
Location of Container:	Above Ground		Below Ground			
Type of Container:	OTR Truck	Railroad Car	Drum	Storage Tank	Pipe	
4 Digit I.D. Number:			Placard/Label information:			
Weather Conditions:	Wind Speed:	Direction: N S E W		Temperature:	F	

Health Risks:
Precautions (Public Safety Concerns):

<b>AGENCIES NOTIFIED:</b>		
Local Fire	911	__yes__ __no__ __time
Local Emergency Planning Committee	417-869-6040	__yes__ __no__ __time
Missouri Dept. of Natural Resources	573-634-2436	__yes__ __no__ __time
Emergency Response Office	573-526-3348	__yes__ __no__ __time
National Response Center	800-414-8802	__yes__ __no__ __time
CHEMTREC	800-424-9300	__yes__ __no__ __time
Environmental Protection Agency	913-281-0991	__yes__ __no__ __time
Other:		__yes__ __no__ __time

Additional Remarks:

## **APPENDIX 4**

### **CITY UTILITIES NOTIFICATION OF HAZMAT SPILL**

#### **IN THE SPRINGFIELD WATERSHED AREA**

##### **I. PURPOSE**

To prevent or contain contamination of a hazardous material to the Springfield water supply, a policy has been developed to notify City Utilities of any HAZMAT spill that should occur in the Springfield Watershed. This includes any spills or contamination that should occur outside of Springfield or Greene County, but still in the watershed (i.e., Stockton Lake).

##### **II. CONCEPT OF OPERATIONS**

In the event a hazardous material is spilled within the confines of the Springfield, Missouri watershed, the following numbers should be contacted for notification and response purposes.

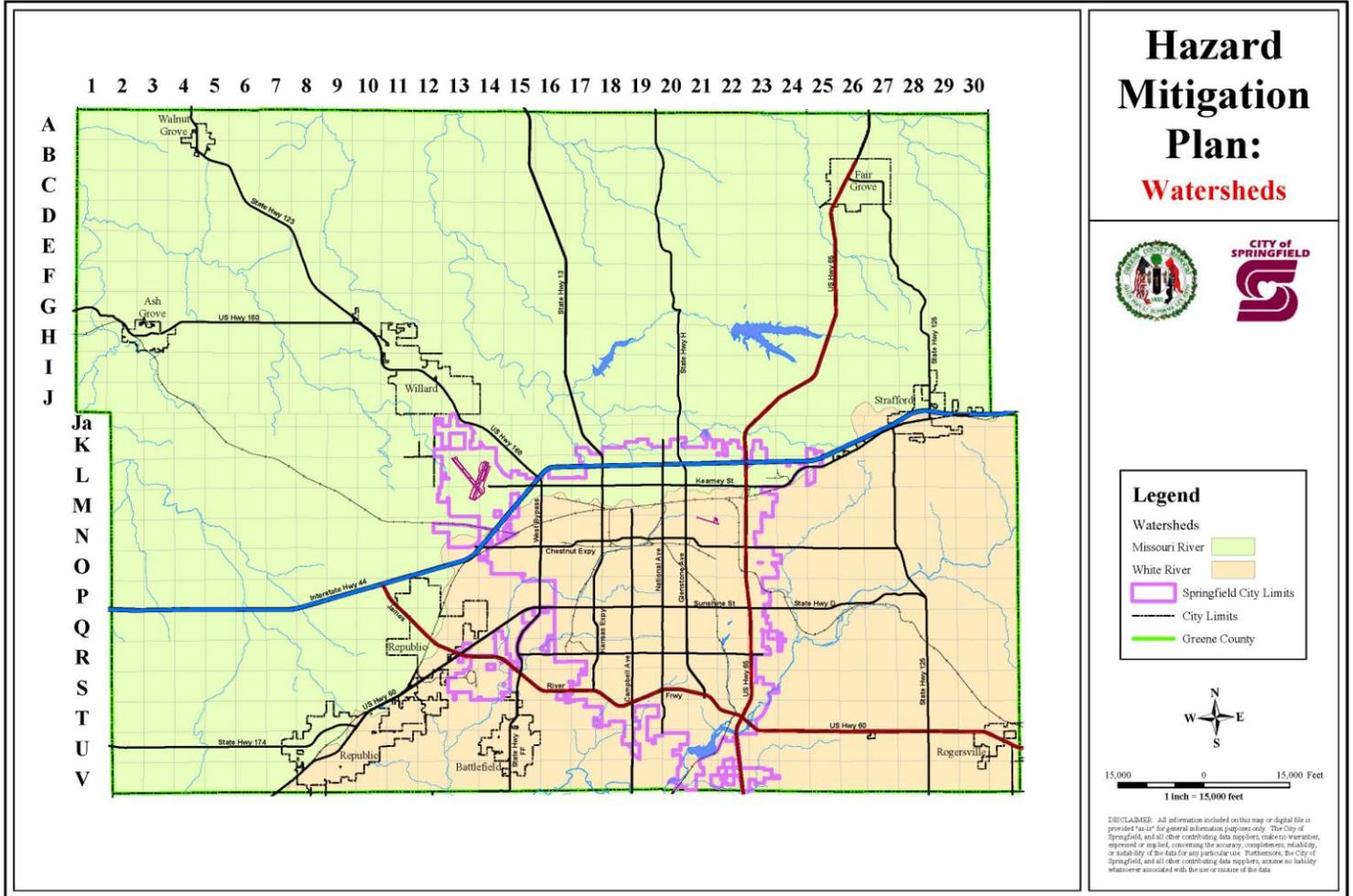
City Utilities Operations Center	(417) 865-2197
Primary Number:	(417) 863-9000
Secondary Number:	(417) 831-8902
Tertiary Number:	(417) 863-9000 (Ask for the Water Treatment Duty Supervisor)

The Greene County Local Emergency Planning Committee (LEPC) has notified emergency response agencies outside of Greene County of this policy.

# APPENDIX 4

## ATTACHMENT A

### SPRINGFIELD WATERSHED AREA



## APPENDIX 5

### RADIOLOGICAL INCIDENTS

#### I. PURPOSE

This document provides for the organized effort necessary to minimize the effects of radiation on the people, resources and environment through detection and implementation of preventive and remedial measures.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

There are several types of situations that have the potential to cause a radiological incident.

1. Fixed Facilities - Hospitals, as well as various other facilities within Springfield-Greene County use or store radiological materials and dispose of radiological waste.
2. Transportation Routes - All transportation routes that traverse Springfield-Greene County must be considered in all radiological planning.
3. Nuclear Detonation – The United States, as well as several other nations, maintains a nuclear weapons arsenal. The possibility of one of these weapons being detonated accidentally or deliberately by terrorists or a full-scale strike against the U.S. must be considered. Even if nuclear detonations are distant from the jurisdiction, a protection system will be necessary to detect and assess the radiation hazard.
4. Radiological Dispersal Devices (RDD) – RDDs are conventional explosive devices combine with radioactive materials. RDDs involve the dispersal of radioactive materials over an area to contaminate the area and make them uninhabitable.

##### B. Assumptions

1. In the event of a radiological incident, assistance will be available from the state and federal governments and from the nuclear industry to detect, monitor, and predict radiological dispersion.
2. First responder organizations, particularly fire and law enforcement, will be part of the local radiological emergency support program and will conduct appropriate training for such response.
3. The chance of a nuclear detonation in Springfield-Greene County is not likely. RDDs and accidental releases are possible threats.

#### III. CONCEPT OF OPERATIONS

In an emergency involving radioactive materials the following elements must be considered:

##### A. Reporting Requirements

Federal laws closely regulate the reporting, handling, and transportation of radioactive materials.

1. Fixed facilities are required to report their radioactive materials under SARA Title III (CERCLA) to the Local Emergency Planning Committee (LEPC).

2. Highway and railway shippers of radioactive materials are required to report the material to be shipped, when it will be shipped, and the shipment route to either the State Emergency Management Agency (SEMA) or the Department of Natural Resources (DNR).

## **B. Response Capability**

### **1. Local**

- a. Fire and law enforcement personnel, as a minimum, receive awareness level training for hazardous materials as required under SARA Title III.
- b. The Springfield Fire Department and the Logan/Rogersville Fire Protection District have Hazardous Materials capabilities trained to respond to and monitor radiological incidents.

### **2. State**

- a. Response Teams - Trained radiological response teams are available from the state to respond to any radiological incident.
  - Primary Agency:  
Department of Health and Senior Services  
Center for Emergency Response and Terrorism, 800-392-0272.
  - Environmental Health and Communicable Disease  
Central Office, Keith Henke 573-751-6112 or 573-291-8464  
Northwest Office, Chuck Cooper 816-350-5431
  - Support Agencies:  
Department of Natural Resources, 24 hour response: 573-634-2436.  
State Emergency Management Agency, Duty Officer: 573-751-2748.
- b. Additional State Agency Assistance
  - Missouri State Highway Patrol, Troop D Headquarters, in Springfield, maintains a First Responder Kit to use for a radiological incident.
  - Missouri Department of Transportation has First Responder Kit available in the district offices that are along identified radiological highway corridors. Personnel are trained by SEMA.
  - The Missouri National Guard 7<sup>th</sup> Civil Support Team (CST), stationed at Ft. Leonard Wood has radiological monitoring capability and can be accessed by contacting the SEMA.

### **3. Federal**

The U.S. Department of Energy has within its structure, Nuclear Emergency Response Teams (NEST). These specialized teams respond to nuclear or radiological dispersion device incidents that may or may not be terroristic in nature.

## **C. Monitoring Equipment**

Radiological monitoring equipment for local organizations is provided, calibrated and maintained by the State Emergency Management Agency. The following types of equipment are available:

#### First Responder Kits:

Emergency response personnel responding to a radiological incident use a First Responder Kit. Radiological monitor training is required to operate these kits. Each kit contains:

- one CDV-715 high-range survey instrument
- one CDV-700 low-range survey instrument
- one CDV-750 dosimeter charger
- two CDV-742 high-range personal pocket dosimeters
- one CDV-730 low-range personal pocket dosimeter
- Guidance manuals for each kit.

Information on how many First Responder Kits are available and where they are located can be obtained from SEMA.

#### **D. Accident Assessment**

1. First on-the-scene responders should follow the appropriate “Action Guides” for radioactive and other hazardous materials in the Emergency Response Guidebook (ERG). These Action Guides conservatively assume minimal specialized training by first responders; hence, response actions beyond those indicated in this guide would depend on the particular accident contingencies and the expertise of the responders.
2. Since specialists with the expertise to assess the degree of the radiological hazards in an accident will seldom be at the scene of the accident in the initial response phase, provision should be made for rapid and reliable communication linkages between emergency first responders and radiological authorities not at the scene.
3. State radiological response teams have been established for rapid notification and deployment on a 24-hour basis. Procedures and procedures and guidelines for response by adequately trained teams have responsibility for the following functions:
  - a. Assess need for first aid and lifesaving efforts, as appropriate;
  - b. Determine if radioactive materials and other non-radioactive hazardous materials, such as flammable and corrosives, are involved and, if so, which have separate hazards that might interact with radioactive materials or their packaging;
  - c. Establish procedures and procedures and guidelines for controlling access to and egress from the accident scene;
  - d. Establish and adopt safety measures for response team members to prevent injury from environmental factors not related to radioactive or other hazardous materials, such as avoiding electric shock, falls, and fire;
  - e. Establish methods for obtaining all possible information regarding the type of packaging; the information from marking, labeling and placarding; the type, quantity and chemical form of the radioactive materials involved; and the observable indicators of release of radioactive materials from packaging;
  - f. Obtain information on the accident including location, condition of radioactive materials packages, fire potential, weather conditions, and any other relevant information;
  - g. Determine capability of commonly available radiological survey instruments to measure specific radionuclides identified on shipping papers or labels;
  - h. Measure radiation levels, as appropriate, if capability exists (see “f” and “g” above).
  - i. Perform preliminary dose projections, if needed, based on observation, measurements, and actual or potential radioactive releases; and

- j. Establish criteria for determining need and methods for taking environmental samples.

#### **E. Protective Actions for the Public**

The three options for protecting the population are access control, evacuation and shelter. Local officials will implement one or more options, depending on the best available estimate of the disaster situation.

1. Controlling access to the area should be included as a method here. It is the most likely action to be taken until experts from the Department of Health and Department of Natural Resources arrive.
2. Evacuation will be considered based on the condition of the area to be evacuated, the condition at the selected destination, and any risk of exposure while en-route. Evacuation operations are discussed in ESF-17.
3. Sheltering in place will depend on the relative protection from potential disaster agents provided by the available residential, commercial, and recreational structures in the community. People will be advised to stay indoors and reduce the airflow into the structure. In-place shelter is discussed in ESF-17.

#### **F. Decontamination**

The State Department of Health should be contacted regarding decontamination of personnel, facilities, equipment, and the environment.

#### **G. Cleanup**

1. The responsibility for selecting and implementing the appropriate countermeasures is assigned to the Incident Commander in coordination with appropriate technical resources.
2. The spiller is responsible, according to state and federal law, for the costs of all cleanup and countermeasures. The Incident Commander, in conjunction with requested state and federal resources (DNR and EPA), is responsible for determining these measures and monitoring the cleanup and disposal of contaminated materials.

### **IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

Command of the incident will be controlled through the use of the Incident Command System. There should be one person or agency with overall authority and responsibility for radiological assessment and control.

Incident Command will be used for on-scene management of a response to a hazardous materials (radiological) incident, as discussed in this ESF.

#### **A. SEMA offers the following radiological training:**

1. Radiological Monitor (RM) training gives an overview of ionizing radiation, the biological effects of radiation exposure, an overview of radiological hazards, and enables you to properly select and use radiological instruments. This training also enables participants to take self-protective actions. This is an 8- to 12-hour course. Independent Study 3 (IS 3) is a prerequisite.
2. Refresher Radiological Monitor training offers an overview of the RM course and can be obtained through SEMA. This is a 2- to 4-hour course.

3. Radiological Response Team (RRT) course provides a review of the RM course. It also provides an understanding of the roles and responsibilities and the framework of a radiological response team's function in the state and local Radiological Protection System (RPS). It enables participants to make proper decisions in a nuclear threat emergency and to implement protective actions. This is a 32-hour course. The RM course is a prerequisite.
  4. A refresher RRT course is available through SEMA and is an 8-hour course.
  5. Radiological Officer (RO) training qualifies selected individuals to serve as local radiological officers who are responsible for developing, managing, evaluating and exercising their local radiological protection system. This is a 24-hour course. The RRT course is a prerequisite.
- B. Missouri Department of Health provides radiological training to hospitals and ambulance services. The Hospital Radiation Accident (HRA) course provides participants with a basic understanding of radiation and its biological effects and provides basic procedures and procedures and guidelines for managing medical emergencies due to radiation accidents.
- C. SEMA and the Division of Fire Safety will assist with arranging for hazardous materials awareness level courses for all first responders.
- D. Independent study courses for radiological incidents are available from the Federal Emergency Management Agency (FEMA) by contacting SEMA.
1. IS 3 - Radiological Emergency Management.
  2. IS 301 - Radiological Emergency Response: An Independent Study

## **V. ADMINISTRATION AND LOGISTICS**

Documentation of key data obtained or developed related to accident assessment will be made and maintained as a permanent record.

## **VI. REFERENCES**

- A. Public law 99-499, Superfund Amendments and Reauthorization Act (SARA), Title III, 1986
- B. North American Emergency Response Guidebook
- C. Memorandum of Understanding Concerning Radiological Emergency Response (Department of Natural Resources, Department of Health, and SEMA)
- D. 40 CFR, Part 302, Designation, Reportable Quantities, and Notification Issues for Hazardous Materials
- E. 44 CFR, Part 10, Environmental Considerations
- F. Chapter 292, Health and Safety of Employees, Missouri Emergency Response Commission, Revised Statutes of Missouri, August 2002
- G. Public Law 101-615, Hazardous Materials Emergency Planning, Revised 1995
- H. Public Law 85-256, Price-Anderson Act, provides for a system of compensating the public for harm caused by a nuclear power plant accident.

## ESF-13

### LAW ENFORCEMENT/COUNTER TERRORISM

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## ESF-13

### LAW ENFORCEMENT

**PRIMARY AGENCIES:**           **Battlefield Police Department**  
  **Greene County Sheriff's Office**

**SUPPORT AGENCIES:**       **City of Battlefield**  
  **Springfield-Greene County Office of Emergency Management (OEM)**  
  **Municipal Police Departments**  
  **Springfield-Branson National Airport**  
  **Springfield School Police**  
  **Missouri State Highway Patrol**  
  **Missouri National Guard**

#### I.       **PURPOSE**

Because of the existing and continuing possibility of the occurrence of terrorism, riots, civil disturbances, and other major law enforcement problems associated with emergencies/disasters, either technological or natural, this ESF is designed to address issues outside of law enforcement's normal day-to-day duties. Adequate resources which include, but are not limited to, Battlefield Police Department and the Greene County Sheriff's Office are normally available to cope with any occurrence that should arise.

During a disaster, however, these resources could be exhausted before a situation is brought under control. This ESF will organize local law enforcement services regardless of the situation.

#### II.      **SITUATION AND ASSUMPTIONS**

##### A.       **Situation**

1.       The City of Battlefield, Springfield, and Greene County could find itself subjected to many hazards (**see Hazard Mitigation Plan**) that would threaten the lives and property of its citizens.
2.       In each of these, local law enforcement personnel will have a major response role.
3.       Local law enforcement resources include seven law enforcement officers so a need could arise that would exceed local capabilities.
4.       Outside law enforcement resources (Federal, State, and other local agencies) are available to support operations in the City of Battlefield..
5.       Special training for most law enforcement personnel is suggested and available in the areas of:
  - a.       Hazardous materials incidents;
  - b.       Counter Terrorism/Weapons of Mass Destruction (WMD) response;
  - c.       Riot control;
  - d.       Storm watch;
  - e.       Traffic movement in the event of a crisis evacuation; and
  - f.       National Incident Management System (NIMS).

##### B.       **Assumptions**

1.       During a disaster or major emergency, local law enforcement personnel will respond as outlined in this plan.

2. Situations will arise that will tax or exceed local law enforcement capabilities.
3. Outside resources are available to respond when called upon to do so.
4. During evacuation due to any type of emergency/disaster, the Battlefield Police Department should work with the Greene County Sheriff's Office to control such operations within the City and the Greene County Sheriff Office will control operations in the unincorporated areas of Greene County. Cooperation is essential if maximum efficiency of effort is to be maintained.

### **III. CONCEPT OF OPERATIONS**

#### **A. General**

1. Communications for the Greene County Sheriff's Office and the Battlefield Police Department will be provided by the Springfield-Greene County Emergency Communications Center (ECC).
2. The law enforcement activities described in this ESF are an extension of normal day-to-day activities and deal only with extraordinary situations that may completely saturate available resources and involve several jurisdictions.
3. In addition to being the lead agency in certain response situations (i.e., terrorist events, riots, hostage situations, etc.), law enforcement should provide security and support in all other emergencies that threaten life and property.
4. Local law enforcement agencies will primarily perform law enforcement functions and support agencies will be used for traffic control, when practical.
5. Disaster operations will be directed from the EOC, or if a limited emergency/disaster, operations may be directed from an Alternate Emergency Operations Center (**see ESF-5, Appendix 5**).
6. The Greene County Sheriff will control law enforcement operations in the unincorporated areas of the county, as well as those incorporated areas that do not have police departments or the police departments are limited in officers. Police departments of the incorporated areas will control law enforcement operations within their jurisdictions.
7. The Springfield Public School Police will control law enforcement on school property. Assistance will be requested from the Springfield Police Department and the Greene County Sheriff's Office in accordance with the School District's Emergency Operations Plan.

## **B. Actions to be Taken by Operating Time Frames**

### **1. Mitigation**

- a. The Greene County Sheriff's Office maintains plans (SOPs and SOGs) to deal with projected law enforcement requirements as identified by the hazards listed in the **Hazard Mitigation Plan**.

### **2. Preparedness**

- a. Identify facilities that will require special security during a disaster.
- b. Train police personnel in special procedures when possible (WMD, CBRNE, hazardous materials identification, etc.).
- c. Locate and establish liaison with local outside groups that could provide assistance (veteran's groups, private security, etc.).
- d. Maintain mutual aid agreements or define plan for use of statewide mutual aid statutes with nearby local law enforcement agencies to ensure proper coordination.
- e. Review procedures for obtaining assistance from State and Federal law enforcement agencies.
- f. Review other ESFs of this plan to determine where law enforcement support will be needed by other agencies.
- g. Maintain a security system to allow admittance to restricted areas (damaged or otherwise).
- h. Participate in tests, exercises, and drills.
- i. Check status of equipment and facilities for readiness and safety.
- j. Analyze threat to anticipate required response and then check procedures.
- k. Order units to shelter if necessary.

### **3. Response**

Battlefield Police Department and the Greene County Sheriff's Department will work in coordination to ensure an effective response.

- a. Activate necessary personnel to meet the situation.
- b. Maintain law and order.
- c. Provide traffic and crowd control, especially during Crisis Evacuation.
- d. Provide security to critical facilities, including the EOC.
- e. Control evacuation process and patrol evacuated areas.
- f. Assist in search and rescue operations.
- g. Control access to damaged areas.
- h. Participate in EOC operations.
- i. Assist in warning (mobile units).
- j. Provide security for in-place shelter operations.
- k. Assist by identifying damaged areas populations affected to the EOC staff.
- l. Maintain records and report regularly to the EOC.
- m. Activate mutual aid and private resources and deploy them as necessary.  
**(MoSCOPE – see Basic Plan)**
- n. Assist other emergency services as coordinated by the EOC.
- o. Provide personnel in Mass Care, lodging and feeding facilities, and emergency shelters as priorities allow, especially during Crisis Evacuation.
- p. Provide information to the EMD or Public Information Officer (PIO), if applicable, for news releases.
- q. Conduct health and welfare checks.

### **4. Recovery**

- a. Continue operations as necessary until situation returns to normal.

- b. Release mutual aid and private resources when possible.
- c. Continue support to other services, especially in the areas of Damage Assessment and Rescue.
- d. Provide traffic control for the return of evacuees.
- e. Assist in the return to normal from the in-place shelter mode.
- f. Participate in after-action reports and critiques, incorporating recommended changes into law enforcement plans and procedures.

#### IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

##### A. Primary Agencies:

Provide quality, professional service to the community by:

- a. Enforcing the law
- b. Preventing crime
- c. Responding promptly to calls for service and other public needs
- d. Conducting thorough investigations
- e. Provide continuing education programs

##### **Greene County Sheriff's Office**

Overall coordination and control of the law enforcement function for Greene County is the responsibility of the Greene County Sheriff's Office.

##### **Battlefield Police Department**

Coordination and control of law enforcement functions in the City of Battlefield is the responsibility of the Battlefield Police Department.

##### B. Support Agencies:

##### **City of Battlefield**

Provide support and coordination to the Battlefield Police Department from the EOC.

##### **Springfield-Greene County Office of Emergency Management (OEM)**

OEM will work in cooperation with the City of Battlefield and assist in areas needed including coordination of additional law enforcement agencies, Public Information Officer services, etc. at the request of the city.

##### **Springfield-Branson National Airport Police**

Coordination and control of law enforcement on Springfield-Branson National Airport property is the responsibility of the Director of Aviation.

##### **Springfield School Police**

The Springfield R-XII School Police will control law enforcement issues on R-XII School property. Assistance will be requested from the Springfield Police Department, Battlefield Police Department and the Greene County Sheriff's Office in accordance with the R-XII School Emergency Operations Plan.

##### **Municipal Police Departments**

1. Mutual aid will be requested through the Emergency Operations Center (EOC) to the applicable department.
2. Mutual aid agencies will assist as assigned by the requesting agency.

**C. State Support Agencies**

**Missouri State Highway Patrol (MSHP)**

1. Mutual aid will be requested through the Emergency Operations Center (EOC) to SEMA as needed.
2. Mutual aid agencies will assist as assigned by the requesting agency.

**Missouri National Guard (MONG)**

1. Requests for the Missouri National Guard must come from the Chief Elected Official through the local Emergency Operations Center (EOC) to the State Emergency Management Agency (SEMA) to the Governor.
2. Unless appropriate units are available locally, the average response time after call-up is 72-hours. Support may come sooner based on unit availability (**ESF-21**).

**D. Federal Support Agency**

**Department of Homeland Security (DHS)**

Specifically relating to terrorism, the DHS will coordinate the federal crime scene investigation function for the Federal government. During any other type of operation, the DHS will function as applicable by Federal law.

**V. DIRECTION AND CONTROL**

- A.** In a classified Level I-III emergency/disaster (**Basic Plan**) overall control will originate from the EOC's Direction and Control staff (**Basic Plan**). Each department will eventually have a representative present in the EOC, depending upon the magnitude of the emergency or disaster and depending on availability.
- B.** Initial control at the scene will be established by the first law enforcement officer on the scene, as directed by the Incident Command System (ICS). He/she will maintain contact with and provide information to the prescribed communications center and will do so until relieved of duty.
- C.** If outside resources are needed, they will remain under the direct control of their command leadership, department, or industry, but will be assigned by the EOC and will respond as necessary.

**VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

1. All law enforcement agencies should develop plans and procedures to ensure a timely submission of all reports and records.
2. Security for the permanent EOC and other City property will be provided by the Battlefield Police Department or the Greene County Sheriff's Office if available. Security for any alternate EOC locations will be provided by the Battlefield Police Department, Greene County Sheriff's Department, or other law enforcement entity depending on the jurisdictional location and availability.
3. The legal basis for any emergency action is contained in Chapter 44, RSMo.

### **B. Logistics**

1. Normal purchasing and procurement procedures can be circumvented with written permission of the chief elected or appointed official present.
2. Communications and communications equipment will be controlled and maintained by the EOC and the law enforcement agencies involved.

## **VIII. ESF DEVELOPMENT AND MAINTENANCE**

- A.** Each operating law enforcement agency, in collaboration with the Springfield-Greene County Office of Emergency Management and the City of Battlefield, will be responsible for developing and maintaining written procedures to accomplish their assigned tasks in this ESF.
- B.** It will be the responsibility of the Springfield-Greene County Office of Emergency Management to initiate a review and update of all law enforcement plans, call-up lists, procedures, and inventories annually.
- C.** A committee consisting of one member from each participating department and a representative of the Office of Emergency Management will meet annually to ensure the plans are integrated into a cohesive law enforcement operational ESF.

## ESF-13

### LAW ENFORCEMENT/COUNTER TERRORISM

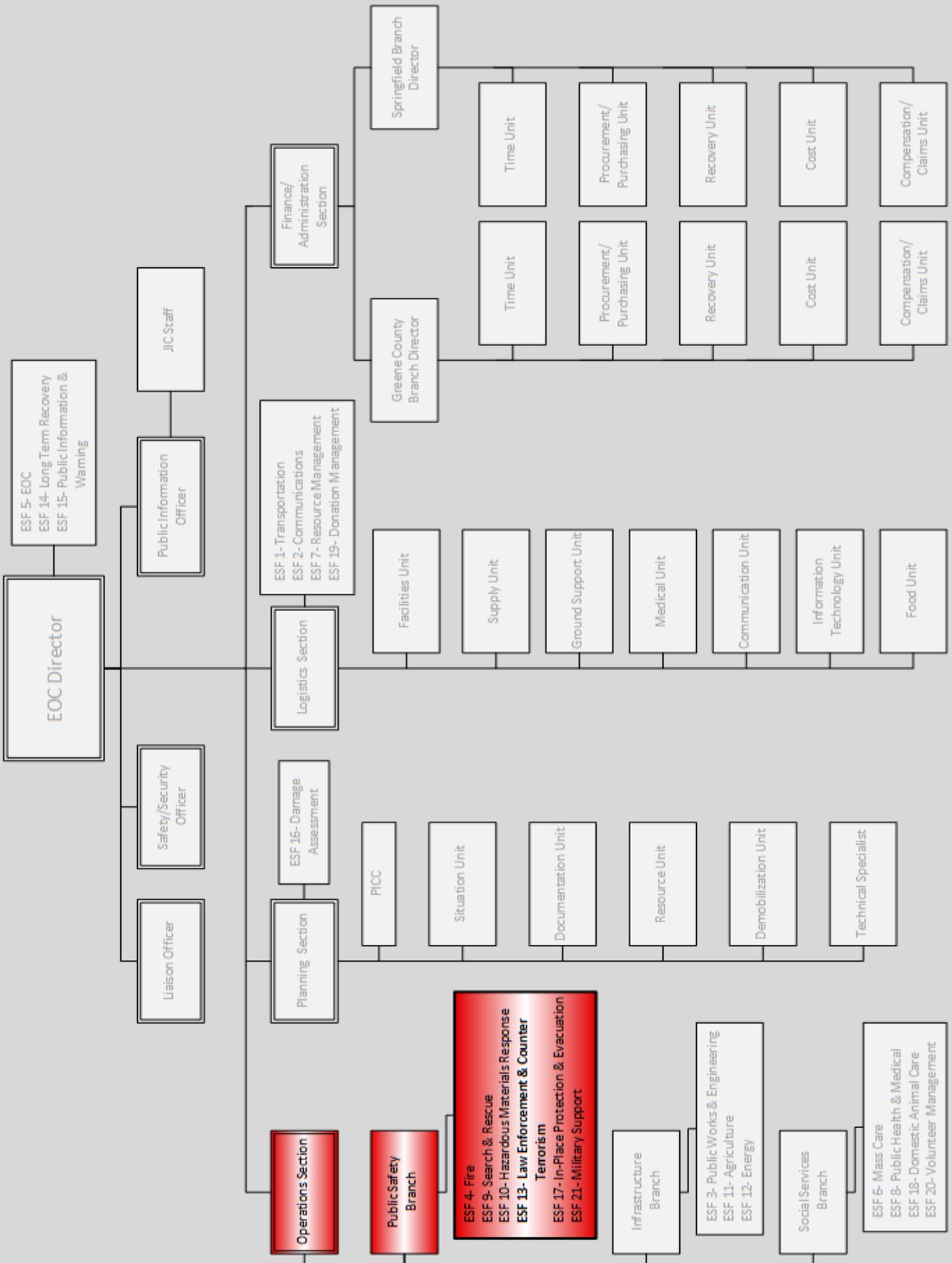
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## **APPENDIX 1**

**This is a restricted document**

# APPENDIX 2 ORGANIZATIONAL CHART



### **APPENDIX 3**

#### **ON-DUTY PHONE NUMBERS FOR GREENE COUNTY SHERIFF'S DEPARTMENT COMMAND STAFF**

Sheriff	Jim Arnott	(417) 829-6217
Chief Deputy - Major	Phil Corcoran	(417) 829-6215
Chief Deputy - Major	Kevin Spaulding	(417) 829-6280
Captain, Criminal Investigation Division	Kenny Weatherford	(417) 829-6221
Captain, Administrative Services	Jim Farrell	(417) 829-6289
Captain, Patrol Division	David Johnson	(417) 829-6408
Captain, Jail	Kenny Clayton	(417) 829-6251

## **APPENDIX 4**

### **ON-DUTY PHONE NUMBERS FOR SPRINGFIELD (R-XII) SCHOOL POLICE COMMAND STAFF**

Director of School Police Services	Tom Tucker	(417) 523-2917
South Field Supervisor	Greg Hall	(417) 523-2919
North Field Supervisor	Eric Boxberger	(417) 523-2918
Training Officer	Debbie Hickey	(417) 523-2920
Communications and Records Supervisor	Sharon Phillips	(417) 523-2912

## APPENDIX 5

### LAW ENFORCEMENT AGENCIES IN GREENE COUNTY

<b>Greene County</b>	<b><u>State Supporting Agencies</u></b>
Greene County Sheriff's Office	Missouri State Highway Patrol
Greene County Park Rangers	Missouri Department of Conservation
Rural School Resource Officers	Missouri National Guard
<b>Springfield</b>	
Springfield Police Department	
Springfield-Branson National Airport Police	
Springfield R-XII School Police Services	
<b>Other Jurisdictions</b>	<b><u>Federal Supporting Agencies</u></b>
Ash Grove Police Department	Department of Homeland Security (DHS)
Fair Grove Police Department	Federal Bureau of Alcohol, Tobacco and Firearms and Explosives (ATFE)
Republic Police Department	U.S. Drug Enforcement Agency (DEA)
Rogersville Police Department	U.S. Customs Service
Strafford Police Department	U.S. Immigration and Customs Enforcement
Walnut Grove Police Department	U.S. Marshall's Service
Willard Police Department	U.S. Secret Service
	U.S. Medical Center
	Federal Bureau of Prison (FBOP)

## APPENDIX 6

### ORGANIZATIONAL PLANNING RESPONSIBILITIES

**Planning and Prevention**

<b>Identify and Monitor Potential Terrorism Threats</b>	<ul style="list-style-type: none"> <li>1) Springfield Police Department. - OC&amp;V</li> <li>2) Greene Co. Sheriff's Office. - Chief of Detectives</li> <li>3) Rural Law Enforcement Agencies</li> <li>4) DHS and DOJ - National Crime Information Center</li> </ul>
<b>Raise General Public Awareness &amp; Employee Education at Potential Target Sites</b>	<ul style="list-style-type: none"> <li>1) City of Battlefield and Springfield-Greene County Office of Emergency Management</li> <li>2) Springfield-Greene County Health Department</li> <li>3) Law Enforcement Agencies</li> <li>4) Fire Agencies</li> <li>5) EMS &amp; Hospital Agencies</li> <li>6) Public Works &amp; Highway Dept.</li> <li>7) Public Utilities</li> </ul>
<b>Assess and Enhance Readiness</b>	<ul style="list-style-type: none"> <li>1) City of Battlefield and Springfield-Greene County OEM, MO-SEMA &amp; FEMA</li> <li>2) Local Law Enforcement &amp; DOJ</li> <li>3) Springfield-Greene County Health Dept. &amp; CDC</li> </ul>
<b>Prepare Contingency Plans or SOPs/SOGs</b>	<ul style="list-style-type: none"> <li>1) Springfield-Greene County OEM</li> <li>2) Springfield-Greene County Health Department</li> <li>3) All Individual Response Agencies</li> <li>4) Law Enforcement Agencies</li> <li>5) Fire Agencies</li> <li>6) EMS &amp; Hospital Agencies</li> <li>7) Public Works &amp; Highway Dept.</li> <li>8) Public Utilities</li> <li>9) Volunteer Response Agencies</li> </ul>
<b>Secure Targets and Threat Interdiction</b>	<ul style="list-style-type: none"> <li>1) BOP: U.S. Federal Medical Center</li> <li>2) Greene Co. Sheriff's Office: County Government Buildings</li> <li>3) Springfield Police Department.: City Government Buildings</li> <li>4) Public Safety Division: Springfield Public Schools</li> <li>5) FBI/GSA: Federal Buildings</li> <li>6) Airport Security: Springfield-Branson National Airport</li> </ul>
<b>General Support Efforts</b>	<ul style="list-style-type: none"> <li>1) Springfield-Greene County OEM: Interagency Response Coordination</li> <li>2) Greene Co. LEPC: Hazardous Materials Training Program</li> <li>3) MO SEMA: Equipment Acquisition, Planning &amp; Training Support</li> </ul>

**Response**

<b>Suppress and Counter Immediate Terrorist Threat</b>	<ol style="list-style-type: none"> <li>1) Springfield Police Department. - SRT</li> <li>2) Springfield Fire Department. - HAZMAT &amp; Technical Services</li> <li>3) Logan-Rogersville fire Protection District - HAZMAT</li> <li>4) DHS (HRT &amp; HAZMAT)</li> <li>5) 7th Civil Support Team - WMD</li> </ol>
<b>Rescue Lives &amp; Save Property</b>	<ol style="list-style-type: none"> <li>1) Fire Departments</li> <li>2) EMS Agencies</li> <li>2) Public Works &amp; Highway Dept.</li> <li>3) MO Army National Guard</li> <li>4) Federal Response Teams (USAR)</li> </ol>
<b>Provide Emergency Medical Assistance</b>	<ol style="list-style-type: none"> <li>1) EMS Agencies &amp; Hospital Systems</li> <li>2) Fire Departments</li> <li>3) Volunteer Organizations</li> <li>4) National Disaster Medical Assistance Team (DMAT)</li> </ol>
<b>Evacuation</b>	<ol style="list-style-type: none"> <li>1) Emergency Operations Center (Senior Elected Officials)</li> <li>2) All Individual Response Agencies</li> </ol>
<b>Communicate with the Media and the Public</b>	<ol style="list-style-type: none"> <li>1) Designated PIO for the City of Battlefield</li> <li>1) Joint Information Center (Federal, State, and Local Officials)</li> <li>2) City of Springfield Public Information Office</li> <li>3) Designated PIO for Battlefield or Greene County</li> </ol>
<b>Maintain and/or Restore Order to Jurisdiction</b>	<ol style="list-style-type: none"> <li>1) Local Law Enforcement Agencies</li> <li>2) MO State Highway Patrol</li> <li>3) MO Army National Guard</li> </ol>
<b>Provide Mass Care &amp; Human Services</b>	<ol style="list-style-type: none"> <li>1) Emergency Operations Center</li> <li>2) Local Chapter - American Red Cross</li> <li>3) Springfield-Greene County Health Department (Staffing/Expertise Only)</li> </ol>
<b>Maintain Continuity of Government</b>	<ol style="list-style-type: none"> <li>1) City of Battlefield (Senior Elected Officials)</li> <li>2) Greene County (Senior Elected Officials)</li> </ol>
<b>Initiate Criminal Investigation</b>	<ol style="list-style-type: none"> <li>1) Battlefield Police Department</li> <li>2) Greene County Sheriff's Department</li> <li>3) Springfield Police Department</li> <li>4) DHS, ATF, DOD, &amp; Other Federal Agencies</li> </ol>
<b>Conduct Damage Assessment</b>	<ol style="list-style-type: none"> <li>1) City of Battlefield Emergency Operations Center</li> <li>2) Springfield-Greene County OEM</li> <li>3) SEMA &amp; FEMA</li> </ol>
<b>Remediation and Restoration</b>	<ol style="list-style-type: none"> <li>1) City of Battlefield Emergency Operations Center</li> <li>2) SEMA &amp; FEMA</li> </ol>
<b>Compensate and Assist Victims</b>	<ol style="list-style-type: none"> <li>1) DOJ Victims Compensation Fund</li> <li>2) State of Missouri Disaster Relief Fund</li> <li>3) Federal Stafford Act Relief Fund</li> </ol>
<b>Physical &amp; Mental Health Care and Surveillance</b>	<ol style="list-style-type: none"> <li>1) Springfield-Greene County Health Department</li> <li>2) MO State Department of Health</li> <li>3) U.S. Dept. of Health and Human Services</li> </ol>

## APPENDIX 7

### TERRORIST INCIDENT RESPONSE CHECKLIST

The response actions below are most appropriate for an incident involving conventional weapons, nuclear devices, or chemical agents where there is a specific incident location.

✓	Action Item	Assigned
	<b>INITIAL RESPONSE:</b>	
	1. Deploy response agencies	
	2. Activate Incident Command post at the incident site to direct emergency operations.	
	3. If incident appears to be terrorism-related, ensure law enforcement personnel are advised and respond to the incident site.	
	4. Isolate the area and deny entry. Reroute traffic as needed.	
	5. Determine and report: <ul style="list-style-type: none"> <li>▪ Observed indicators of use of chemical/biological weapons</li> <li>▪ Wind direction and weather conditions at scene</li> <li>▪ Plume direction, if any</li> <li>▪ Approximate number of apparent victims</li> <li>▪ Orientation of victims</li> <li>▪ Types of victim injuries and symptoms observed</li> <li>▪ Observations or statements of witnesses</li> </ul>	
	6. If possible, determine type of weapon used using appropriate detection equipment, response guides, damage characteristics, and casualty symptoms	
	7. Establish scene control zones (hot, warm, and cold) and determine safe access routes & location of staging area. Establish initial operating boundaries for crime scene and incident area.	
	8. Implement crowd control measures, if necessary	
	9. Determine & implement requirements for protective clothing and equipment for emergency responders.	
	10. Establish communications among all response groups.	
	11. Protect against secondary attack.	
	12. Activate the EOC to site support emergency operations.	
	13. Determine requirements for specialized response support.	
	14. Make notification to state and federal law enforcement and emergency management agencies.	
	15. Obtain external technical assistance to determine potential follow-on effects.	
	16. Request/deploy hazardous materials response team, if appropriate.	
	17. Request/deploy bomb squad or ATF support, if appropriate.	
	18. Identify areas that may be at risk from delayed weapon effects. <ul style="list-style-type: none"> <li>▪ Determine &amp; implement protective measures for public in those areas.</li> <li>▪ Determine &amp; implement protective measures for special facilities at risk.</li> </ul>	
	19. Extinguish fires and identify potential hazards such as ruptured gas lines, downed power lines and residual hazardous materials.	
	20. Make notifications to adjacent jurisdictions that may be affected.	
	21. If the effects of the incident could adversely affect water or wastewater systems, advise system operators to implement protective measures.	

✓	Action Item	Assigned
	<b>MEDICAL MANAGEMENT:</b>	
	22. Advise EMS and hospitals of possibility of mass casualties/contaminated victims.	
	23. Establish site for patient triage.	
	24. Establish site for gross decontamination (if appropriate) and a casualty collection area for decontaminated victims located away from the site of primary emergency operation, but accessible by transport vehicles.	
	25. Conduct initial triage and provide basic medical aid to victims in warm zone if protective equipment is not required.	
	26. Conduct gross decontamination of victims showing signs of contamination. Separate victims that show no signs of contamination for evaluation.	
	27. Conduct follow-on triage & treatment of victims in cold zone.	
	28. Transport victims to medical facilities for further treatment.	
	29. Request state and/or federal medical assistance, if needed.	

✓	FATALITY MANAGEMENT:	
	30. Alert Medical Examiner and funeral directors of any potential mass fatality situation and arrange for temporary holding facilities for bodies, if necessary. Highlight need to preserve evidence.	
	31. Coordinate with Medical Examiner to determine autopsy requirements for victims.	
	32. Transport deceased to morgue, mortuary, or temporary holding facilities.	

✓	Action Item	Assigned
	<b>OTHER RESPONSE ACTIONS</b>	
	33. Request additional response resources, if needed. <ul style="list-style-type: none"> <li>• Activate mutual aid agreements</li> <li>• Request state or federal assistance, as needed</li> </ul>	
	34. Designate staging areas for incoming resources from other jurisdictions, state and federal agencies, and volunteer groups separate from operational staging area.	
	35. If evacuation has been recommended: <ul style="list-style-type: none"> <li>▪ Activate shelter/mass care facilities to house evacuees.</li> <li>▪ Provide transportation for evacuees without vehicles.</li> <li>▪ Provide security for shelters.</li> </ul>	
	36. If evacuation of special facilities (schools, nursing homes, hospitals, correctional facilities) has been recommended: <ul style="list-style-type: none"> <li>▪ Assist facilities in arranging suitable transportation and carrying out evacuation.</li> <li>▪ Assist facilities in arranging suitable temporary reception facilities.</li> </ul>	
	37. Provide information and instructions to the public. <ul style="list-style-type: none"> <li>▪ Activate emergency public information operation.</li> <li>▪ Identify facilities for use by media.</li> </ul>	
	38. Identify, collect, and control evidence and conduct investigations.	
	39. Pursue and arrest suspects.	
	40. Provide security in evacuated areas, if feasible.	
	41. Establish and operate access control points for contaminated areas	
	42. For incidents involving biological agents, consider measures to restrict person-to-person transmission of disease such as quarantine, closure of schools and/or businesses, and restrictions on mass gatherings.	
	43. Alert human resources agencies to provide disaster mental health services and human services support to victims.	
	44. Determine how pets, livestock, and other animals left in evacuated or contaminated areas will be handled.	
	45. Decontaminate essential facilities and equipment, if feasible.	
	46. Request technical assistance in assessing environmental effects.	

## APPENDIX 8

### COUNTER TERRORISM

#### I. PURPOSE

**Local governments have the primary responsibility in planning for the prevention and the consequences of a terrorist incident using available resources in the critical hours before State and Federal assistance can arrive.**

Terrorism, as defined by U.S. Code (USC), is “the unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives”. Acts of terrorism covered by this ESF include but are not limited to chemical, biological, radiological, nuclear and explosives (CBRNE) that can be used as weapons of mass destruction (WMD). Other types of terrorism also include Agricultural-terrorism and Cyber-terrorism. This ESF will assist City and County leaders in planning for the response and recovery from a terrorist incident as well as coordinating requests for State and Federal resources.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation:

1. Located in the heart of the United States and with its diversity in religious composition, Southwest Missouri is home to many groups with strong convictions whose viewpoints range the full spectrum. These organizations have been known to be active and to have carried out attacks within the state’s borders in past years. Additionally, several of these groups have held gatherings in Missouri and one group is known to run a paramilitary training facility in the state.
2. Greene County is the industrial, economic and transportation center of Southwest Missouri and the adjacent four state region. The City of Springfield is the county seat of Greene County. Many government buildings, vital infrastructure and transportation facilities that are critical to the area are located in the County. Additionally, Springfield-Greene County plays a crucial role in the agricultural and food production industries.
3. With an abundance of viable targets within its jurisdiction, active extremist groups operating within the state and the potential for creating a catastrophic local incident with national repercussions, Springfield-Greene County can be considered a potential terrorist threat area.
4. A terrorist incident involving a WMD can occur at any time with or without warning.
5. Since the risk of terrorism cannot be fully mitigated, plans must be developed to counter this threat and emergency personnel must be specifically trained to respond to CBRNE / WMD incidents.

**B. Assumptions:**

**1. Federal Government.**

In accordance with the *Homeland Security Presidential Directive – 5* and the *National Response Framework (NRF)*, the Secretary of Homeland Security has lead responsibility for domestic incident management to include terrorist attacks and major disasters. Domestic incident management responsibilities include operating a 24/7 Homeland Security Operations Center to coordinate with Federal, State and local EOCs as well as coordinating the Federal Government’s resources utilized in response to a terrorist attack if any of the following conditions apply:

- a. A federal department or agency acting under its own authority has requested the assistance of the Secretary.
- b. The resources of the State and local authorities are overwhelmed and Federal assistance has been requested.
- c. More than one Federal department or agency has become substantially involved in responding to the incident.
- d. The Secretary has been directed by the President to assume responsibility.

**2. Crime Scene Investigation.**

The Department of Homeland Security (DHS) is the primary federal agency responsible for the investigation and prosecution of a terrorist incident. Initial responsibility for the crime scene falls to the local law enforcement entity with jurisdictional responsibility. The Battlefield Police within the City of Battlefield, or the Greene County Sheriff, in the unincorporated areas of Greene County will function as the primary local agencies during any terrorist incident.

**3. Disaster Management.**

The Federal Emergency Management Agency (FEMA) is the primary federal agency responsible for recovery operations from the terrorist incident. When directed to do so by the City Mayor or County Presiding Commissioner, the Springfield-Greene County Office of Emergency Management will function as the primary agency for recovery operations from a terrorist incident.

**4. Inter-jurisdictional Assistance.**

CBRNE incidents directed against a large population center within Greene County would have major consequences that would immediately overwhelm the capabilities of the city or county governments.

**5. Personal Protection Equipment.**

If responder appropriate personal protective equipment is not immediately available, entry into a contaminated area (hot zone) may be delayed until the material dissipates to levels safe for emergency response personnel.

**6. Imminent Dangers.**

The release of a CBRNE (chemical, biological or radiological, Nuclear and high yield explosives) may not be immediately apparent. Through detection and monitoring practices, first responders need to take measures to ensure their safety. Furthermore, responders should be aware that at any scene, secondary devices may be present or the assailant may be targeting the first responders.

### III. CONCEPT OF OPERATIONS

#### A. General

##### 1. Crime Scene Investigation

Crime scene investigation is predominantly a law enforcement function and includes measures to identify, acquire and plan for the use of resources needed to participate and resolve a threat. During an incident, a response may include traditional law enforcement missions such as intelligence, surveillance, tactical operations, negotiations, forensics, and investigations as well as fire and technical support missions such as agent identification, search, render safe procedures, transfer and disposal and limited decontamination.

##### 2. Disaster Management

Disaster management is predominantly an emergency management function and includes measures to protect public health and safety, restore essential government services and provide emergency relief to governments, businesses and individuals affected by the consequences of terrorism. In an actual or potential terrorist incident, disaster management response support measures will include predictive modeling, protective action recommendations and mass decontamination.

##### 3. Incident Command / Unified Command

In a terrorism incident, the first responding agency will establish an Incident Command Post (ICP) to manage operations at that incident site. The ranking member or person directed by SOP of the initial responding agency will designate the Incident Commander (IC). The Incident Commander will direct and control responding resources and designate emergency operating areas. Typical operating area boundaries established for a terrorist incident may include:

- a. **Crime scene boundary.** This includes the “red zone”. In most cases, law enforcement personnel will restrict access to the crime scene. Response activities within the crime scene may require special care in order to protect evidence.
- b. **Hazardous material boundary.** This includes the “hot zone”. Depending on the spread of contaminants, this area may include some of or the entire crime scene. Entry into the hazardous material boundary is normally restricted to response personnel equipped with personal protective equipment and using decontamination procedures.
- c. **Incident boundary.** This includes the crime scene, the hazardous material scene, staging and casualty collection areas as well as shelter in place and quarantine areas. Access and egress to these areas are normally controlled.

##### 4. Incident Command and Emergency Operations Center.

The EOC will activate and provide local resources, disseminate emergency public information, organize and implement large scale evacuation, facilitate shelter and mass care for evacuees, arrange mortuary support and if local resources are insufficient or inappropriate, request assistance from other jurisdictions or the State. Interface and actions will be carried out in accordance with individual agency and EOC established standard operating procedures.

## 5. **Implementation of the Unified Command.**

A Unified Command System should be implemented at the local level when two or more departments or agencies are involved in the decision making process; however, if it has not been implemented it will be implemented as the state and federal responders arrive.

If there is no local incident site, which may be the case in incidents involving biological agents, disaster management activities will be directed and controlled from the local EOC. An Incident Commander may be designated. When state and federal responders arrive, the EOC may be used as a Unified Command Center.

## 6. **Joint Operations / Joint Information Center**

The EOC staff, if requested to do so by the Principal Federal Officer (PFO), will establish a Joint Operations Center (JOC) to accommodate representatives from Federal Agencies. The JOC will function as the command center for the PFO and his staff, the Special Agent in Charge (SAC) from the DHS, the Federal Coordinating Officer (FCO) from FEMA and any other Federal incident management official. The JOC staff will coordinate the deployment and application of Federal resources in support of the on scene incident commander.

**B. Protection:** Protection of the general public is always the highest priority during any terrorism incident. Protective actions for the public must be selected and implemented based on the hazards present, time available, distance from the hazard, available shielding, transportation and egress routing. Protective actions for the public may include:

1. **In-Place Protection:** In-place protection orders keep the affected public indoors and provides temporary (duration of several hours) protection from chemical, biological or radiological contaminants or other toxic agents that may have been released in the environment. During in-place protection, citizens will immediately go indoors and seal windows, doors, vents etc. to protect themselves from the contaminant.
2. **Evacuation:** An evacuation order removes residents from an affected area and relocates them to a mass care shelter or other similar facility. Evacuation orders are recommendations. Residents cannot be forced to evacuate.
3. **Ingestion Advisory:** The Department of Public Health will make recommendations as to the need to ban any affected crops, contaminated milk, water or other tainted food or drug.
4. **Quarantine:** The Director of the Department of Public Health has the authority to isolate or quarantine residents and visitors to the community in the event of a public health emergency. The Department of Public Health does not have enforcement authority. Once an isolation or quarantine order issue has been ordered, law enforcement personnel will be responsible for its enforcement.

## C. **Mass Care:**

The American Red Cross (ARC) is the primary agency, chartered by Congress, to provide mass care during a major disaster (**ESF-6**). The ARC provides bulk distribution of food and emergency relief supplies as well as shelter for disaster survivors at mass care facilities.

**D. General Population Shelters:**

The ARC cannot provide direct patient care in a mass care facility. Patient care, including mental health, during a terrorism incident is provided by local hospitals, clinics and other health care providers. The Department of Public Health is the primary agency responsible for supporting medical/acute care needs and mass patient care functions.

**E. Health Electronic Syndromic Surveillance (HESS):**

Missouri law requires all hospitals and health care providers to report medical morbidity data for the purpose of prevention and control of disease. The HESS system is designed to provide an early warning system of public health emergencies including bio-terrorism events, outbreak detection and epidemiological monitoring.

**F. Mass Prophylaxis:**

In the event of a public health emergency, including those resulting from a terrorist attack, Springfield-Greene County residents may require medicines, antidotes, medical supplies and medical equipment to counter the effects of biological pathogens. The Strategic National Stockpile (SNS) maintains bulk amounts of the medications and provisions needed to handle most public health emergencies.

The Springfield-Greene County Health Department is the lead agency responsible for establishing sites throughout the community for the distribution of needed pharmaceuticals and supplies. The Springfield-Greene County Health Department will also coordinate the requisitioning, staging and distributing of pharmaceuticals and supplies from the SNS.

**IV. ACTIONS TO BE TAKEN BY OPERATING TIMEFRAMES**

**A. Mitigation**

1. Identify and analyze potential local targets threats and hazards.
2. Disseminate hazard analysis and possible protective measures to required personnel.

**B. Preparedness**

1. Promote public awareness and preparedness measures.
2. Participate in awareness training.
3. Encourage reporting of suspicious activities.
4. Encourage the implementation and proper maintenance of employee safety and security measures by businesses, private organizations and governments.
- 5.. Coordinate information sharing with local, state and federal agencies.
6. Maintain standard operating procedures (SOP) or guidelines (SOG) for responding to a CBRNE incident.
7. Analyze the situation and the nature of the counter terrorism task. Assign priorities to each task.
8. Conduct active surveillance and investigation of potential threats as needed by law enforcement, public health or other agencies.

9. Identify facilities, agencies, personnel and resources necessary to support a terrorism incident in accordance with **ESF 7 (Resource Management)**.
10. Determine status of equipment and personnel in accordance with **ESF 7 (Resource Management)**.
11. Provide CBRNE Operations and Technician training.
12. Conduct CBRNE exercises that incorporate all aspects of incident operations and support.

**C. Response**

1. Preserving life and minimizing risk to health.
2. Preventing a threatened act from being carried out or an existing terrorist act from becoming aggravated.
3. Locating, accessing, rendering safe, controlling, containing recovering and disposing of a CBRNE that has not yet functioned.
4. Rescuing, decontaminating, transporting and treating survivors and preventing secondary casualties as a result of contamination or collateral threats.
5. Releasing emergency public information that ensures adequate and accurate communications with the public from all involved response agencies.
6. Restoring essential services and mitigating suffering.
7. Apprehending and successfully prosecuting perpetrators.
8. Conducting site restoration.
9. Once a CBRNE incident is suspected, local law enforcement officials will request assistance from the DHS.
10. Law enforcement, emergency management and other agencies involved in the response effort will provide representatives to the FBDHS.
11. The Joint Information Center (JIC) will coordinate public information
12. Activate the Emergency Management Assistance Compact (EMAC) for mutual aid as needed.

**D. Recovery**

1. FEMA will perform disaster management activities and coordinate requests for Federal assistance from local and state agencies.
2. Maintain protective actions as the situation dictates.
3. Continue to coordinate and track resources and document costs.
4. Continue to monitor the area for any residual after affects. Develop long term environmental decontamination plan, as necessary, in coordination with the appropriate local, state and federal agencies.
5. Individual agencies will inventory equipment and repair or replace as necessary.
6. Individual agencies will replenish supplies as needed.

**V. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

**A. Primary Agencies:**

**Battlefield Police Department  
Greene County Sheriff's Office**

1. Maintain a Law Enforcement Standard Operating Procedures document to detail the specific roles and responsibilities of law enforcement personnel during a CBRNE incident.
2. Respond to reports of potential or actual CBRNE incidents.
3. Take steps to preserve evidence at the crime scene.
4. Establish a unified command post to coordinate activities.
5. Initiate intelligence gathering and establish investigation protocols.

6. Provide Force Protection security and maintain civil order in and around the area of operation.
7. Maintain open access and egress routes for authorized vehicles in the area of operations.
8. Assist with In-Place Shelter or Evacuation (ESF-17) notification.

## **B. Support Agencies**

### **City of Battlefield Springfield-Greene County Office of Emergency Management**

1. Coordinate the maintenance of the Counter Terrorism ESF in the Battlefield Emergency Operations Plan.
2. Participate in meetings to determine the scope of the Counter Terrorism Plan as well as its goals and objectives.
3. Coordinate exercises to evaluate the practicality of the plan.
4. Coordinate counter terrorism training for local response agencies as well as coordinating training with other state and federal agencies, academic institutions and private training entities.
5. Conduct assessments of local facilities to recommend improvements and enhance their preparedness against a CBRNE incident.
6. Sponsor and promote public awareness of counter terrorism efforts within the community.
7. Establish and staff the EOC when called upon during a potential or actual CBRNE incident.

### **Fire Departments and Rural Fire Protection Districts**

1. Maintain a Fire Services Standard Operating Procedures document to detail the specific roles and responsibilities of Fire Service personnel during a CBRNE incident.
2. Provide awareness training to fire service personnel to ensure familiarity with their roles and the hazards involved in a CBRNE incident.
3. Respond to reports of potential or actual CBRNE incidents.
4. Determine the hazard level of the incident and direct response operations to include:
  - a. Establishing hazard exclusion zones.
  - b. Decontaminate survivor and first responders.
  - c. Executing appropriate mitigation efforts.
5. In coordination with Law Enforcement, establish a unified command post at the incident site.
6. Coordinate with appropriate agency for fire, environmental or hazardous materials incidents and provide reports as required.

### **Springfield-Greene County Health Department**

1. Maintain and execute Public Health guidance documents for Public Health personnel during biological events.
2. Provide awareness training to all public health personnel.
3. Respond to reports of potential or actual biological incidents.
4. Facilitate epidemiological, toxicological and environmental analysis as appropriate and make recommendations to the Incident Commander and safety officer.
5. Manage public health resources.
6. Coordinate with the Public Information Officer and/or the Joint Information Center for release of information and notification of the public.

**C. Regional Response Teams**

**Homeland Security Regional Response System (HSRRS)**

Greene County HSRRS Task Force is administered through the Springfield-Greene County OEM. The Task Force includes Hazardous Materials, SWAT, EMS and Bomb response teams with enhanced capabilities for responding to CBRNE incidents. The Unified Command system will be utilized for Task Force direction and control in local jurisdictions and the task force must be requested through the division of fire safety. Call 573-690-3782 or Regional Statewide Fire Mutual Aid Coordinator.

**Springfield Fire Department Bomb Unit**

1. Administered by the Springfield Fire Department
2. Responds to local and regional incidents.

**Springfield Police Department Special Response Team (SRT)**

1. Responds to hostage, barricades, and active aggressor situations.
2. Responds as the Regional asset with the task force.

**D. State Support Agencies**

**Missouri State Highway Patrol (MSHP)**

1. MSHP is the primary agency to coordinate prevention of and immediate response to a CBRNE incident. The MSHP is responsible for providing assistance to local law enforcement as requested.
2. Specific capabilities of the MSHP include bomb response teams and air support.

**Missouri Disaster Response Systems (MODRS)**

1. Responds to mass casualty and disaster situations.
2. Activated by contacting the State Emergency Management Agency
3. Also available is the Disaster Veterinary Assistance Team (VMAT).

**Missouri National Guard (MONG)**

The MONG, upon activation, provides support to local jurisdictions during any disaster. Specific functions of the MONG are to provide:

1. Ground and air transportation and evacuation assets
2. Emergency communication systems
3. Security and law enforcement support:
  - a. CBRNE monitoring teams (CERF)
  - b. Personnel to support response operations (7<sup>th</sup> CST)

### **Missouri Division of Fire Safety (MDFS)**

The MDFS is the primary source for assistance with fire issues. Specific functions of the MDFS are to provide:

- a. Assistance with statistics relating to terrorist incidents.
- b. Fire investigators.
- c. Explosive Canine Units.

### **Missouri Department of Health and Senior Services (DHSS)**

The DHSS is the primary source for assistance with health and welfare issues. Specific functions of the DHSS are to provide:

1. Assistance in directing personnel decontamination at assembly areas in coordination with local and county response teams, health organizations and emergency management.
2. Monitoring to ensure that radiological dose limitations for workers are not exceeded during evacuation, decontamination or other operation.
3. Guidance for preparing and maintaining exposure records of personnel involved in response operations.
4. Assistance with the administration of protective pharmaceuticals to emergency workers.
5. Analysis of food and water supplies in contaminated areas.
6. Assistance in preparing and issuing health and environmental advisories.
7. Coordination for response activities from the CDC to include requesting the Strategic National Stockpile and for continuous operation of the Center of Emergency Response to Terrorism (CERT).

### **Missouri Department of Natural Resources (DNR)**

The DNR is the primary source for assistance with environmental issues. Specific functions are to provide:

1. Twenty-four hour emergency response support for chemical incidents or environmental disasters.
2. Support for local and county clean up and decontamination operations.
3. Supervision of air, water, soil and vegetation sampling of contaminated area.
4. Assistance in preparing and issuing environmental advisories.
5. Coordination for response activities from the EPA.

## **E. Federal Support Agencies**

### **Federal Disaster Medical Assistance Team (MO-IDMAT)**

1. Responds to mass casualty and disaster situations.
2. Activated by contacting the State Emergency Management Agency
3. Also available are the Disaster Mortuary Assistance Team (DMORT) and the Disaster Veterinary Assistance Team (VMAT).

### **Department of Homeland Security (DHS)**

The DHS, through its Office of Domestic Preparedness, provides training, funds for the purchase of equipment, support for the planning and execution of exercises, technical assistance and other support to assist state and local jurisdictions to prevent, plan for, and respond to acts of CBRNE incidents.

### **Federal Emergency Management Agency (FEMA)**

FEMA, an agency within DHS, is the lead agency for consequence management and acts in support of the FBI locally and federally until the U.S. Attorney General transfers the lead role to FEMA. FEMA coordinates the Federal aspects of consequence management in the event of a terrorist act.

### **Department of Energy (DOE)**

1. The DOE, through its Office of Emergency Response, manages radiological emergency response assets that support both crisis and consequence management response in the event of an incident involving a high yield incidents.
2. The Nuclear Emergency Support Team (NEST) responds to nuclear or radiological incidents and is activated by contacting the State Emergency Management Agency.

### **Department of Health and Human Services (DHHS)**

The DHHS provides coordination of the Federal assistance in response to public health and medical care needs following a major disaster.

### **Center for Disease Control and Prevention (CDC)**

An agency of DHHS, is responsible for protecting the public health of the country through prevention and control of disease and for response to public health emergencies. Functions of the CDC include:

1. Assisting State and local governments in response to acts involving weaponized biologicals.
2. Providing emergency response personnel to assist investigating and responding to biological, chemical and radiological incidents.
3. Providing epidemiologists trained to investigate and control outbreaks of illness, as well as laboratories capable of quantifying an individual's exposure to CBRNE agents.
4. Maintain the Strategic National Stockpile.

### **Department of Agriculture (USDA)**

The USDA has a major role in ensuring the safety of food for all Americans. The primary concern is bio-terrorism and its effect on agriculture in rural areas. Functions of the USDA include:

1. Investigating any CBRNE incident involving the agricultural sector.
2. Analyzing the impact of an emergency and developing strategies for mitigation and recovery.
3. Providing food assistance to officially designated disaster areas.

### **Environmental Protection Agency (EPA)**

The EPA is chartered to respond to a CBRNE release regardless of the cause. The EPA shall support responders during crisis management by providing technical assistance, recommendations, scientific and technical assessments. The EPA has teams that deploy during consequence management to supplement local resources.

## V. CONTINUITY OF GOVERNMENT

- A. Lines of succession for personnel with emergency management responsibilities will be in accordance with existing policies and required emergency management standard operating procedures of each agency / organization.
- B. Primary and support agencies will ensure their respective personnel are trained and prepared to operate in the event regular agency members are absent. They will identify alternate or backup personnel, ensure these individuals understand the lines of succession, pre-delegate authorities, and task responsibilities of their individual agencies, and ensure appropriate procedures and action guidelines contain sufficient detail so that alternate and backup personnel can use them in performing their responsibilities.
- C. Primary and support agencies will ensure all records necessary for emergency management operations can be easily obtained from each member agency in an emergency, and that, if needed, these records are also duplicated at another location in the event the primary records are destroyed.
- D. In the event that city and/or county administrative offices, courtrooms or facilities become unusable due to a terrorism incident, predetermined alternate sites will be used.

## VI. ADMINISTRATION AND LOGISTICS

### A. Administration

- 1. **Activation of this ESF:** The activation of the Counter Terrorism requires an incident to be designated a CBRNE threat or action by either a law enforcement agency, the Director of Emergency Management or the highest ranking elected official.
- 2. **Activation of the EOC:** The EOC is activated as soon as the incident is designated a CBRNE threat or action.

### B. Logistics

CBRNE instrumentation shall be obtained, maintained, and distributed in accordance with established procurement guidelines and procedures.

During disaster situations where life or property are threatened or where needless suffering is prolonged, established emergency procurement procedures can be used.

## VII. ESF DEVELOPMENT AND MAINTENANCE

The City of Battlefield and the Springfield-Greene County Office of Emergency Management, in coordination with those agencies listed are responsible for the maintenance of this ESF.

## IX. REFERENCES

- A. Homeland Security Region D Hazmat/WMD Response Plan
- B. Springfield Police Department: SOG 409.3- Disaster and Civil Disorder Response

## ESF-17

### IN-PLACE PROTECTION AND EVACUATION

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## ESF-17

### IN-PLACE PROTECTION AND EVACUATION

**PRIMARY AGENCY:** City of Battlefield

**SUPPORT AGENCIES:** Springfield-Greene County Office of Emergency Management

#### I. PURPOSE

Evacuation (for emergency planning purposes) is the concept of moving people from an area "at risk" to a safer location. In-Place Protection means staying inside the home or other building until emergency officials give an "all-clear" signal. This ESF will provide guidelines under which such an evacuation and in-place sheltering can be accomplished. This function is applicable to small localized situations, or larger situations as the need arises.

#### II. SITUATIONS AND ASSUMPTIONS

##### A. Situations

1. Greene County and the City of Battlefield are subject to many hazards (**see Hazard Mitigation Plan**) that could threaten the lives and property of its citizens and require evacuation operations. Such hazards may include hazardous materials or terrorist/WMD incidents.
2. In the event of a natural or technological disaster, in most situations, in-place protective shelter may provide essential shelter to the public.
3. Potential disasters that could cause in-place sheltering in Greene County include:
  - a. Hazardous Materials Incidents - People will be advised to stay indoors and reduce the airflow into the structure (home, public facility, etc.).
  - b. Tornadoes/Severe Weather - Private homes can offer protection in basements or other interior areas of the house. Public buildings, schools, nursing homes, etc., have designated shelter locations.
  - c. Terrorism/WMD - Chemical or biological attacks may facilitate the need for in-place protection or quarantine.
4. Greene County and the City of Battlefield have a well established transportation network that will facilitate evacuation or reception of the general population.
5. There are a large number of special facilities (hospitals, nursing homes, etc.) that will require special consideration in this ESF.

##### B. Assumptions

1. In almost every emergency situation requiring evacuation, a number of people will evacuate on their own volition.
2. In some cases, such as a hazardous materials release, in-place protection may be the best alternative.

3. It can be anticipated that the majority of persons will receive and follow the evacuation instructions. However, a certain portion of the population (1) will not get the information, (2) will not understand it, or (3) will purposely not follow directions.
4. In all cases, an adequate number of City/County or mutual aid personnel will be available to accomplish the tasks necessary to complete the evacuation.
5. Panic by evacuees can be lessened if the government furnishes adequate information and direction.
6. Evacuation will be primarily by family groups using privately owned vehicles; however, transportation will be coordinated for persons without automobiles or with disabilities and no other means.
7. Looting of evacuated areas is a possibility and law enforcement should be prepared to handle such a situation with severity based on the magnitude of the event.
8. Assistance in planning for and in conducting actual evacuations will be provided by higher levels of government.

### III. CONCEPT OF OPERATIONS

#### A. General

1. In-place protection and evacuation operations will be directed and coordinated initially from a field command post under the authority of the on-scene incident commander. At such a time as practical, direction and control will be turned over to the Battlefield EOC or a facility designated at the time in-place protection or evacuation becomes necessary.

Additional information and procedures on evacuation and in-place protection will come from door to door contact, local news networks, radio, and social media.

2. This ESF encompasses the following:
  - a. **Evacuation:** Will be considered based on the conditions at the selected destination and any risk of exposure to the disaster while en route.
  - b. **In-Place Protection:** Will depend on the relative protection from potential disaster provided by the available residential, commercial, and recreational structures in the community.
3. If people are displaced from their homes by the disaster, temporary housing and mass care must be provided. Mass Care operations are discussed under **(ESF-6)**.
4. The ultimate responsibility for ordering an evacuation rests with the local government; hence, it should only be directed by the chief elected official or a designated successor.
5. During any evacuation, close coordination will be required with the following functions:
  - a. **Mass Care (ESF-6)** -- The evacuees must have some place to go even if it's in another county.
  - b. **Law Enforcement (ESF-13)** -- Traffic control along movement routes and security for evacuated areas are an absolute necessity. Area security is important because people may not evacuate if they do not feel their property will be secure.

- c. Transportation for persons without automobiles, food, clothing, and fuel will require coordination with Transportation (**ESF-1**), Resource Management and Donations Management (**ESF-7 and 19**)
  - d. Other support agencies -- Constant interface will be required with the state and federal government and private agencies such as the American Red Cross.
5. The duration of the evacuation will be determined by the chief elected official present based on technical information furnished by Federal, State, and local agencies.
  6. Certain day-to-day governmental activities will be curtailed during evacuations. The degree to which this is necessary will depend upon the amount of local resources that are committed.
  7. Special facility populations must be identified. In-place protection may be the only available option for these facilities.
  8. Transportation can be provided for the population requiring special care or attention (see **ESF 1**). Private institutions should make all reasonable efforts to obtain feasible transportation for their clients in the event of an evacuation.
  9. During the evacuation, staging areas and pick-up points will be identified to provide transportation for those people without private automobiles or other means (**See ESF 7**).

**B. Actions to be Taken by Operating Time Frames**

**1. Mitigation**

- a. Identify potential evacuation or in-place protection areas in accordance with those hazards listed in the Hazard Mitigation Plan.
- b. Identify population groups or facilities requiring special assistance (e.g. senior citizens).
- c. Identify and make agreements with private organizations that can facilitate evacuations (service stations, garages, fuel distributors, bus companies, etc.).
- d. Develop public information packets to detail:
  - The reasons for possible evacuations;
  - The procedures for receiving evacuation instructions;
  - Items to take when evacuating;
  - Procedures to be taken by persons requiring transportation.
  - Sheltering procedures
  - Evacuation routes
- e. Coordinate all evacuation plans with the State Emergency Management Agency.

**2. Preparedness**

- a. Analyze all developing emergencies for potential evacuation or in-place protection situations to include the number of evacuees/shelters.
- b. Alert Mass Care (**ESF-6**) of possible evacuation and obtain location of available shelters.
- c. Identify necessary evacuation routes and coordinate with law enforcement and the public works or highway departments to check their status and condition.
- d. Identify population groups who may require special assistance during evacuation (senior citizens, disabled).
- e. Locate transportation for all persons in the threatened area.

- f. Through the Direction and Control (**Basic Plan**), alert all other emergency sections that an evacuation may be required.
- g. Inform the public of the potential evacuation or in-place protection, to include the nature of the problem and the movement route or procedures to use.
- h. If necessary, make plans to evacuate government and critical workers.

### 3. Response

- a. Advise citizens to evacuate or in-place protection when deemed necessary or by appropriate authority.
- b. Initiate mass care functions as needed.
- c. Notify all appropriate agencies to include state and federal agencies.
- d. Monitor the following actions to ensure the evacuation functions smoothly.
  - Traffic flow
  - Road conditions
  - Mass Care areas
  - Security for evacuated areas
  - National Weather Service
- e. Broadcast public information continuously during the evacuation or in-place protection to minimize confusion.
- f. Coordinate with and furnish information on the situation to the other emergency services.
- g. As the evacuation winds down, begin planning for the return.
- h. Provide for security and parking for Mass Care (**ESF-6**) areas.
- i. Provide for transportation for essential workers to commute to hazardous areas.
- j. Make provisions for the evacuation of handicapped and elderly persons.
- k. Arrange for continued operation or rapid restart of essential services in the hazard area as soon as possible.

### 4. Recovery

- a. Initiate return to homes/facilities when conditions allow this to be done safely.
- b. Monitor all return activities until the situation returns to normal.
- c. Those that were in-place protected will be instructed to open up their homes/facilities to air out.
- d. Prepare and present after-action reports to governing authorities.

## IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### A. Primary Agency:

#### City of Battlefield

- 1. The responsibility for all major decisions pertaining to In-Place Protection or Evacuation measures rests with the chief elected officials of the jurisdiction. Incident commanders, during emergency circumstances have the authority to conduct emergency evacuations of areas in imminent danger. Mandatory evacuation must come from chief elected official.
- 2. Coordinate decisions on which areas should be evacuated and if applicable whether or not to open Mass Care centers.
- 3. Advise citizens to evacuate upon recommendations by on-scene command personnel and through Public Information (**ESF-15**).
- 4. Provide Public Information and press releases to the media on what areas are being evacuated or protected in-place and if applicable, where mass care centers are located.

5. Direct the relocation of essential resources (personnel, equipment, supplies, etc.) to mass care centers.
6. Identify high hazard areas and number of potential evacuees.

**B. Support Agencies**

The OEM will participate as a support agency if the City of Battlefield becomes overwhelmed by the size or complexity of the event and at the request of the city.

**C. State Support Agency:**

**State Emergency Management Agency**

1. Coordinate with Emergency Management for any sheltering or evacuation assistance.
2. Assist in planning as necessary.

**V. DIRECTION AND CONTROL**

- A. In a limited disaster or emergency situation, In-Place Protection and Evacuations will be controlled from normal day-to-day office locations, if possible, or at a site designated at the time.
- B. All evacuation operations will be coordinated through the EOC, which will serve as the source of all Direction and Control (**see Basic Plan**).
- C. The chief elected official has overall responsibility for all emergency management activities.
- D. The Battlefield Emergency Management Agency is responsible for coordination of emergency efforts among city departments or outside agencies.
- E. A disaster or potential disaster that generates a requirement for protecting people from a harmful environment will automatically require activation of the EOC.

**VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

**VII. ADMINISTRATION AND LOGISTICS**

- A. Each jurisdiction is responsible for procurement of its own essential supplies needed for evacuation operations, through normal procurement channels.
- B. Requisition of privately owned property will be in accordance with the provisions of Chapter 44, RSMo.
- C. All city/county-owned transportation will be utilized, as required and formal arrangements for outside resources should be made.

**VIII. ESF DEVELOPMENT AND MAINTENANCE**

- A. Maintenance for this ESF is the responsibility of the City of Battlefield in coordination with the Springfield-Greene County Office of Emergency Management (OEM).
- B. This ESF and its associated Appendices should be reviewed at least annually.

## ESF-17

### IN-PLACE PROTECTION AND EVACUATION

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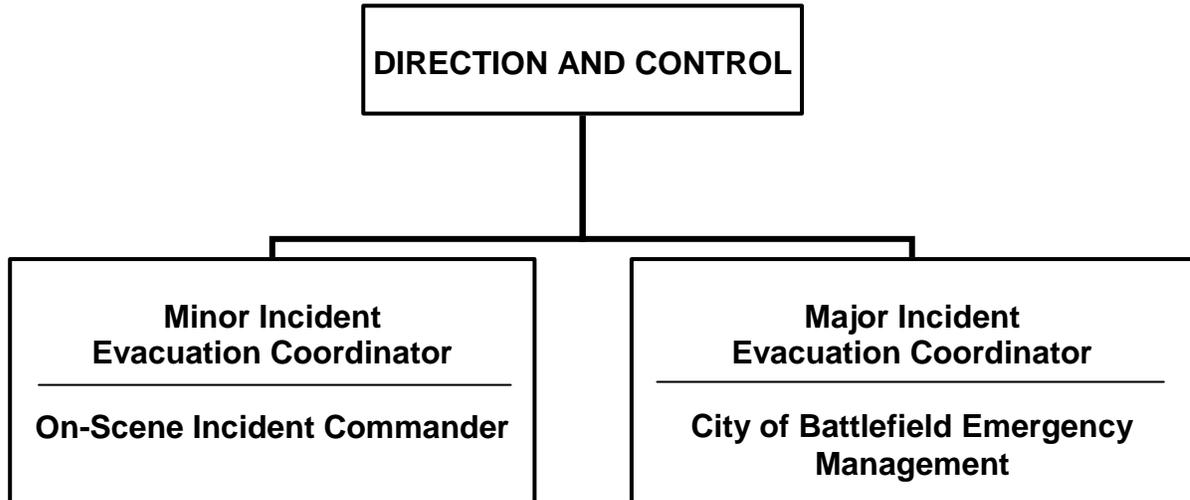
## **APPENDIX 1**

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**APPENDIX 3**

**EVACUATION ORGANIZATIONAL CHART**



## ESF-21

### MILITARY SUPPORT

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## ESF-21

### MILITARY SUPPORT

**PRIMARY AGENCIES:** City of Battlefield

**SUPPORT AGENCIES:** Missouri Army National Guard/Missouri Air National Guard  
Springfield-Greene County Office of Emergency Management

#### I. PURPOSE

The Missouri National Guard has personnel and assets readily available throughout the State that can assist local jurisdictions in responding to a disaster. The purpose of this ESF is to provide guidance to local officials in the coordination of these resources in support of local domestic operation during the response and recovery from a disaster.

#### II. SITUATIONS AND ASSUMPTIONS

##### A. Situations

1. Any major disaster, whether natural, technological or terrorism related, may result in substantial damage and/or failure of a jurisdiction's existing infrastructure. Such disasters may also cause significant damage to homes and other inhabited structures resulting in the widespread displacement of people.
2. Local governments will depend on mutual aid and other forms of assistance in order to respond to and recover from the resulting circumstances.

##### B. Assumptions

1. The Governor will issue an Executive Order as early as feasibly possible authorizing the Adjutant General to call to Active Duty those National Guard personnel and equipment necessary to support the local response and recovery effort.
2. National Guard units from throughout the State will be available for emergency response missions.
3. Once activated, National Guard units may be available within 72 hours.

#### III. CONCEPT OF OPERATIONS

##### A. General

1. During a disaster, the City of Battlefield will coordinate the implementation of this ESF. A representative from the National Guard will be available in the EOC during activation to respond to requests for support submitted under this ESF.
2. After a disaster incident is stabilized and the initial emergency response priorities are fulfilled, requests for assistance will be transitioned to non-military agencies.

3. The scope of Military Support operations is to prioritize all requests for assistance and allocate available resources based upon mission priorities as established by Military Operations Command. Military Support operations include, but are not limited to:

**(ESF-1) Transportation:** Support with surface and air movement of personnel and equipment.

**(ESF-2) Communications:** Support with temporary telecommunications equipment and personnel.

**(ESF-3) Public Works & Engineering:** Support with personnel and equipment to assess damage to structures and clear and remove debris to support emergency operations.

**(ESF-4) Fire:** Support primarily in non-urban emergency environment with personnel and aviation support. Provide support with personnel and engineering, aviation and medical equipment for rural and urban search and rescue operations.

**(ESF-5) Emergency Operations Center (EOC):** Provide support as an agency liaison during activations or as needed.

**(ESF-6) Mass Care & Companion Animal Sheltering:** Support American Red Cross (ARC) with personnel and equipment for food preparation.

**(ESF-7) Resource Management:** Support with equipment and supplies. Provide operational and logistical management of all major recovery sites within the City.

**(ESF-8) Public Health and Medical:** Support with medical personnel and equipment. The National Guard will perform well being checks during disasters.

**(ESF-12) Energy:** Support with emergency power, fuel and operator assistance.

**(ESF-13) Law Enforcement & Counter Terrorism:** Support with personnel and equipment to assist in law enforcement, site security, and crowd control operations.

**(ESF-16) Damage Assessment:** Support with aerial reconnaissance of damaged area. Assist with flights for dignitaries and damage assessment teams.

**(ESF-18) Food and Water:** Support with personnel and equipment in food distribution and water purification and distribution.

**(ESF-19) Donations Management:** Support the sorting and distribution of donated goods with personnel and equipment.

## **B. Actions to be Taken by Operational Time Frames**

### **1. Mitigation**

- a. Coordinate with National Guard representatives to develop effective emergency operations plans, per the Joint Force Headquarters, Missouri National Guard, Missouri Liaison Officer (LNO) (Handbook, Page 2, Chapter 4, Deployment, b, bullet statement 4).

## **2. Preparedness**

- a. Regularly update local emergency operations plans to include National Guard resources available in support of each of the ESFs.
- b. Regularly collaborate with National Guard representatives to identify liaisons, discuss current capabilities and availability of resources.
- c. Participate in exercises that include local response agencies as well as the National Guard.
- d. Identify circumstances and scenarios where National Guard assistance can be used effectively.
- e. Maintain training programs and exercises with the National Guard to promote improved working relationships.

## **3. Response**

- a. Once the need has been determined, the City of Battlefield will forward the request to the State Emergency Management Agency.
- b. The request will be specific as to the need (i.e., forklifts for donations management warehousing, personnel and vehicles to distribute food and water, heavy equipment—loaders and dozers to clear debris, law enforcement personnel with vehicles to support local police, etc.).
- c. If National Guard resources are indicated, SEMA will forward the request and recommendations to the Governor who will either activate the requested resources or deny activation.
- d. A military liaison will be available in the EOC any time this ESF is activated.
- e. Requests for military resources will be coordinated through the EOC.
- f. Priorities will be reassessed continually in order to address the most critical needs.
- g. Resources that are committed to response operations will be tracked and redeployed as necessary.
- h. Resources will be re-staged as needed.

## **4. Recovery**

- a. Upon request and approval, military support resources will be provided to assist recovery activities for personnel and equipment.
- b. Military support assets will be incrementally withdrawn, as services are either contracted to the civilian sector or local/state agencies regain control utilizing their resources.
- c. Develop recovery and action strategies.

# **IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

## **A. Primary Agency:**

### **City of Battlefield**

1. Chief Elected Official of affected jurisdiction(s) is responsible for requesting activation of Military Support through SEMA to the Governor.
2. Battlefield Emergency Management is responsible for facilitating request to SEMA.
3. Act as primary point of contact for Military Support and the Department of Defense.
4. Receive mission requests for ESF-21 to support other ESFs and coordinate those requests with the ESF-21 liaison for mission assignments

## **B. Support Agencies**

### **Springfield-Greene County Office of Emergency Management (OEM)**

OEM will participate as a support agency if the City of Battlefield becomes overwhelmed by the size or complexity of the event and if requested by the city.

## **C. State Support Agencies**

### **Missouri Army National Guard/Missouri Air National Guard**

1. Advise the City of Battlefield of current availability and capabilities of resources.
2. Staff the EOC on a 24-hour basis, as needed in support of this ESF.
3. Coordinate mission assignments and tasks from EOC officials, then facilitate, validate, and confirm requirements with Direction and Control (**Basic Plan**) and/or SEMA.
4. Mobilize and stage, in and around the disaster area, personnel and equipment as requested, to ensure maximum support of response/recovery effort.
5. Once deployed, evaluate the immediate needs of the affected population as a result of infrastructure loss (communications, transportation, utilities, etc.), also evaluate loss or damage of essential services (food, water, housing, medical, etc.).
6. Provide support to the other ESFs.
7. Assist the process of returning the community infrastructure and services to a status that satisfies the needs of the population.
8. Implement and exercise formal procedures for the coordination of military support activities including incremental withdrawal of support during the transition from response to recovery stage, and finally to the restoration stage.
9. Upon law enforcement request for assistance, provide support for civil disturbance operations.

## **D. Federal Support Agencies**

### **Department of Defense (DOD)**

DOD maintains significant resources (personnel, equipment, and supplies) that may be available to support Federal response to a major disaster or emergency. DOD will normally provide support for federally declared disasters when other resources are unavailable, and only if such support does not interfere with its primary mission or ability to respond to operational contingencies.

### **Civil Air Patrol (CAP)**

1. Provide 24-hour staffing (liaison) upon request from the EOC to SEMA.
2. Provide aerial missions such as reconnaissance to search for victims, damage assessment, or environmental surveys utilizing visual, photographic, digital and video techniques.
3. Provide airborne communications support.
4. Provide radio communications-mobile or fixed locations.
5. Provide airlift (subject to regulatory restrictions).
6. Provide manual labor (e.g. filling sandbags for flood control).
7. Provide ground teams typically used in search and rescue (SAR) missions. Ground teams may be used for house to house health and welfare checks and inventory and damage assessment. Ground teams are prohibited from participating in Counter drug or law enforcement missions.

## **V. DIRECTION AND CONTROL**

The Adjutant General (TAG) of Missouri is ultimately responsible for all National Guard forces in the State. The senior ranking officer assigned to the disaster will be the TAG's representative and will exercise overall command of all military activities. Each responding unit will have a commanding officer that will report to the senior ranking officer.

## **VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

1. **Activation of this ESF.** This ESF will be activated as soon as the need for military support has been identified. Activation will be approved by the Adjutant General located at the State of Emergency Management Agency (SEMA)
2. **Activation of the EOC.** The EOC will be activated continuously while this ESF is activated.

### **B. Logistics**

Military units responding to a disaster will coordinate food and shelter for their personnel.

## **VIII. ESF DEVELOPMENT AND MAINTENANCE**

The City of Battlefield and the Springfield-Greene County Office of Emergency Management in coordination with the National Guard and other agencies referenced in this ESF are responsible for the annual review and update of this ESF.

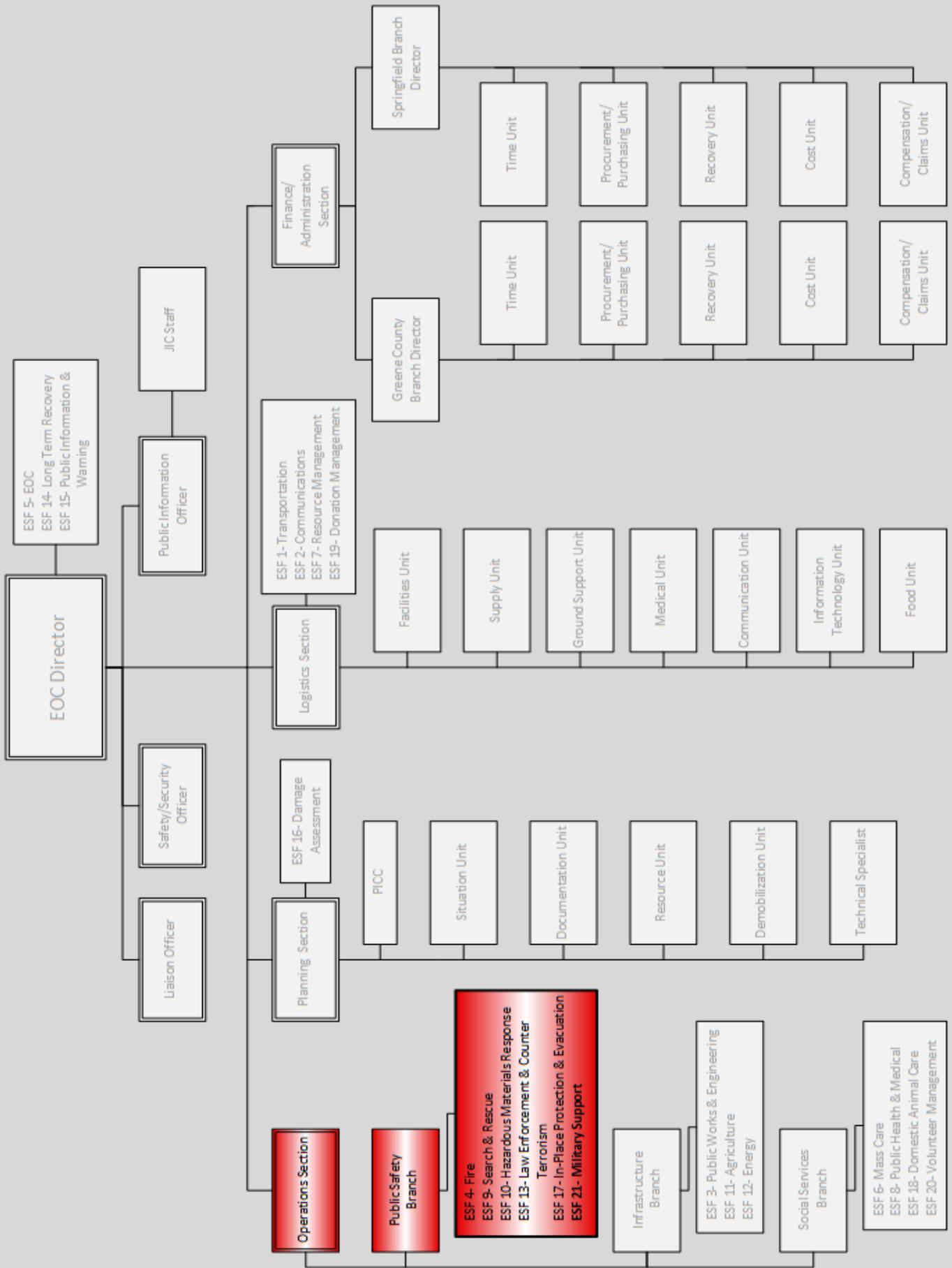
**ESF-21**  
**MILITARY SUPPORT**  
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## **APPENDIX 1**

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# APPENDIX 2 ORGANIZATIONAL CHART



### APPENDIX 3

#### MISSOURI NATIONAL GUARD ASSET LIST

<b>Army Guard Assets</b>		
<b>7<sup>th</sup> Civil Support Team</b>	Jefferson City	WMD First Response Team
<b>CBRNE Emergency Response Force</b>	Jefferson City	WMD decontamination, medical support, security and engineering augmentation
1107 AVCRAD	Springfield	Aircraft maintenance
135 Army Band	Springfield	Musical entertainment
<b>35 Engineering Brigade</b>		
110 Engineer Battalion	Kansas City, Macon, Lexington	Construction, debris removal, earth moving, bridge construction, utility and other engineering support
203 Engineer Battalion	Springfield, Monet, Joplin	
1138 Engineer Battalion	Jefferson Barracks	
1140 Engineer Battalion	Cape Girardeau, Farmington	
1438 Engineer Company	Rolla, Warrington	
220 Engineer Company	Festus	
235 Engineer Detachment	Jefferson City	
<b>135 Field Artillery Brigade</b>		
128 FA Battalion	Columbia, Jeff Barracks, Kirksville, Marshall	Field Artillery
129 FA Battalion	Maryville, Albany, Chillicothe, Independence	
<b>35 Division Aviation Brigade</b>		
1/135 Aviation Battalion	Warrensburg	Apache helicopters, force protection
3/135 Aviation Battalion	Warrensburg	Aircraft maintenance
635 Military Intelligence Battalion	Warrensburg	Intelligence support
<b>35 Support Command</b>		
135 Signal Battalion	St Joseph, Carrolton, Kansas City	Communications support
735 Support Battalion, A Company	Nevada	Fuel support
735 Support Battalion, C Company	Jefferson City, Popular Bluff	Maintenance
735 Support Battalion, D Company	Popular Bluff, Donovan	
735 Support Battalion, E Company	Springfield	Medical support
935 Aviation Support Battalion	Aurora	Aircraft maintenance
35 Rear Operations Center	Kansas City	n/a
<b>70 Troop Command</b>		
175 Military Police Battalion	Fulton	Law enforcement support
1137 Military Police Company	Kennett	Law enforcement support
1138 Military Police Company	Springfield	Law enforcement support
1139 Military Police Company	Harrisonville	Law enforcement support
2175 Military Police Company	Hannibal	Law enforcement support
835 Corps Support Battalion	Jefferson City	
1035 Maintenance Company	Jefferson Barracks	
1221 Transportation Company	Dexter	
711 Transportation Company	Jefferson City	

<b>70 Troop Command (cont.)</b>		
1128 Maintenance Company	Jefferson City	
1129 Maintenance Company	Jefferson City	
135 Military History Detachment	Jefferson City	
70 Public Affairs Detachment	Jefferson City	
205 Medical Battalion	Kansas City	Medical support
135 Rear Operations Center	Kansas City	
<b>Air Guard Assets</b>		
<b>131 Fighter Wing</b>		
Civil Engineer Flight	St. Louis	Engineer and fire protection support
Combat Communications Squadron	St. Louis	Communications support
<b>139 Airlift Wing</b>		
Logistics Group	St. Joseph	
Aircraft Maintenance	St. Joseph	
Security Forces Squadron	St. Joseph	Aircraft security
Air Traffic Control	St. Joseph	
Civil Engineers Squadron	St. Joseph	Engineer and fire protection support
Communications Flight	St. Joseph	Communications support
Aerial Port Flight	St. Joseph	
Airlift Training Center	St. Joseph	
<b>157 Air Operations Group</b>		
Engineering and Installation Squadron	Jefferson Barracks	Aviation operations
	Jefferson Barracks	Communications support

**Notes:**

(1) Local units will normally **not** be activated for local disasters (dependant on circumstances). Units will be mobilized from throughout the State to support the disaster.

(2) All Army Guard units have the following equipment in addition to the capabilities identified above:

- Manpower which is trained, well organized and self sustaining.
- Wheeled vehicles of various sizes, capabilities for the transport of people, supplies and equipment.
- Tents of various sizes for use as shelters.
- Generators of various sizes, capabilities for power generation.
- Weaponry with trained personnel for law enforcement assistance.

(3) National Guard unit sizes (in largest to smallest order):

<b>Army Units</b>	<b>Air Units</b>
Division	n/a
Brigade	Wing
Battalion	Group
Company	Squadron
Detachment	Flight

**APPENDIX 4**

**MISSOURI WING CIVIL AIR PATROL CONTACT INFORMATION**

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## ESF-3

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## ESF-3

### PUBLIC WORKS & ENGINEERING

**PRIMARY AGENCIES:**            **Battlefield Public Works**  
   **Greene County Highway Department**

**SUPPORT AGENCIES:**        **City of Battlefield Emergency Management**  
   **Building Inspector**  
   **Battlefield City Engineer**  
   **Springfield-Greene County Office of Emergency Management**

#### I.        **PURPOSE**

The purpose of the ESF is to provide Public Works and Engineering support for assistance in life-saving support or disaster relief through engineering services, technical evaluation, inspection, damage assessment, debris clearance and disposal, support for roads, bridges, vehicles, and buildings, restoration of transportation facilities and flood control associated with a catastrophic disaster. This ESF will organize local public works resources in such a manner that they will be able to perform the many tasks that are essential to an effective emergency (disaster) response.

#### II.       **SITUATION AND ASSUMPTIONS**

##### **A.        Situation**

1.        The City of Battlefield is subject to many types of hazards (**see Hazard Mitigation Plan**). Public works could become involved in any of these and could be asked to perform any of a large number of assignments.
2.        The City of Battlefield is served by a Public Works Department and Planning & Zoning Commission.
3.        Private resources are available to assist in public works activities as needed.
4.        Outside resources are available to assist should all local resources become committed.

##### **B.        Assumptions**

1.        Local public works department would not have adequate resources to cope with anything more than a minor incident..
2.        Local private resources may be adequate to supplement public resources.
3.        State and federal assistance will respond when called upon.
4.        When a disaster occurs, all public works equipment and personnel will be available for response or all available public works resources will be committed and additional help may be needed to complete the mission.
5.        There may be numerous incidents occurring simultaneously in separate locations.

6. Ground routes and transportation must be provided to allow access to disaster areas so emergency road repairs and debris clearance will have top priority to support immediate lifesaving emergency response activities.
7. Rapid damage assessment of the disaster area will be necessary to identify target areas and potential workloads.
8. Emergency environmental waivers and legal clearance will be needed for disposal of materials from debris clearance and demolition activities.
9. Secondary events or disasters may threaten lives, property and infrastructures.

### III. CONCEPT OF OPERATIONS

#### A. General

1. The ultimate responsibility for providing public works services to the citizens of Battlefield rests with local government.
2. During a declared emergency, public works will coordinate activities with the EOC or the site commander.
3. This ESF includes:
  - a. Support of technical engineering, construction management, damage assessment, and storm water evaluation through inspection, response and emergency contracting to minimize loss to transportation and drainage services.
  - b. Support for emergency clearance of debris for reconnaissance of damaged areas and passage of emergency personnel, supplies and equipment for lifesaving, life protection, health, and safety purposes during immediate response phase.
  - c. Temporary clearing, repair or construction of emergency access routes which include damaged streets, roads, bridges, waterways, drainage systems, airports and any other facilities necessary for passage of rescue personnel.
  - d. Emergency demolition or stabilization of damaged structures and facilities designated by state or local government as immediate hazards to public health and safety, or as necessary to facilitate the accomplishment of lifesaving operations.
  - e. Assistance with damming, diking and containment of hazardous materials.

#### B. Actions to be taken by Operational Time Frames

1. **Mitigation**
  - a. The potential hazards (see **Hazard Mitigation Plan**) that could affect Battlefield identify:
    - Special procedures that need to be developed.
    - Vulnerabilities in the public works system.
2. **Preparedness**
  - a. When advised of a potential hazard, check status of:
    - Personnel
    - Equipment
    - Supplies

- Facilities
- b. Train personnel in emergency procedures.
  - c. Ensure protection of all public works personnel and equipment.
  - d. Maintain emergency procedures to include, but not limited to, the following:
    - Call-up lists
    - Priorities for debris removal
    - Priorities for road and bridge repairs
    - Damage assessment/control
    - Priorities for flood control and snow removal
    - Garbage/Debris disposal
    - Evacuation
    - Sheltering of personnel and equipment
    - During evacuation, assistance to Law Enforcement for Traffic Control
    - Support to other agencies
  - e. Review all other ESF's of this plan to clarify public works roles.
  - f. Establish contact with private resources that could provide support during an emergency.
  - g. Participate in drills, tests, and exercises to include critique and follow-up actions.

### 3. **Response**

- a. Determine the safety of the Emergency Operations Center and any Mass Care Centers as necessary.
- b. Provide support on a priority basis as determined by the EOC or the Incident Commander and provide liaison to the EOC.
- c. Clear roads to facilitate emergency operations. Post high wind alerts where structural damage causes debris in roadways. Be prepared to deploy field repair equipment for public safety vehicles.
- d. Survey public works damage and report to the EOC.
- e. Make recommendations to the EOC on:
  - Priority of repairs;
  - Outside assistance required.
- f. Assist in search and rescue operations as required under the direction of the fire services.
- g. Primary agencies personnel from this ESF will be members of damage assessment teams (**ESF-16**). Besides assessing damage, these personnel will review damaged structures and facilities to determine whether they pose a threat as an immediate hazard to the health and safety of the public. If these damaged structures are deemed threats, they will be prioritized for demolition, stabilization or repair as deemed appropriate by current ordinance, ruling, order or law.
- h. Emergency debris removal efforts will focus on clearing major transportation routes to allow for the movement of emergency vehicles, traffic, and emergency resources and supplies. After major routes are cleared, debris will then be removed from secondary routes, residential neighborhoods, and public parks. Emergency debris removal must adhere to established FEMA guidelines for reimbursement.
- i. Assist in estimating the total population exposed to the emergency.

- j. Clear debris and make repairs to roads and bridges that are impending rescue crews and equipment (lifesaving).
- j. Restore routes to facilities with special needs (temporary shelters, etc.).
- k. Repairs to roads and bridges that have isolated people.
- l. Restore routes to schools and businesses.
- m. Make any necessary repairs to expedite recovery.

4. **Recovery**

- a. Repair public works and buildings on a priority basis.
- b. Maintain debris management procedures.
- c. To minimize impact on landfill capacity, alternative means of disposal will be used when applicable, (i.e., wood and vegetative debris: burned or chipped, appliances: stockpiled until necessary arrangements can be made for disposal, demolition or construction debris should be separated and disposed of accordingly, household garbage: taken to landfill).
- d. The storage and/or disposal of hazardous materials will be done in such a manner so as to protect water supplies and the environment.
- e. Support potable water distribution and sanitary facilities, if necessary.
- f. Provide signage on roads to food, water and ice distribution points.
- g. Support decontamination, as necessary.
- h. Participate in after-action reports and critiques.
- i. Make necessary changes in plans and procedures, such as EOP, with representative from Springfield-Greene County Office of Emergency Management.
- j. Recommend changes in planning, zoning, and building codes to mitigate future disasters.
- k. Obtain proper State/Federal permits for depositing of debris material.

**IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

**A. Primary Agencies:**

**Battlefield Public Works  
Greene County Highway Department**

- 1. Battlefield's head of Public Works or his/her designee will act as the Public Works Liaison for the City of Battlefield.
- 2. The County Highway Department Administrator or his/her designee will function as the Highway Liaison for Greene County.
- 3. The head of Battlefield's Public Works and County Highway Department Administrator are responsible for ensuring that the streets and roads are cleared of debris and are maintained in good working condition in their respective jurisdictions.
- 4. The Battlefield Public Works Department and County Highway Department will assist other agencies as applicable (i.e., using heavy equipment to assist with rescue operations).
- 5. The Battlefield Public Works Department and County Highway Department will handle issues related to management of emergency debris removal and manage recovery oriented debris removal.
- 6. Maintain records of the cost of supplies, resources and man hours needed to respond to the disaster event.

**Battlefield City Engineer  
Battlefield Building Inspector**

1. Battlefield's City Engineer and Building Inspector are responsible for ensuring that buildings, other critical structures and facilities are inspected to determine if they pose a threat as a hazard to the health and safety of the public.
2. This function may require extensive interaction with other departments such as Fire and Law Enforcement to gather information about damage areas.
3. Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

**B. Support Agencies:**

**City of Battlefield Emergency Management**

1. Maintain EOC readiness in the event of a disaster involving the use of this ESF.
2. Coordinate with all Primary and Support Agencies to ensure they have all appropriate and needed resources.
3. Help identify areas for staging of equipment and temporary holding of debris.
4. Coordinate the logistics and management of debris disposal, storage, burning, etc.

**Springfield-Greene County Office of Emergency Management**

1. Participate as a support agency if the City of Battlefield becomes overwhelmed and requests additional support.
2. Staff debris management "hotlines" in conjunction with Public Information (**ESF-15**) to assist with debris and damage assessment collection information at the request of the City of Battlefield.

**C. State Support Agencies**

**Missouri Department of Natural Resources (MODNR)**

1. Coordinate environmental issues with personnel from Primary Agencies.
2. Secure necessary emergency environmental waivers and legal clearances for debris clearance and disposal.

**Missouri Department of Transportation (MoDOT)**

Coordinate road clearance and repair priorities with Primary Agencies.

**Missouri State Highway Patrol (MSHP)**

If available and appropriate, provide aerial support services for aerial damage surveys post impact.

**Missouri National Guard**

If available and appropriate, provide use of heavy equipment and personnel for rescue and debris management operations. Utilize engineering personnel to provide expertise with structural inspections.

**D. Federal Support Agency**

**Department of Defense, U.S. Army Corps of Engineers**

Supplement State and local emergency response actions by providing technical advice and evaluation, engineering services, contracting for construction management, inspection, contracting for the emergency repair of water and wastewater treatment facilities, potable water, ice, emergency power and real estate support.

## **V. DIRECTION AND CONTROL**

- A.** All public works response and recovery efforts will be coordinated through the Incident/Unified Command System (UC/ICS) and through the EOC.
- B.** Field communications for the aforementioned personnel will be provided by their own radio-equipped vehicles.
- C.** Outside resources will be under the direct control of the agency supervisors, but will be deployed by the EOC and controlled by the on-site commanders.

## **VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

Resources for this function will be requested through the Emergency Operations Center (EOC).

### **B. Logistics**

- 1. Normal hiring procedures for hiring outside contractors can be circumvented, but only when authorized in writing by the chief elected official as outlined in the current ordinance, statute, order or law.
- 2. Other emergency supplies should be procured through normal procurement channels when possible. If normal channels are inappropriate and procurement is made direct, adequate records should be kept.

## **VIII. ESF DEVELOPMENT AND MAINTENANCE**

It is the responsibility of the City of Battlefield, the Office of Emergency Management, Public Works Coordinators, and Greene County Highway Department Coordinators to support the maintenance of this ESF. They will participate in regularly conducted drills and exercises and incorporate the results into the ESF.

## **ESF-3**

### **PUBLIC WORKS & ENGINEERING**

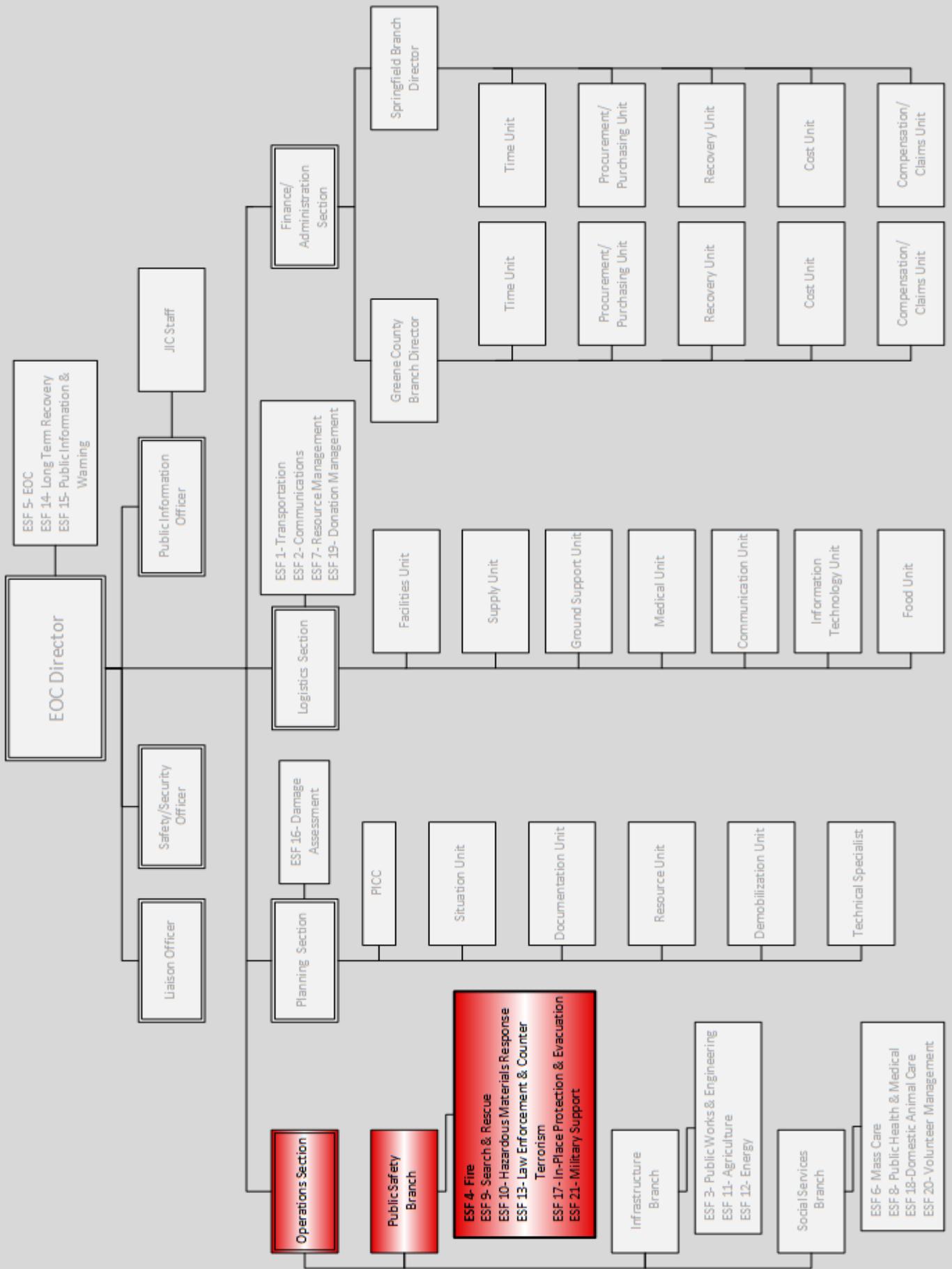
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## **APPENDIX 1**

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# APPENDIX 2 ORGANIZATIONAL CHART



## ESF-11

### AGRICULTURE (LIVESTOCK, EXOTICS, AND FOOD ANIMALS)

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# ESF-11

## AGRICULTURE

**PRIMARY AGENCY:** City of Battlefield

**SUPPORT AGENCIES:** Springfield-Greene County Parks Department  
Missouri State Veterinarian (District 7)  
Springfield-Greene County Office of Emergency Management

### I. PURPOSE

The purpose of this ESF is to identify, manage, and organize the response and recovery of resources needed to provide animals affected by disaster with emergency medical care, evacuation, rescue, temporary confinement, shelter, quarantine, food and water, and identification and return to owner. This coordination may also involve diagnosis, prevention, and control of disease as well as disposal of dead animals that are of public health significance.

Due to their complexity, infectious animal diseases add new dimension to disaster management. Response functions will vary greatly according to the disease in question. There are many disease characteristics to consider such as stability of the agent, route of transmission, incubation time, potential species affected, and transfer to humans (zoonotic) potential.

### II. SITUATION AND ASSUMPTIONS

#### A. Situation:

1. The process of alerting authorities usually starts at the state level and then filters down to the local level.
2. There are cattle, hogs, pigs, sheep, lambs, chickens, turkeys, and horses that reside in Greene County.
3. It is not unusual for agriculture in Missouri to be affected by severe weather including, but not limited to drought, frost, hail, or flooding. In the event of any natural or man-made disaster affecting farmers and livestock owners, the priority of emergency services will go to people, then livestock, then facilities and crop land.
4. A significant emergency could overwhelm resources and capabilities in providing animal care, regulation and veterinary services.
  - a. Any large disaster or emergency may cause substantial suffering to the human and animal populations in the area. With the advent of larger animal production facilities and the increased vulnerability to intentional introduction of animal diseases, a coordinated local animal response plan is imperative.
  - b. Such a disaster would pose a nuisance, public health and threats, injured and displaced animals, dead animals, rabies and other animal related diseases, and care and shelter issues.
  - c. Animal hospitals, kennels, private homes, pasturage and livestock facilities may be severely damaged or be severely damaged or destroyed.

5. Not all animal disease introductions require emergency response functions. Many disease introductions are routinely handled by private practice veterinarians and/or veterinarians employed by the Missouri Department of Agriculture (MDA). If an animal disease is suspected, veterinarians must report Foreign Animal Diseases (FADs) disease information within 24 hours to MDA – Animal Health Division. Response measures are greatly influenced by the infectivity of the disease, disease transmission characteristics, and the actions necessary to control and contain disease. Response functions may be initiated in the event of an introduction of a highly infectious animal disease, FAD, emerging animal disease, or any other animal disease that meets one or more of the following criteria (**see Appendix 4**).
6. Foreign Animal Disease is a disease that affects animals and is not indigenous to the United States. These may be diseases of livestock, poultry, and wild species. These are diseases defined as transmissible which have the potential for a very serious and rapid spread, irrespective of national borders; may have serious socioeconomic or public health consequence; and are of major importance in the international trade of animals and animal products. The disease of most concern is Foot and Mouth Disease. While the disease can not be transmitted to humans, it is an infectious disease that affects cloven-hoofed animals, particularly cattle, sheep, pigs, goats, and deer. This disease may not be fatal in adult animal but it can cause significant loss in productivity. It is however fatal in young animals.
7. FAD is one of the International Animal Health Code “List A” diseases.
8. A Foreign Animal Disease (FAD) investigation is initiated by a call to state veterinary officials from a producer or veterinarian reporting clinical signs of a foreign, emerging, or unusual animal disease on a farm. An FAD investigation can also be initiated by report of a positive trace from any infected or suspected farm, to a farm in Missouri. The State Veterinarian or Area Veterinarian in charge initiates the investigation, using specially trained personnel.
  - Falls outside the domain of the state’s routine prevention and response activities and capabilities.
  - Is highly contagious, and therefore creates a significant risk of rapid transmission across a large geographical area, including non-contiguous areas.
  - Creates the potential to cause widespread personal hardship within the agricultural community and/or is detrimental to the state or national economy.
9. The introduction of a FAD would present the county, state, and nation with a time sensitive situation that not only affects animal health but could also cause a potentially debilitating economic situation.
10. Poultry have the tendency to harbor aggressive diseases, a separate tri-state plan with Missouri, Oklahoma, and Arkansas participating called, “Emergency Poultry Disease Management Plan, October 2003” is available to address specific diseases.
11. Introduction of an agent capable of causing an infectious disease incident could occur either accidentally or deliberately. Detection of agents can occur through routine slaughter surveillance or inspection, trace background information from a disaster outside of Missouri, or on a farm during a foreign animal disease investigation.
12. Large scale evacuations of livestock are not considered feasible, regardless of the type of disaster.

## **B. Assumptions**

1. Local jurisdictions have an All-Hazard Emergency Operations Plan in place, which provides the framework for the jurisdiction's response to emergencies and disasters. Local jurisdictions will take necessary initial steps to respond to any agriculture-related emergency, securing the scene until state response agencies arrive.
2. The identification of a FAD outbreak anywhere in Missouri would affect the City of Battlefield. This could result in the creation and enforcement of movement control of people, livestock, agricultural products and other property.
3. It is likely that livestock producers will be the first to notice unusual behavior or symptoms in their animals.
4. Private veterinary practitioners will likely be the first responders to any FAD outbreak. A local veterinarian is required to immediately notify suspected FAD cases to the State Veterinarian or Area Veterinarian in Charge (AVIC)
5. Foreign animal disease can be used as a method of mass destruction, causing enormous economic damage, but may also pose as a vehicle or reservoir for zoonotic disease that may threaten human life, and the ability to feed the nation.
6. Livestock owners, when notified of an impending emergency, will take reasonable steps to protect and care for animals in their care, and if evacuated will normally take their animals with them, or place them in prearranged private boarding kennels. Failure to do so may result in the loss of life due to the refusal to evacuate without their livestock.
7. There will be circumstances when livestock owners will not be able to protect their animals during an emergency, or will abandon them. This includes unscheduled drop-offs at animal care facilities.
8. Suspected or positive detection of a FAD in our jurisdiction will prompt State and/or federal officials to employ additional precautions to prevent or mitigate the possibility of spreading the disease.
9. There will be times when livestock owners cannot care for their animals due to environmental conditions.
10. Numerous local, State and Federal agencies will play a role in eradicating the FAD\ disease outbreak.
11. Large numbers of domestic livestock and wildlife may need to be destroyed or controlled, to prevent the spread of a disease after it has been confirmed in/around City of Battlefield.
12. Immediate quarantine areas may be required where suspected or confirmed cases may have originated, inside of which increased bio-security measures can be implemented. The establishment of "Special Zones" may require the development of cleaning and disinfecting procedures and additional record keeping by producers and/or veterinarians.
13. Facilities and transport vehicles, suspected of being contaminated will need to be cleaned and disinfected.
14. Any disaster may (potentially) have adverse effects on the jurisdiction animal population, or the public health and welfare of its citizens.

15. Expedient animal shelters will need to be established and staffed for extended periods for transient livestock passing through the area if a stop movement order has been issued.
16. The State Veterinarian may issue a stop movement order for all applicable livestock.
17. Depopulation of animals will be conducted in the most humane and expeditious manner, to stop the spread of the disease and limit the number of animals affected
18. Accumulation of animal carcasses throughout the City of Battlefield will necessitate removal to solid waste landfills and/or cremation sites.
19. State or Federal assistance, to deal with a FAD may not be available for several hours or days following an event. Local resources must be utilized before requesting outside assistance.

### **III. CONCEPT OF OPERATIONS**

#### **A. General**

1. During an animal communicable disease outbreak or natural hazard emergency, initially, local response agencies will be the first line of defense, and the state agencies will respond when advised or may respond on their own if they deem the situation warrants. If the situation warrants, applicable federal agencies will be called in by the State Department of Agriculture- Animal Health Division.
2. Technical advice and assistance through established statewide organizations and associations will be conducted through the Missouri Department of Agriculture.
3. The Springfield-Greene County Health Department Director and/or the City of Battlefield Emergency Management Director may deviate from the established procedure when it is assessed immediate and direct action is necessary to protect the public's safety, which takes priority over animal protection.

#### **B. Actions to be Taken by Operational Time Frame:**

##### **1. Mitigation**

- a. Identify all personnel and resource requirements to perform assigned missions.
- b. Estimate the numbers of livestock that may be affected by a disaster in the City of Battlefield by contacting local veterinarians and determining the number each cares for.
- c. Analyze the impact of an outbreak or an agro-terrorism attack on domestic animals and livestock.

##### **2. Preparedness**

- a. Conduct or participate in at least one training program annually to address issues dealing with this ESF.
- b. Ensure all local veterinary service, animal care facilities, humane society personnel and local animal care personnel are identified and incorporated into the EOP, as well as contact information being maintained.
- c. Ensure that First Responders and officials that would likely be involved in the response to a FAD incident are trained in the Incident Command System (ICS) and the National Incident Management System (NIMS).
- d. Maintain a close working relationship with the USDA representative in the local area, as well as the University of Missouri Extension.

- e. Maintain contact information for medical and non-medical volunteers and agencies that can provide animal care assistance.
- f. Work with local veterinarians to ensure that they are aware of Missouri Department of Agriculture training and planning concerning a FAD event.
- g. Maintain an accurate list of all food processors in the area, as well as their emergency contact information and has access to all dairy processors in the area.
- h. Encourage zoological parks, laboratory animal research facilities, animal shelters, university animal science centers, livestock markets and large livestock operations to develop emergency procedures and evacuation plans for animals in their care and custody.

3. **Response**

- a. Take initial steps to contain and notify SEMA, the Missouri Department of Agriculture, Volunteer Vet Corp, and the United States Department of Agriculture APHIS, of the incident in the City of Battlefield.
- b. Initiate and maintain stop movement orders.
- c. Monitor and support the needs of the county, state, federal, and private industry Animal Response Teams that respond to the emergency.
- c. Have available supplies, equipment, additional personnel, and technical assistance needed, from support agencies, volunteer organizations, and private sector resources as needed.
- d. Conduct information gathering and maintain statuses of veterinary and animal hospital capabilities for dissemination.
- e. Ensure responding personnel have the proper safety equipment and clothing needed to handle the emergency and that it is worn at all times.
- f. Coordinate and direct the evacuation and/or disposal of animals from the disaster area. Ensure proper technical experts are on-scene to prevent animal injury, and further disease dissemination.
- g. Utilize available technology, record the location of all animal disposal sites, using Geographic Information System (GIS) technology.
- h. Establish quarantine zones and/or areas for the quarantine of animals throughout the emergency as necessary. Maintain these areas until no longer needed. The State Health Department along with the local jurisdiction's Health Department, issues and controls Human Quarantines Orders.
- i. In the event that the FAD investigation is positive, hospitals and physicians in the area shall be advised of the situation and to be prepared for an onslaught of people that may have been exposed in some way, as well as those who think they may have come in contact with a FAD.
- j. Agencies, that may serve a vital function in response, include:
  - State (District or Regional) Veterinarians;
  - Missouri Volunteer Vet Corp;
  - Local Missouri Department of Natural Resources (DNR);
  - Missouri Department of Conservation;
  - Missouri Department of Transportation (MoDOT);
  - American Red Cross (ARC);
  - Local COAD or State VOAD;
  - CERT Animal Response Team;
  - Local Veterinarians; and
  - County (College and/or University) Agricultural Extension Staff.

k. Carcass disposal sites will be rapidly identified and established by the Missouri Department of Agriculture and the Missouri Department of Natural Resources. Potential disposal methods include:

- On-Site Burial
- Rendering
- Incineration
- Sanitary Landfill
- Composting

*NOTE:* A single method of disposal may not be the most effective method of rapid disposal. A combination of the above methods may be utilized to increase the disposal time and effectiveness.

4. **Recovery**

- a. Coordinate the assignment of relief personnel and distribution of supplies.
- b. Ensure proper safety barriers are in place and maintained. Continue to monitor on a regular basis, sites used to dispose of animal carcasses. Work with appropriate local, regional and/or state agencies to monitor sites, surrounding areas and water supplies in the area.
- c. Maintain administrative and financial documentation from the event, for historical and legal purposes.
- d. Arrange for an increase in local veterinary medical services, to expedite rapid recovery, as needed.
- e. Conduct cleanup and restore all equipment and supplies to a normal state of operational readiness.
- f. Coordinate the consolidation or closing of animal shelters or confinement areas, personnel and supplies as needed.
- g. Assist and support agencies for long term maintenance, placement, or disposition of animals that cannot be returned to their normal habitat.
- h. Coordinate with Public Health and Medical (**ESF- 8**) and Public Works and Engineering (**ESF- 3**) for the proper disposal of animal waste and dead animals.

**IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

**A. Primary Agency:**

**City of Battlefield**

1. The City of Battlefield Emergency Management Director, with the approval of the Board of Aldermen, may designate an individual to serve as the City Animal Emergency Coordinator (CAEC), if needed. This person may be a licensed veterinarian, or other animal health professional.
2. Assist veterinarians and agriculture officials in making appropriate and timely FAD reports.
3. Ensure all communications from the State Veterinarian are received and passed on to the City Veterinarian(s) and other animal health professionals in a timely manner.
4. Consult with emergency response officials on animal issues during the disaster or emergency operation.
5. Emergency management response strategies will be based depending on the location(s) of the animal population, and where the disease or disaster is located. More impacted areas have a higher priority for State and/or Federal resources.

6. Have the availability of resources for the disaster area(s) by maintaining a database that would include the following:
  - a. A list of shelters and confinement areas;
  - b. A list of food and water sources provided by support agencies; and
  - c. A list of animal medical personnel, agencies or organizations.
7. Work with GIS departments to produce up to date maps with locations of large livestock operations, special animal facilities, holding sites, and other GIS related topics.
8. Coordinate with Missouri Department of Agriculture and the Missouri Department of Natural Resources to determine the best methods of disposing of dead animals.

**B. Support Agencies:**

**Missouri State Veterinarian (District 7)**

1. When a suspected case of an FAD is observed, it shall be reported immediately to the Missouri Department of Agriculture (Division of Animal Health), the USDA (Animal and Plant Health Inspection Service/Veterinary Service Office), and the Missouri Department of Natural Resources (DNR), 24-hour emergency response hotline. Local farmers and/or growers can contact their veterinarian for animal issues. This will trigger a FAD investigation by a Foreign Animal Disease Diagnostician (FADD).
2. The State Veterinarian will determine the need for a quarantine order following the consultation with the FADD and USDA/APHIS/VS area Veterinarian in Charge, based on the findings of the FADD. The FADD will work in close coordination with the State Veterinarian, the Springfield-Greene County Office of Emergency Management, the Battlefield City Animal Services Coordinator, and other local officials and organizations.
3. During a FAD event, coordinate with local veterinarians, regulatory veterinarians, humane organizations, farm service agency, and others on emergency preparedness and response issues.
4. Coordinate with Missouri Department of Agriculture and the Missouri Department of Natural Resources to determine the best methods of disposing of dead animals.
5. Provide public information while maintaining confidentiality when necessary.

**Springfield-Greene County Parks Department**

1. Provide shelter or housing for injured and displaced domestic, wild or exotic on a space available basis.
2. Provide expertise in the care and control of domestic, wild or exotic animals.
3. Assist in establishment of triage units for the care of injured animals.
4. Monitor animal populations for any zoonotic disease.
5. Provide emergency medical equipment and supplies.
6. Provide additional shelter support.

**Springfield-Greene County Office of Emergency Management**

The OEM will participate as a support agency if the City of Battlefield becomes overwhelmed by the size or complexity of the event and at the request of the city.

**C. State Support Agency**

**Missouri Department of Natural Resources**

Provide technical assistance regarding environmental impacts, particularly soil and geological conditions, drinking water well protection and burial site suitability.

**D. Federal Support Agency**

**Federal Emergency Management Agency (FEMA)**

Provide federal aid and resources.

**V. DIRECTION AND CONTROL**

- A. This ESF will be implemented as requested by the City of Battlefield.
- B. Activities within this ESF will be coordinated with the EOC who will be responsible for providing logistical support to the on-scene Incident Commander, in matters dealing with personnel, equipment, and other types of resources needed to deal with the incident.
- C. This ESF will assist local animal control agencies, livestock or farming organizations, or other animal industry representatives.
- D. Upon identification of a highly suspect or confirmed case of an infectious animal disease, the State Veterinarian's office will notify the City of Battlefield Emergency Management Director either directly, or through State DHSS, SEMA, or the Missouri Center for Emergency Response and Terrorism (CERT). The City of Battlefield Emergency Management Director shall be briefed on the situation and shall provide assistance, and/ or activate their Emergency Operations Center (EOC), if applicable.

**VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

**VII. ADMINISTRATION AND LOGISTICS**

**A Administration**

- 1. Basic administration and accountability procedures for any agriculture or animal related emergency will be followed as required, by city government, county government and state regulations. Maintain a record of records of emergency actions and expenses. As with any disaster or incident response, the Incident Command System (ICS) will be used to organize and coordinate response and recovery.
- 2. During the emergency response and for the first few hours after the occurrence, there may be little or no assistance available. Primary and support agencies of this ESF must plan to be as self-sufficient as feasibly possible during this period.

## **B. Logistics**

1. If supplies, material, and equipment are required, records have to be maintained and monitored. Maintain current contact information for food suppliers and distributors.

Resources required prior to the disaster

- a. Shelters and confinement area available at the time of evacuation so that the livestock can be left
    - Food and water
    - Medical supplies and possibly an extra source of electricity
  - b. Personnel
    - Shelter and confinement areas
    - Animal care volunteers
2. Resources required for Continuing Operations
    - a. Fence material, bedding, cages, vehicles, portable telephones, water and disinfectant for cleaning (household bleach mixed with water)

## **VIII. ESF DEVELOPMENT AND MAINTENANCE**

It is the responsibility of the City of Battlefield in coordination with the Springfield-Greene County Office of Emergency Management and the Primary Agency coordinators to support the maintenance of this ESF.

## **IX. REFERENCES**

- A. Robert T Stafford, Disaster Relief and Emergency Assistance Act Public Law 92-288, as amended (June 2007).
- B. Office of the President, HSPD #9 (Defense of U.S. Agriculture and Food, January 2004).
- C. Office of the President, HSPD #10 (Biodefense for the 21<sup>st</sup> Century).
- D. RSMo., Title XVII, Chapter 261 .
  1. 261.200- Gives the Director of Agriculture authority to impose quarantine.
- E. RSMo., Title XVII, Chapter 267:
  1. 267.120- State Vet. May prescribe for infected animals and “call for help on the County Commission or legally substituted court...shall order the Sheriff or other officer to give assistance necessary to enforce the law;
  2. 267.179 –Indemnification for cattle registering positive for tuberculosis ;
  3. 267.230- Power to enforce fines and class of misdemeanor crime plus says local law enforcement “may” and the state law enforcement “shall” assist with enforcement;
  4. 267.240- May change existing rules on movement of animals/ travel and speaks about Governor proclaiming a quarantine;
  5. 267.590 & .595- Broad authority to the State Vet. To quarantine;
  6. 267.611- Indemnification, broad authority and can be set by the Director of Agriculture;
  7. 267.645- Authority to enter premises and examine livestock; and
  8. Chapter 269- Deals with disposal of dead animals and inspections.
- F. RSMo., Title XVII, Chapter 269.
- G. RSMo., Title XVII, Chapter 44.
- H. Missouri State Emergency Operations Plan.
- I. Code of State Regulations, Title 11, Division 10, Chapter 11.
- J. Emergency Poultry Disease (EPD) Management Plan (Tri-State Area, October 2003).
- K. 2007 Census of Agriculture, USDA, National Agricultural Statistics Service.
- L. Jasper County, MO Agriculture (Emergency Support Function) Plan (2009).

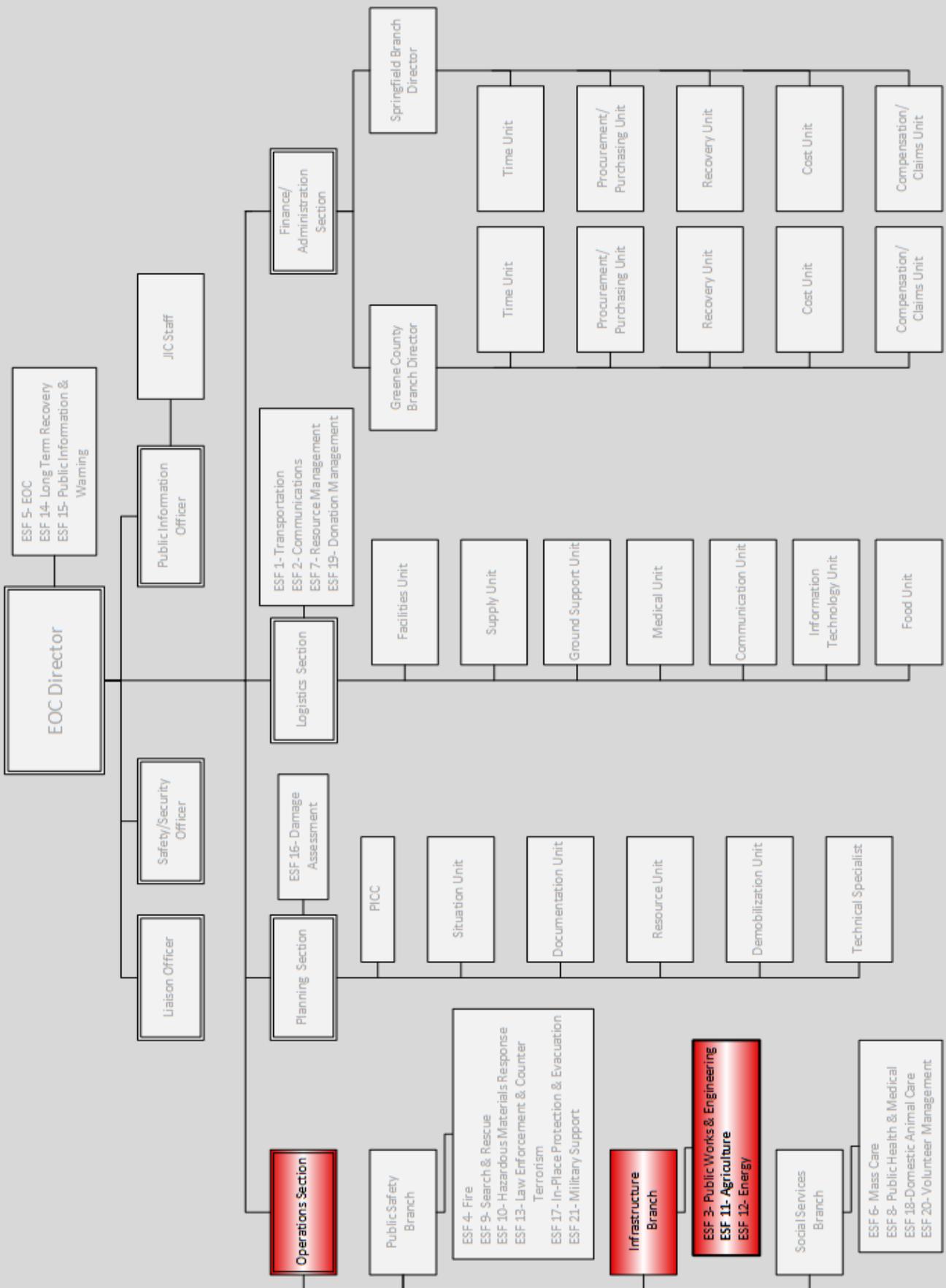
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## **APPENDIX 1**

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# APPENDIX 2 ORGANIZATIONAL CHART



## APPENDIX 3

### AGRICULTURE EMERGENCY CONTACTS

#### Agricultural Emergency Contacts

	Name	Phone
My Veterinarian	_____	_____
MDA Main Office Number	(573) 751-4211	
SEMA Emergency Number	(573) 751-2748	
USDA Livestock Emergency	(877) 677-2369	
Missouri State Veterinarian	(573) 751-3377	
MO USDA Office	(573) 636-3116	
MDA Agri-Security Manager	(573) 751-2539	

#### District Veterinarians

Dr. Sam Jameson (District 1)	(816) 383-1831
Dr. Ann Shannon (District 2)	(573) 680-0471
Dr. Royce Wilson (District 4)	(573) 680-0791
Dr. Dane Henry (District 5)	(573) 680-0162
Dr. John Wilcox (District 6)	(573) 680-0524
Dr. Michael Good (District 7)	(417) 631-5751
Dr. Joseph Baker (District 8)	(573) 421-2194
Dr. Larry Horgsey (District 9)	(417) 225-8390

#### Important Websites

<http://www.mda.mo.gov>  
[http://www.aphis.usda.gov/animal\\_health](http://www.aphis.usda.gov/animal_health)  
<http://www.farmandranchbiosecurity.com>

	Name	Phone
County Emergency Manager	_____	_____

#### Emergency Livestock Conditions to Report

- Sudden or unexplained deaths of a large number of animals in a herd.
- Blisters or vesicular/ulcerated lesions on skin or mucous membranes.
- Bloody diarrhea, severe and persistent, in large numbers in a herd.
- Central nervous system conditions such as staggering, head tremors, falling, circling, paralysis or inability to stand.
- Severe respiratory disease with fever that suddenly affects large numbers of animals.
- High fevers (>104.5 °F) with swollen lymph nodes.
- Abortion of unknown cause in many animals.
- Sick or dead animals that may have been exposed to a toxic agent (crop insecticides, grain treatment chemicals, prairie dog and gopher baits, etc.).

Version 3.0

November 7, 2009

2014

ESF 11.13  
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Version 1

## APPENDIX 4

### REPORTABLE DISEASES

<b>Any Species</b>		
Acute Erysipelas	Anthrax	Brucellosis
Canine Heart Worm	Echinococcus	West Nile Virus
Glanders	Lyme Disease	Paratuberculosis
Plague	Pseudorabies	Q Fever
Rabies	Rift Valley Fever	Rinderpest
Screwworm	Trichinosis	Tuberculosis
Tularemia	Toxic Substance Contamination	Vesicular Stomatitis
<b>Bovine (Cattle)</b>		
Bluetongue	Bovine Piropiasmosis	Bovine Spongiform
Contagious Bovine Pleuropneumonia	Listeriosis (dairy only)	Lumpy Skin Disease
Salmonellosis (dairy only)	Scabies	
<b>Caprine (Goat)</b>		
Bluetongue	Listeriosis (dairy only)	Peste des Petitis Ruminants
Salmonellosis	Scrapie	Sheep and Goat Pox
<b>Equine (Horses)</b>		
African Horse Sickness	DES	Dourine
Equine Encephalomyelitis (Eastern, Western, and Venezuelan)	Equine Infectious Anemia	Equine Pirolamosis
Potomac Horse Fever	Equine Viral Arteritis	
<b>Ovine (Sheep)</b>		
Bluetongue	Pestes des Petitis Ruminants	Scabies
Scrapie	Sheep and Goat Pox	
<b>Porcine (pigs)</b>		
African Swine Disease	Hog Cholera	Swine Vesicular Disease
Teschen Disease	Vesicular Exanthema	
<b>Poultry</b>		
Avian Cholera	Avian Influenza (European Fowl Pest, Fowl Plague)	Duck Viral Hepatitis (DH, DVH)
Duck Plague (Duck Viral Enteritis)	Chlamydiosis (ornithosis, Psittacosis)	Infectious Laryngotracheitis
Fowl Typhoid (Salmonella gallinarum)	Newcastle Disease (Viscerotropic Velogenic Newcastle Disease)	Pigeon Paramyxovirus (PM-1, Pigeon Newcastle Disease)
Mycoplasma gallisepticum (MG)	Pullorum Disease (Salmonella pullorum)	
<b>Psittacine Birds (Parrots)</b>		
Avian pox	Newcastle Disease	
<b>Wildlife</b>		
Chronic Wasting Disease		

## ESF-12

### ENERGY AND UTILITIES

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## ESF-12

### ENERGY AND UTILITIES

**PRIMARY AGENCIES:** City Utilities  
Ozark Electric  
Public Water Supply District #1 (PWSD #1)

**SUPPORT AGENCIES:** City of Battlefield  
Springfield-Greene County Office of Emergency Management

#### I. PURPOSE

Procedurally coordinate the restoration and response activities of energy systems and the provisions of emergency power as necessary and available during times of emergency and declared disaster.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. In the City of Battlefield, electric service is supplied by Ozark Electric and City Utilities. Natural Gas service is provided by City Utilities of Springfield. Propane service is supplied by independently contracted liquefied petroleum gas (LPG) providers. Public water is provided by Public Water Supply District #1.
2. The City of Battlefield is subject to many types of hazards (**see Hazard Mitigation Plan**). Public Works and energy providers could become involved in any of these and could be asked to perform any of a large number of assignments.
3. The residents of Battlefield are served by two different energy companies (**see Appendix 4**).
4. Private resources are available in the region to assist in utilities activities.
5. Outside resources are available to assist should all local resources become committed.

##### B. Assumptions

1. Local utility companies will not have adequate resources to cope with a major catastrophic disaster.
2. Local private resources should be adequate to supplement public resources.
3. Local utility companies have mutual aid agreements with other utility companies that will respond when called upon to do so.
4. State and federal assistance will respond when called upon.
5. When a disaster occurs, all equipment and personnel will be available for response.

### III. CONCEPT OF OPERATIONS

#### A. General

During a classified emergency as addressed in the Basic Plan, each energy supplier, if possible, will designate a Liaison to the EOC to coordinate activities with the site incident command post.

#### B. Actions to be Taken by Operational Time Frames

##### 1. Mitigation

- a. With the potential hazards (**see Hazard Mitigation Plan**) that could affect the City of Battlefield, review:
  - Special procedures that need to be developed.
  - Mutual aid agreements with other utility companies.
  - Vulnerabilities in the energy system.

##### 2. Preparedness

- a. When advised of a potential hazard, check status of:
  - Personnel
  - Equipment
  - Supplies
  - Facilities
- b. Train personnel in emergency procedures.
- c. Review all other ESFs of this plan to clarify roles.
- d. Maintain emergency procedures to include, but not limited to, the following:
  - Call-up lists
  - Emergency energy service to critical facilities
  - Restoration of normal energy utilities
  - Support to other agencies
- e. Maintain contact with private resources that could provide support during an emergency.
- f. Recommend local actions on fuel conservation.
- g. Participate in drills, tests, and exercises to include critique and follow-up actions.

##### 3. Response

- a. Activate call-up plans
- b. Establish contact with the EOC.
- c. Ensure protection of all personnel and equipment.
- d. Maintain increased readiness status until the situation escalates or stand-down is given.
- e. Provide support on a priority basis as determined by the EOC or the Incident Commander.
- f. Restore utility service to critical facilities as required.
- g. Restore utility service to facilitate emergency operations.
- h. Survey damage to infrastructure and facilities and report to the EOC.

- i. Make recommendations to the EOC on:
  - Priority of repairs
  - Outside assistance required
- j. Assist local agencies in obtaining fuel for transportation and emergency operations.
- k. Assist in estimating the total population exposed to the emergency.
- l. Coordinate with the EOC and report information regarding:
  - Electric generating capacity
  - Expected electric peak load
  - Geographic areas and number of customers that are expected to be impacted
  - Status of major facility outages such as generating stations and treatment plants
  - Expected duration of event
- m. Monitor available water supplies
- n. Monitor water contamination in disaster affected areas and estimate needs and quantities. Coordinate this information with the Greene County Health Department.

4. **Recovery**

- a. Coordinate repairs by outside agencies.
- b. Support decontamination, if necessary.
- c. Participate in after-action reports and critiques.
- d. Make necessary changes in plans and procedures.
- e. Recommend changes in planning, zoning, and building codes to mitigate future disasters.
- f. Continue monitoring water supplies.

**IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

**A. Primary Agencies:**

**City Utilities  
Ozark Electric**

- 1. Responsibilities for coordination include restoration of the natural gas, electric, water, and telephone utilities services to their customers.
- 2. Monitor the procedures followed by individual energy providers during energy generating capacity shortages or outages to ensure consistent action and communication.
- 3. In the event of a shortage of automotive transportation fuels or fuels needed for other industrial purposes, coordinate with industry groups and associations to obtain needed fuel supplies.
- 4. A representative from the affected energy company(s) will act as the Energy Liaison for the City of Battlefield.
- 5. Provide systems information to the EOC.

### **Public Water Supply District #1**

1. Provide potable water as applicable, including a means of transferring potable water from facilities connections to transport vehicles for field distribution.
2. Provide water distribution system information to EOC as applicable.

### **B. Support Agency**

#### **City of Battlefield**

1. Maintain EOC readiness in the event of a disaster involving the use of this ESF.
2. Provide “hotlines” in conjunction with Public Information (**ESF-15**) to assist with gathering information to provide to this ESF. OEM can assist with “hotlines” if requested by the City of Battlefield.
3. Coordinate with all Primary and Support Agencies to ensure they have all appropriate and needed resources.

#### **Office of Emergency Management**

1. The OEM will participate as a support agency of the City of Battlefield becomes overwhelmed by the size or complexity of the event and at the request of the city.
2. OEM can activate the Phone Bank to provide assistance with “hotlines” at the request of the city.

### **C. State Support Agencies:**

#### **Missouri Public Service Commission**

Monitor and regulate energy related resource issues.

#### **Missouri State Attorney General**

Monitor energy related issues to include price fixing or gouging.

### **D. Federal Support Agency**

#### **U.S. Department of Energy**

Serve as a focal point for issues and policy decisions relating to energy in all response and restoration efforts.

### **V. DIRECTION AND CONTROL**

- A.** Representatives of other energy providers will act as liaisons to the Battlefield EOC, if needed. The representative(s) will maintain updates and direction through contact between the EOC and the other energy control centers.
- B.** Outside resources will be under the direct control of the agency supervisors, but will be deployed by the EOC and controlled by the incident commander.

## **VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

Resources for this function will be requested through Resource Management (ESF-7).

### **B. Logistics**

Emergency supplies should be procured through normal procurement channels when possible. If normal channels are inappropriate and procurement is made direct, adequate records should be kept.

## **VIII. ESF DEVELOPMENT AND MAINTENANCE**

It is the responsibility of the City of Battlefield in coordination with the Springfield-Greene County Office of Emergency Management and the Energy Liaison to support the maintenance of this ESF. Energy providers will participate in regularly conducted drills and exercises and incorporate the results into the ESF.

**ESF-12**  
**ENERGY**

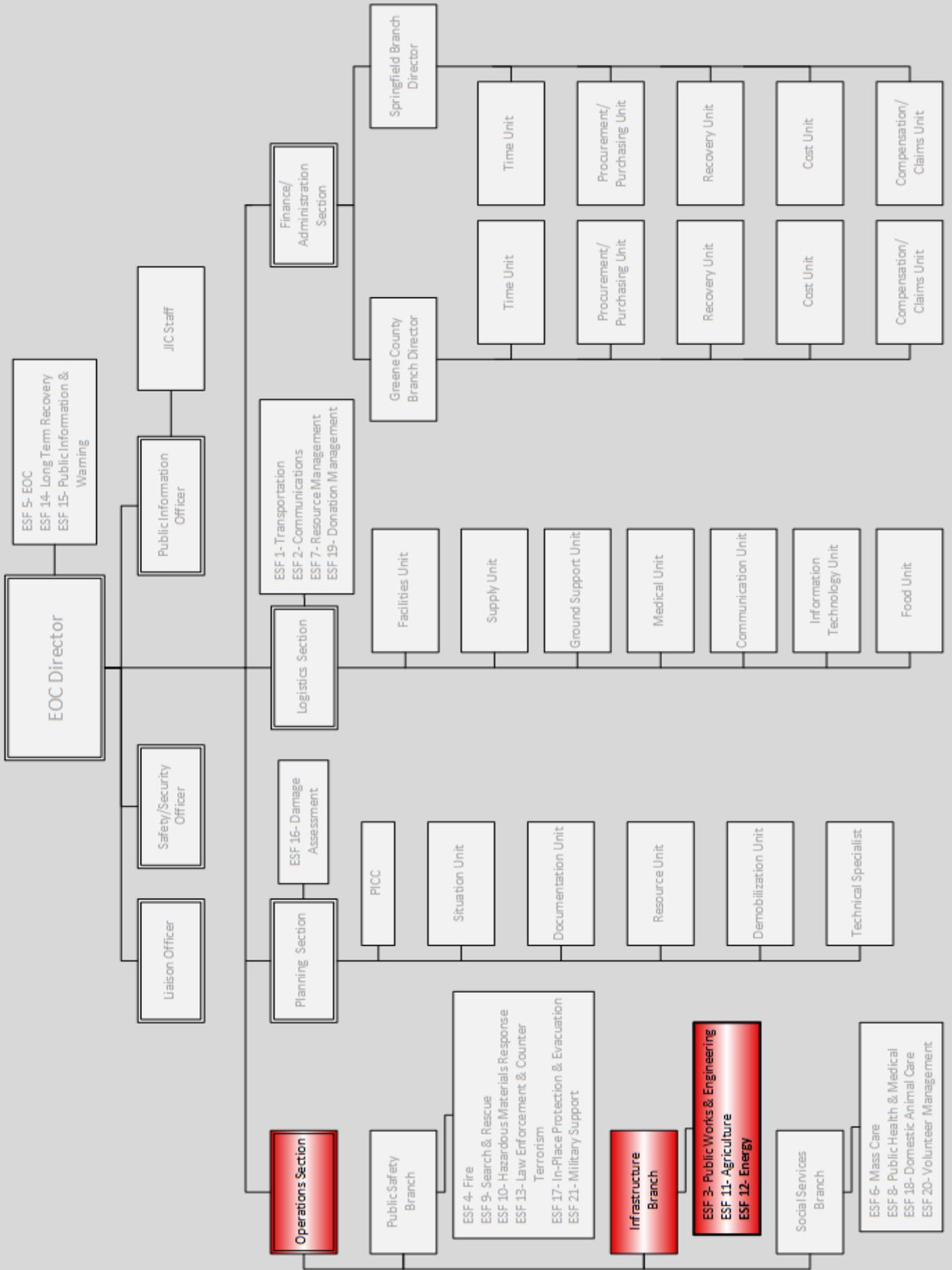
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## **APPENDIX 1**

**This is a restricted document**

# APPENDIX 2 ORGANIZATIONAL CHART



## **APPENDIX 3**

### **SOP FOR EMERGENCY REPAIRS**

- I. Each utility will have its own specialized priorities for emergency repairs. Part B below consists of general guidelines for such repairs following a disaster.
- II. Guidelines:
  - A. Restore services to facilities with special needs (hospital, nursing homes, temporary shelters, etc.).
  - B. Restore services to schools, and businesses.
  - C. Make any necessary repairs to expedite recovery.

THESE ARE GENERAL GUIDELINES. EACH DISASTER WILL HAVE A  
DIFFERENT SET OF CIRCUMSTANCES AND EACH PROBLEM MUST BE  
JUDGED ON A CASE-BY-CASE BASIS AND PRIORITIES ESTABLISHED AT  
THAT TIME.

**ESF-6**  
**MASS CARE**

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4. Mass Care Contingency Plan Analysis Worksheet	ESF 6.15

## ESF-6

### MASS CARE

**PRIMARY AGENCY:** American Red Cross

**SUPPORT AGENCIES:** City of Battlefield  
Springfield-Greene County Office of Emergency Management  
Springfield-Greene County Health Department  
Center for Independent Living

#### I. PURPOSE

This ESF establishes a working strategy for the mass care of residents in Greene County, during, or after an emergency. It will also support the delivery of mass care services of shelter and feeding to those affected by disaster and establishes systems to provide bulk distribution of emergency relief supplies. It will assist in the collection of information to operate a Safe and Well system for the purpose of reporting the status of those affected and assist with family reunification.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. Springfield-Greene County is subject to a number of disasters that could cause the evacuation of residents. The number of people affected could range from very few to large numbers if a disaster struck a densely populated area (**see All-Hazards Mitigation plan**).
2. The American Red Cross (ARC), working with its partners, provides mass care services to those affected by disaster as part of a broad program of disaster relief, as outlined in charter provisions enacted by U.S. Congress, Act of January 5, 1905. The responsibilities assigned to the ARC as the primary agency for ESF-6 at no time will supersede those responsibilities assigned to the ARC by its congressional charter.
3. The planning basis for sheltering is for approximately 20% of the affected population to seek public shelter.
4. Those affected may be forced from their homes, depending on such factors as the time of occurrence, area demographics, building construction, and existing weather conditions. There may be large numbers of deceased and injured. There will also probably be a number of people, who have access and functional needs, separated from their support network and supplies, who will need additional help (i.e. children in school separated from parents at work, the disabled separated from their caregiver or needed equipment, etc.) Transients, such as tourists, students, and foreign visitors, may also be involved.
5. Facilities are available in Springfield-Greene County and its municipalities to temporarily shelter and feed those persons evacuated or displaced by a disaster.
6. If people are displaced from their homes by the disaster, temporary housing and mass care must be provided.

## B. Assumptions

1. City Officials will determine the best option for ensuring the safety of the public and will take action to implement that strategy along with effectively communicating to the public.
2. Some evacuees will seek friends or relatives and others will seek shelter in open private lodging facilities. This could include a mass exodus from the area but there will be some who will remain at or near their damaged homes.
3. The magnitude of damage to structures and lifelines in a disaster will rapidly overwhelm the capacity for local government to assess the disaster and respond effectively to basic human needs. Damage to roads, airports, communications systems, utilities, etc. will hamper emergency response efforts. The movement of emergency supplies may be seriously impeded.
4. A certain percentage of people will require shelter for an extended period of time.
5. Mobile feeding operations may not be possible in all operations.

## III. CONCEPT OF OPERATIONS

### A. General

1. Mass care sheltering operations will be directed and coordinated from the Battlefield Emergency Operations Center (EOC) or a facility designated at the time mass care becomes necessary. During declared disasters or emergencies, the Primary Agencies are responsible for implementing this ESF when needed.
2. Initial response activities will focus on meeting urgent needs of those affected by disaster on a mass care basis. Initial recovery efforts may commence as response activities are taking place.
3. Facilities must be identified that will promote inclusion of *ALL* potential clients and any service animals.
4. Mass Care Sheltering operations encompass the following:
  - a. **Mass Shelter:** The American Red Cross provides mass shelter in congregate care facilities such as schools, churches, and auditoriums. Emergency shelter for disaster victims will include the use of pre-identified shelter sites in existing structures; creation of temporary facilities or the temporary construction of shelters; and use of similar facilities outside the disaster-affected area, should evacuation be necessary.
  - b. **Mass Feeding:** The American Red Cross provides regular meals to disaster victims in shelters and at fixed and mobile mass feeding sites when needed. If special dietary needs are identified, the Red Cross will make reasonable accommodations to meet that need. The Red Cross also serves disaster workers, rescue workers, and similar groups when normal feeding facilities are unavailable and when meals are not available through their own organization.
  - c. **Bulk Distribution of Emergency Relief Items:** Sites will be established within the affected area for bulk distribution of emergency relief items to meet urgent needs of those affected by disaster.

- d. **Safe and Well Inquiries:** Inquiries regarding individuals residing within the affected area will be collected and provided to immediate family members outside the affected area through the Safe and Well website. Safe and Well volunteers will also be provided to aid in reunification of family members within the affected area who were separated at the time of the disaster.
- 6. A representative of the primary agencies will be available in the EOC or the incident command post during activation, if requested.
- 7. This ESF will coordinate with Donations Management (**ESF-19**) and Volunteer Management (**ESF-20**), with regard to warehouse and distribution issues for water, food, medicine, etc.

**B. Actions to be taken by Operating Time Frames:**

There is a checklist in the reference section for Integrating Access and Functional Needs (IAFN) into Emergency Planning and Recovery that can help make sure of inclusivity for all potential clients during those phases.

1. **Mitigation**

- a. Review Facility Surveys (ARC) to identify inclusive shelter facilities.

2. **Preparedness**

- a. Assist in the maintenance of plans and procedures (i.e. reception/registration, allocation, feeding, traffic control, etc.).
- b. Identify population groups that would require additional assistance (i.e. disabled persons, minors, non-English speaking, etc.) and partner with agencies and organizations that can provide that assistance.
- c. Recruit and enlist other organized groups (religious, civic, fraternal, etc.) to assist with Mass Care operations.
- d. Coordinate training for shelter managers and staff.
- e. Participate in tests, exercises and drills.
- f. Coordinate public education efforts.
- g. Analyze pending emergencies and partner with appropriate Mass Care personnel and/or groups and organizations.
- h. Establish contact with primary mass care agency.
- i. Make necessary preparations to activate mass care operations.
- j. Brief key government officials and department heads (**Basic Plan**).
- k. Check the Mass Care Facilities Surveys available from the American Red Cross.
- l. Notify support agencies of situation.

3. **Response**

- a. Assess the disaster situation and forecast mass care response needs, anticipate future mass care requirements, if applicable.
- b. Upon the receipt of recommendation the local shelters should be opened and staffed.
- c. Furnish assistance information for public information to broadcast. Provide listing of activated shelters to applicable officials.
- d. During the mass care phase, maintain communications with the State Emergency Operations Center (SEOC).
- e. Monitor sheltering activities to ensure an even distribution of evacuees to all applicable shelters.

- f. Assist with locating and reuniting evacuees and their families/relatives. Provide an information service for rapid dissemination of collected Safe and Well information.
- g. Assist in the dissemination of Damage Assessment (**ESF-16**) information to the EOC.

4. **Recovery**

- a. Monitor Shelter populations and closures.
- b. Continue to assist as required in locating and reuniting evacuees with their families/relatives.
- c. Assess the damages.
- d. Prepare after-action reports.

**IV. ORGANIZATION AND RESPONSIBILITIES**

**A. Primary Agency:**

**American Red Cross (ARC)**

1. The Planning Manager is responsible for seeing that necessary plans and procedures are developed for mass care operations, which will include reception/registration, shelter/feeding operations, bulk distribution of emergency relief items, and Safe and Well inquiries.
2. The Program Manager will work with the Planning Manager to ensure a realistic capability of the plans and processes are possible with the material and human resources available.
3. This function will support the management and coordination of mass sheltering, mass feeding, bulk distribution of emergency relief items, and Safe and Well services to the disaster-affected population.
4. Provide information to the appropriate authorities in response to Safe and Well inquiries and family reunification requests.
5. Manage mass care logistical and related fiscal activities.
6. Supplies and other resources that will be needed will be the responsibility of the Resource Management (**ESF-7**) and Donations Management (**ESF-19**).
7. Medical care and public health measures in the shelters will be provided by the Health and Medical (**ESF-8**).
8. Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster event.
9. Provide and assist with Volunteer Management (**ESF-20**)
10. Provide inclusive shelters in accordance with local, state and federal laws.
11. The Red Cross "Safe and Well" website ([www.redcross.org/safeandwell](http://www.redcross.org/safeandwell)) enables people within a disaster area to let their families and friends outside of the affected region know through the site, Facebook and Twitter that they are okay.
12. Assist in identifying and assessing the requirements for food on a 2-phase basis:
  - a. Critical emergency needs immediately after the disaster.
  - b. Long-term sustained needs after the emergency phase is over.
13. Provide meal counts, excluding snacks on a daily basis to the EOC. In some instances, disaster workers may need to be included in these daily counts.
14. Establish congregate feeding facilities in accordance with ESF-8.
15. Make emergency food supplies available to households for take home consumption or bulk distribution.
16. Coordinate with Transportation (**ESF-1**) for resources to deliver food, water and ice.
17. Provide appropriate information to Public Information (**ESF-15**) on a regular basis.

18. Develop a plan of operations that will ensure timely distribution of food supplies to Mass Care (**ESF-6**) locations.
19. Provide daily reports to Resource Management (**ESF-7**) and Donations Management (**ESF-19**) on the amount of food used and types of food needed.
20. Forward requests for food, water, and ice to the EOC.
21. Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

**B. Support Agencies:**

**City of Battlefield  
Springfield-Greene County Office of Emergency Management (OEM)**

1. Coordinate local governmental emergency response by incorporating mass care issues.
2. Cross-link mass care efforts and in-place sheltering for bulk distribution where applicable.
3. Assist in establishing priorities and coordinating the transition of mass care operations with recovery activities based on disaster situation information and the availability of resources that can be appropriately applied.
4. Assure the availability of resources for the disaster area(s) by maintaining a database including the following:
  - a. A list of shelters.
  - b. A list of food and water sources provided by support agencies.

**Springfield-Greene County Health Department**

Provide expertise for shelter operations related to routine public health concerns and provide administrative staff to supplement shelter staff, as needed.

**Center for Independent Living**

Provide support for shelters to ensure medical/mental health needs are met and are available for all shelter clients.

**C. State Support Agency:**

**Missouri Division of Family Services**

1. Designate facilities for the lodging of local institutionalized groups under state control.
2. Liaison with the American Red Cross regarding mass care activities and assist in the planning necessary to make food and water available.

**V. DIRECTION AND CONTROL**

- A.** Direction and Control of Mass Care Sheltering operations will vary according to the extent of the disaster or emergency situation. In a large-scale disaster, direction and control will be carried out from Battlefield's EOC (**see Basic Plan**) or the Springfield-Greene County OEM if requested.
- B.** In a limited disaster or emergency situation, mass care operations will be controlled from normal day-to-day office locations, if possible, or at a site designated at the time.
- C.** The American Red Cross and other supporting agencies will administer mass care activities locally.

- D. A disaster or potential disaster that generates a requirement for protecting people from a harmful environment will activate the EOC.
- E. Battlefield Government has the responsibility to plan and prepare an effective response for all populations. If a disaster or emergency does occur, injuries can be lessened and lives can be saved with proper pre-event planning that serves an all-inclusive population.
- F. The Missouri Department of Health and Senior Services, along with the Department of Social Services and the Department of Mental Health, will assist local jurisdictions in supporting the populations with Medical/Mental needs within their communities.
- G. A copy of the Functional Needs Support System (FNSS) guidance is located at the Springfield-Greene County OEM.
- H. Appendix 4 of this plan discusses Red Cross Disaster Services.

## VI. CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## VII. ADMINISTRATION AND LOGISTICS

### A. Administration

Procurement of necessary supplies will be accomplished through normal acquisition channels and coordinated with Resource and Donations Management (**ESF-7 and ESF-19**).

During unusual or life-threatening situations, normal purchasing procedures may be set aside and emergency procedures as set forth in County Court orders and/or City ordinances will be used, if applicable.

1. Assistance to this ESF will be provided under Public Law 93-288 (as amended, the Robert T. Stafford Disaster Relief and Emergency Assistance Act) and the Missouri Emergency Operations Plan.
2. During the emergency response and for the first hours after the occurrence, there may be little or no assistance available. Primary and support agencies of this ESF must plan to be as self-sufficient as feasibly possible during this period.
3. As with any disaster or emergency event, the ICS will be used to organize and coordinate response and recovery.

## **B. Logistics**

1. Resources required prior to the disaster:
  - a. Shelters available at the time of evacuation.
    - Food and water
    - Identification tags
    - Cots and blankets
    - Durable Medical Goods
    - An extra source of electricity, if needed
  - b. Personnel.
    - Shelter workers
    - Personal Care Assistants, as needed
    - Feeding workers
2. Resources required for Continuing Operations.
  - a. On-going supplies of food and water
  - b. Mass transit for the shelter population
    - To work
    - To school
    - To medical appointments
    - To shopping and recreation

## **VIII. ESF DEVELOPMENT AND MAINTENANCE**

- A.** The Mass Care designee will be responsible in conjunction with the Springfield-Greene County Office of Emergency Management and the City of Battlefield for review and up keep of this ESF.
- B.** This ESF and its associated Appendices should be reviewed and updated at least annually.
- C.** All revisions will be incorporated immediately and appropriate changes should be made ancillary to resource materials.

## **IX. REFERENCES**

American Red Cross Greater Ozarks Chapter Disaster Plan (July 2010)  
American Red Cross Foundations of the Disaster Services Program (May 2008)  
Mass Care: Feeding Handbook (April 2008)  
Mass Care: Sheltering Handbook (March 2013)  
Disaster Mental Health Handbook (October 2012)  
Mega Shelter Planning Guide (January 2010)  
Safe and Well Linking (January 2013)  
Safe and Well Registration Form (January 2011)  
Shelter Registration Form (English) (February 2007)  
Shelter Registration Form (Spanish) (June 2007)  
Registration Intake (May 2013)  
CMIST Worksheet (June 2013)  
Emergency Support Function 6 MOA between Red Cross and FEMA (October 2010)

## ESF-6

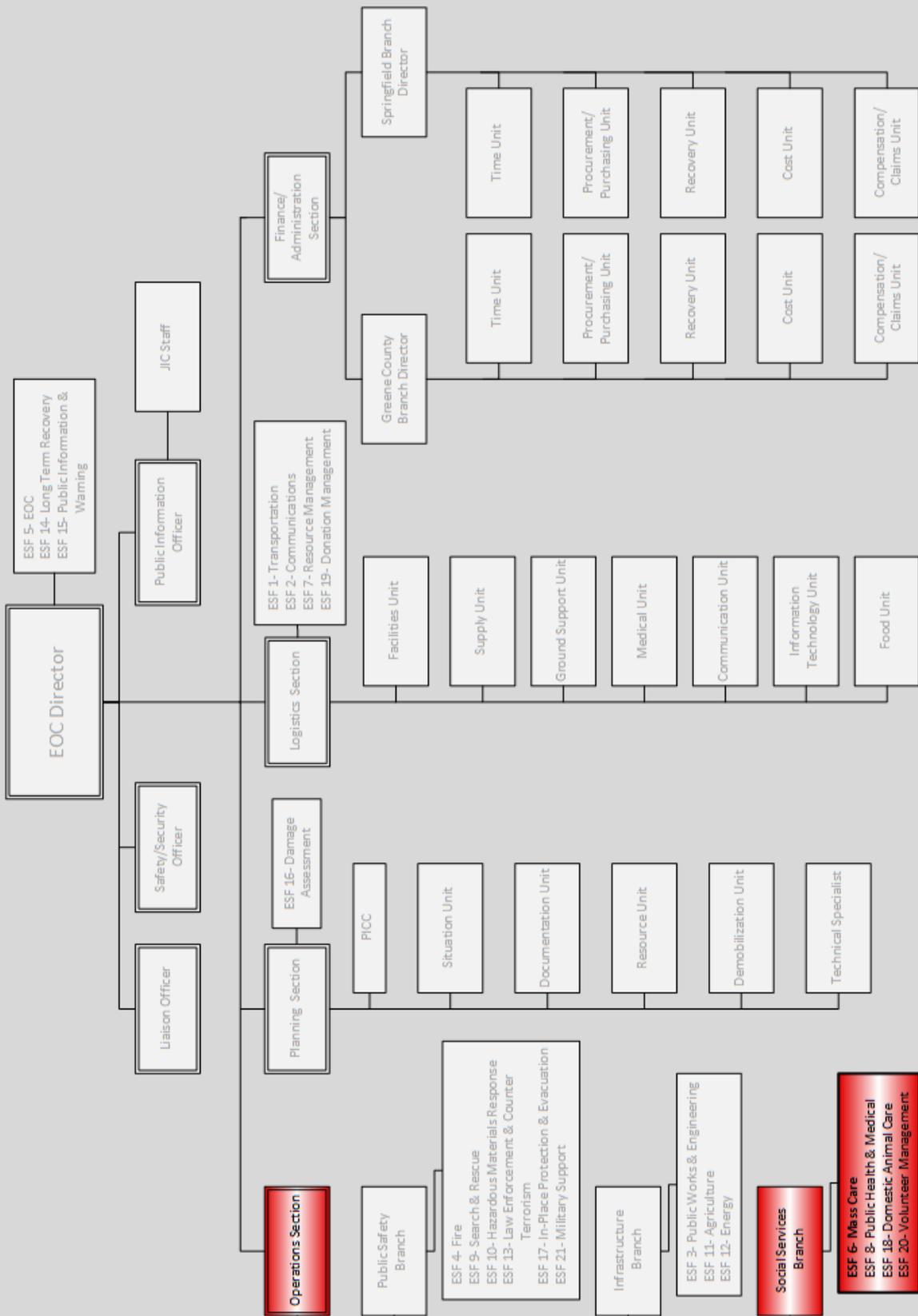
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## **APPENDIX 1**

**This is a restricted document**

# APPENDIX 2 ORGANIZATIONAL CHART



## APPENDIX 3

### RED CROSS DISASTER SERVICES

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#### BACKGROUND AND PURPOSE

This document provides guidance about serving shelter clientele in an American Red Cross shelter. The guidance underscores our dedication to the fundamental principles and emphasizes our commitment to be inclusive. This document recognizes the importance of advance planning, and identifies ways we address the different needs of shelter clients.

The Red Cross meets its commitment to inclusiveness by interviewing and assessing the needs of each client and addressing their individual needs to make all clients feel welcome and make their stay as pleasant as possible. In some cases Red Cross shelter workers provide individually needed services directly and sometimes coordination with a government or non-government partner may be necessary to provide adequate accommodations.

On November 1st, 2010, the Federal Emergency Management Agency (FEMA) issued *Guidance on Planning for Integrating Functional Needs Support Services in General Population Shelters (FNSS Guidance)*. This guidance was developed in consultation with the Red Cross and other key stakeholders, and reflects an inclusive approach to sheltering that parallels the Red Cross commitment to impartiality. It provides guidance to local emergency managers and shelter operators on how to develop plans that serve inclusive populations that reflect a cross section of societal demographics. The *FNSS Guidance* gives pointers on how to better serve and integrate those with access and/or functional needs into shelters. This guidance also recognizes that individuals who need continuous medical supervision or acute, life-sustaining medical care or individuals who are a danger to themselves or others may have need to be served in a more traditional health care setting. This guidance has been fully integrated into Red Cross service delivery to create a more inclusive response environment.

#### POLICY AND LAW

The Red Cross fundamental principle of impartiality, the Disaster Policy and the Mission of Disaster Services guide our service to all people. The Mission states that:

*Disaster services shall be conducted without regard to race, color, national origin, religion, gender, age, disability, sexual orientation, citizenship, or veteran status.*

Red Cross must also comply with the *Americans with Disabilities Act (ADA)*, which prohibits discrimination against individuals on the basis of disability. Under the ADA, the Red Cross must:

- Make reasonable modifications to our policies, practices and procedures when necessary to deliver shelter services to clients with disabilities
- Provide auxiliary aids and services to ensure effective communications with shelter occupants
- Welcome people with service animals
- Remove barriers to access at the shelter facility

#### GUIDANCE

##### I. Planning and Readiness

There are key planning and readiness steps required to shelter clients. Chapters should:

Work with the local disability community and government partners to identify the types of disability-related and/or functional or access needs people are likely to have in an emergency, noting specific demographics in the community.

- Determine which tasks and responsibilities will be performed by the Red Cross

- Establish systems to accomplish tasks and meet responsibilities with local and/or national Red Cross resources.
- Work with local partners and federal, state, tribal, and local governments, including public health departments, to identify partner resources and the tasks and responsibilities partners will perform.
- Establish relationships with durable medical equipment companies, consumable medical supply companies, pharmacies, home health care agencies, and the public health department and identify ways to meet client needs in a general population sheltering operation.

## II. Making Shelters Accessible

Ensuring that shelter facilities are accessible to all clients begins with site selection during the planning process. Using the *Shelter Facility Survey* (Form 6564), workers review the accessibility of entranceways, restrooms, showers, cafeterias, telephones and other service delivery areas. Through this process, the Red Cross assesses facility accessibility and identifies temporary modifications that can be made to address accessibility issues.

When a shelter is opened at the time of a disaster, workers should implement these temporary modifications. For example, workers must ensure there are wide and clear aisles and passageways to give persons with wheelchairs or walkers adequate room to maneuver. Shelter staff may need to move furniture, partitions, or equipment to create access. If necessary, staff should add portable ramps and portable commodes.

## III. Identifying and Addressing Client Needs

Shelter leadership, including Disaster Health Services (HS) and Disaster Mental Health (DMH), should work together to assess and address the needs of shelter clients. Shelter staff should:

- Use the *CMIST Tool* and the *Initial Intake and Assessment Tool* during registration and consult with HS or DMH to address next steps in meeting those needs.
- Have discussions with the client about barriers they have and the various ways their individual needs could be met.
- Respect client self-determination; involve the adult or child and the client's family in decisions about meeting the needs.
- Work with the client and HS/DMH to determine the appropriate resources and next steps.

A client's needs may require reasonable modifications and enhancements to services, using Red Cross or partner resources partners as appropriate. For example, shelter staff might:

- Adjust kitchen access policies for people with medical conditions who require access to food or refrigeration of medication.
- Modify sleeping arrangements to meet disability-related needs, such as by securing special cots through predetermined partners, local vendors or through national Red Cross resources.
- Offer assistance to people who are blind or have vision impairments.
- Provide an interpreter for those who are non-English speaking or deaf.
- Consider creating "stress-relief zones," where people with certain disabilities can be free of the noise and crowds of the shelter.
- Maintain accessible routes throughout the shelter: remove objects in areas where people walk; move furniture and other items to ensure unrestricted routes to all service delivery areas.
- Provide transportation to meet client's daily/routine needs.
- Consult with HS and/or DMH workers as appropriate to determine when individuals may need to be served in a health care setting to include a medical needs shelter. These would include people who need continuous medical supervision or acute, life-sustaining medical care, or who are a danger to themselves or others.
- Sometimes clients may require the use of a personal care aide to assist with the activities of daily living. Without a personal care aide, shelter clients may require assistance with tasks such as eating, toileting, and dressing. Although the Red Cross does not typically provide personal care services, shelter workers may be able to offer basic assistance with some of these functions. Chapters should work with local government agencies and community partners to identify an agency or organization that can supply personal care assistance if a client needs it in a shelter.
- And meet other needs with reasonable accommodations as they arise.

#### **IV. Communication Assistance**

Red Cross shelter workers must take measures to ensure effective communication with shelter clients who have vision or hearing impairments or intellectual disabilities. Shelter staff should discuss the individual's needs directly with the client to ensure adequate services are provided.

For vision impairments, staff may:

- Read written materials to the client
- Provide materials in Braille or other alternate formats
- Assist using other reasonable methods identified in discussions with the client

For hearing impairments, staff may:

- Communicate by exchanging notes with the client
- Post information on message boards
- At the client's request or in an emergency, provide necessary information using a family member to interpret
- Assist using other reasonable methods identified in discussions with the client

In some situations, particularly in longer term shelters, a shelter client may need an interpreter. Chapters should identify local volunteers with ASL and foreign language fluency and/or work with partners to provide interpreters when needed.

For intellectual disabilities, staff may present information slowly, using simple language and short sentences and then try to confirm the client has understood the information and/or work with partners for services when needed.

#### **V. Medical Equipment and Medications**

Disaster Health and Mental Health Services workers review the *CMIST Tool* and the *Initial Intake and Assessment Tool* completed at registration and conduct an assessment to determine to ensure all reasonable individual needs are addressed and cared for so that the shelter stay is as comfortable as possible. If medical equipment or essential medicines need replaced, it is addressed at this time.

The replacement can occur through:

- Red Cross resources
- Government requisition
- In-kind donations
- Partnerships with other organizations

#### **VI. Service Animals in Shelters**

The Red Cross welcomes service animals in shelters. Service animals are not considered pets; they perform specific tasks for the owner. No certification is necessary to prove an animal is a service animal and shelter staff may not require documentation. When it is not apparent that an animal is a service animal, shelter staff may ask only two questions to help determine whether an animal is a service animal:

1. Do you need this animal because of a disability?
2. What work or tasks has the animal been trained to perform?

Shelter staff should direct any concerns about a service animal in a shelter to the shelter manager.

The service animal's owner is responsible for the feeding, care and supervision of the service animal. The shelter staff should work with the service animal's owner to identify a relief area for the service animal and provide plastic bags, or other disposable containers for clean-up if needed. Shelter staff may also help connect these individuals with resources such as the local pet shelter or Humane Society to assist them in meeting the needs of the animal.

## **RESOURCES**

Serving individuals with functional and/or access needs in Red Cross shelters may be enhanced and improved with these additional tools and resources:

- *Shelter Operations Management Tool Kit*, pp. 31 – 32 and 35 - 37
- *ADA Best Practices Tool Kit for State and Local Governments* (“Tool Kit”) The Department of Justice designed the tool kit to help governments comply with ADA requirements applicable to state and local governments. (Title II).
- *FEMA Guidance on Planning for Integrating Functional Needs Support Services in General Population Shelters* (FNSS Guidance)

## APPENDIX 4

### CONTINGENCY PLAN ANALYSIS WORKSHEET

#### I. Purpose:

- A. Project mass care needs for 24 hours based on analysis of current data.

#### II. Criteria:

- A. **Weather Trends**
- B. **Current status +24 hours (2 Ops periods)**
- C. **Outage Status**
  - 1. Total inoperable meters
  - 2. Trends - Gains vs loses
  - 3. Phase of restoration
  - 4. Percentage of inoperable meters: Rural vs Urban
- D. **Current Shelter Status**
  - 1. Total beds filled/beds available
  - 2. Rate of shelter admissions

#### III. Threshold:

- A. **Weather Trends**
  - 1. Quarter inch of ice/ sustained winds greater than 20 mph
  - 2. Outage Status
- B. **5% total affected population will seek refuge**
  - 1. Trends: worsening or getting better
- C. **Shelters: number of open beds**

#### IV. Action Steps:

- A. Criteria + Threshold = Action Step (A.S.)
- B. Inoperable meter reports geographically directed at rural/urban areas.

## ESF-8

### PUBLIC HEALTH AND MEDICAL

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## ESF-8

### PUBLIC HEALTH AND MEDICAL

**PRIMARY AGENCY:** Springfield-Greene County Health Department

**SUPPORT AGENCIES:** City of Battlefield  
Greene County Medical Examiner  
Cox Emergency Medical Services  
Mercy Emergency Medical Services  
Lakeland Regional Hospital  
Springfield-Greene County Office of Emergency Management

Mercy Hospital  
Cox Hospital  
Ozarks Community Hospital

#### I. PURPOSE

This ESF was developed to ensure that the City of Battlefield has the ability to provide needed medical services following a disaster of any type. A prompt and coordinated response of this support function will greatly reduce the number of injuries and deaths.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. The City of Battlefield has access to the four medical hospitals, one juvenile mental health hospital, and one Federal Medical Center for prisoners located within Greene County.
2. Public health for all areas within Greene County is the responsibility of the Springfield-Greene County Health Department.
3. Greene County is served by a Medical Examiners office contracted through the University of Missouri.
4. Should the local hospitals become overburdened or rendered inoperable, hospitals outside Greene County will be contacted for support. Examples include: Citizens Memorial in Bolivar, Cox Medical Center Branson, and Aurora Community in Aurora.
5. The hospitals in the area have developed emergency plans in accordance with State and Federal regulations, and are exercised regularly.
6. Seven hospitals in the area (Cox North & South, Mercy, Ozarks Community, Lakeland, Citizens Memorial in Bolivar, and Cox Medical Center Branson) have a planning office that specifically addresses all-hazards planning for these institutions.
7. Greene County is served by two ambulance services: Cox EMS and Mercy EMS. The City of Battlefield is served primarily by Cox EMS.

##### B. Assumptions

1. A major disaster affecting the Greene County area may create medical problems beyond the normal day-to-day capabilities of the medical systems.
2. Mutual aid and assistance from the surrounding counties may be available depending on the scope of the disaster.

3. Hospitals, nursing homes, adult living facilities, urgent care centers, pharmacies and other medical/health facilities may be severely damaged or destroyed.
  - a. Facilities with little or no structural damage may be rendered unusable due to the lack of utilities (power, water and sewer) and/or a lack of adequate staffing available.
  - b. Facilities remaining in operation may be overwhelmed by the deluge of patients with minor to severe injuries, as well as, worried well patients. Patient's will self report to the facility as well as be brought in by ambulance.
  - c. Because of the increased demands on the medical/health system, shortages of medical supplies (pharmaceutical, expendable, etc.) and equipment will occur.
  - d. Disruptions in local communications and transportation systems could prevent a timely re-supply of needed items.
4. Disasters such as tornadoes, floods, hazmat, earthquakes, etc., may require evacuation/relocation of large populations. The relocation site will require potable water, wastewater control, vector control, hygiene and other public health measures.
5. Chronically ill individuals may have difficulty obtaining medications, medical supplies and/or equipment due to disruption of normal supply channels.
6. People with functional needs will require evacuation facilities to be equipped to provide the required level of service. Coordination with hospice, home health, nursing homes and adult living facilities is a critical component of public health and medical response. Functional needs populations should be accommodated to the extent possible in general Mass Care facilities as capabilities allows.

### III. CONCEPT OF OPERATIONS

#### A. General

1. Emergency medical care will be provided by the local emergency medical services and fire departments.
2. Dispatch of Emergency Medical Services is performed by each hospital system.
3. Requests for outside medical assistance should go through the EOC. Such requests should be reported to the EOC as quickly as possible once needs have been identified.
4. Local hospitals will coordinate all actions with the Emergency Operations Center (EOC) or with the Incident Command Post if the EOC is not activated.
5. The Southwest Missouri Critical Incident Response Team (CIRT) will provide non-therapeutic crisis interventions to emergency responders following a critical incident (**Appendix 8**). Therapeutic treatment will be coordinated through the Missouri Division of Mental Health.
6. The Community Crisis Team of the Ozarks will provide crisis interventions to the victims and survivors of a catastrophic incident or disaster.
7. The first emergency medical unit to arrive will set up triage at the disaster site. Medical system notification will be initiated by the respective EMS dispatch centers using the EMS system.

## **B. Actions to be Taken by Operating Time Frames**

### **1. Mitigation**

- a. Review the hazards listed in the **All Hazards Mitigation Plan** to identify the types of disasters that could occur in Springfield-Greene County.

### **2. Preparedness**

- a. Provide in training relevant to the types of hazards identified.
- b. Conduct programs for the community on first aid and public health awareness.
- c. Review hospital emergency plans and emergency medical services plans regularly and conduct exercises to validate them.
- d. Review disaster mortuary plans regularly and coordinate these plans with the Medical Examiners Office.
- e. Identify local resources for public health supplies and maintain a list in City Hall.
- f. Participate in tests and exercises of the City of Battlefield Emergency Operations Plan (EOP).
- g. Analyze anticipated situations for potential health problems.
- h. Conduct call-up/activation of volunteer health and medical personnel, Community Heroes, American Red Cross, Community Emergency Response Teams and other trained volunteers.

### **3. Response**

- a. Respond on a priority basis as established by the Incident Commander and/or the Emergency Operations Center (EOC).
- b. Establish triage sites and coordinate triage operations.
- c. Transport and provide care for the injured from the disaster site to the appropriate medical facilities.
- d. Provide EMS system statistics to operations chief.
- e. Transport and provide care for the injured emergency responders from the disaster site to the appropriate medical facilities.
- f. Evacuate hospitals and other medical facilities as needed.
- g. Set up medical treatment areas outside the hazardous area.
- h. Follow up on individuals that were not evacuated.
- i. Activate the Health Department Emergency Response Team (ERT) as needed.
- j. Activate the Mass Prophylaxis Emergency Response Plan in response to an epidemic or other biological event.
- k. Activate the Greene County Medical Examiners Disaster Plan.
- l. Coordinate with the agencies that are distributing food and water and in setting up emergency sanitation facilities.
- m. Implement public health measures at mass care centers.
- n. Report to the EOC regularly on the medical situation.
- o. Assist in estimating the total population exposed to the disaster.
- p. Track individuals of those exposed to radiation following a radioactive incident.
- q. Activate State and Federal resources as needed: Missouri Disaster Response System (MODRS), Missouri Systems Concept of Operational Planning for Emergencies (MoSCOPE), and National Veterinary Response Teams (NVRT)
- r. Implement demobilization procedures as the event draws down.

### **4. Recovery**

- a. Conduct patient follow-up care as necessary.

- b. Continue to survey community for public health problems and provide medical and sanitation support to any mass care sheltered population.
- c. Maintain records of the affected populations (injured, deceased, functional needs in shelters, etc.) and report their status to the EOC.

#### IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

##### A. Primary Agency:

###### Springfield-Greene County Health Department

1. The Springfield-Greene County Health Department Director is responsible for the overall coordination of the Public Health.
2. Coordination of all public health and medical activities will be conducted through the Emergency Operations Center.
3. Provide Health Department staff at the EOC as requested.
4. Coordinate with State and Federal governments to obtain additional resources, as required to sustain response operations.
5. Coordinate and direct the activation and deployment of resources of health/medical personnel, supplies and equipment.
6. Ensure that epidemiological surveillance systems are monitoring the community.
7. Coordinate with agencies in prioritizing and directing health and medical activities.
8. Coordinate staffing needs at each mass care site.
9. Coordinate with Resource Management (**ESF-7**) for generators and fuel.
10. Coordinate with Resource Management (**ESF-7**) and Donations and Volunteer Management (**ESF-19 and 20**) for supply information pertaining to potential volunteer groups, contract vendors, and other entities that may be able to supplement local resources.
11. Coordinate with Public Works and Engineering (**ESF-3**) for staging and disposal of debris and other solid waste that may pose threat to public health.
12. Facilitate laboratory response to biological incident.
13. Coordinate with State Health Department for issues involving radiological material.
14. Analyze water sources and identify potable source of public and private water supplies (**ESF-12**)
15. Coordinate and assist with Fire (**ESF-10**) in the collection, identification of biological hazards that present a threat to the public or to responders.
16. Coordinate with the EOC's Public Information Officer or designee (**ESF-15**) to provide public health information to the public.
17. Assist and coordinate in evaluating the safety of food (**ESF-19**) and medicine being provided for use by disaster victims and the general public.
18. Provide administrative staff to functional needs shelters.
19. Assist with maintenance of records of the cost of supplies, resources and man-hours needed to respond to the disaster event.
20. Work with local hospitals to determine need for activation of alternate care facilities.
21. Provide information and assistance with Mass Care (**ESF-6**) on food handling and health considerations.

##### B. Support Agencies:

###### City of Battlefield

1. Maintain support of the essential function of fatality management and mortuary services during a disaster.
2. Maintain EOC readiness in the event of a disaster involving the use of this ESF.
3. Assist with coordination of all support agencies to ensure agencies have all appropriate and needed resources.

### **Springfield-Greene County Office of Emergency Management (OEM)**

OEM will participate as a support agency if the City of Battlefield becomes overwhelmed by the size or complexity of the event and at the request of the city.

#### **Hospitals**

1. Patient care will be the responsibility of the local/regional hospitals.
2. Medical supplies for the hospitals will be the responsibility of the hospitals' purchasing agent. Medical supplies for the affected area will be the responsibility of the Springfield-Greene County Health Department.
3. Assist in maintaining the integrity of the EMS system.

#### **Emergency Medical Services (EMS)**

1. Coordinate with Transportation (**ESF-1**) regarding emergency and inter-facility transportation requirements and capabilities.
2. Coordinate with Transportation (**ESF-1**) and area non-emergency transport providers regarding the evacuation of any functional needs population.
3. Provide staff to the EOC if possible.

#### **Greene County Medical Examiner**

1. Coordinate with the affected jurisdictions during Disaster Mortuary procedures.
2. Coordinate with Search and Rescue (**ESF-9**) during urban search and rescue operations, to identify victims and arrange for mortuary services. (**Refer to Appendix 7 to this ESF for additional information**).

### **C. State Support Agencies:**

#### **Missouri Department of Health and Senior Services**

Provides coordinated State assistance to supplement local resources in response to public health and medical care needs following a major disaster or emergency, or during a developing potential medical situation.

#### **State Bureau of EMS**

Emergency medical service in Missouri includes all public and private entities furnishing EMS within the state. In the event of a major event or a state-wide disaster, all EMS agencies become an organizational part of the system. (**see Basic Plan, Appendix 12 MoSCOPE Mutual Aid System**).

#### **Missouri Disaster Response System (MODRS)**

Requested through the State, MODRS is ESF-8's disaster response team. Headquartered in St. Louis and is structured under the ICS and is comprised of three divisions (St. Louis, Kansas City and Hollister/Branson) and several groups.

The team supports the following resources:

- Fatality Advance Team (FAT),
- Fatality Strike Team (FST),
- Mobile Morgue,
- Medical Incident Support Team (MIST),
- Medical Reserve Corp,
- Rapid Response Team (Medical, 6 bed field treatment facility)-Kansas City,
- Rapid Response Team (Medical, 6 bed field treatment facility)-St. Louis,

- Rapid Response Team (Medical-6 bed field treatment facility)-Hollister/Branson,
- Mobile Medical Unit (MMU-60 bed field hospital with full command and control facilities),
- Mobile ER (24 bed field emergency room)-Kansas City,
- Mobile ER (24 bed field emergency room)-St. Louis,
- Mobile ER (24 bed field emergency room)-Hollister/Branson.
- MODRS maintains cache of deployable ventilators.

**Missouri Division of Mental Health**

1. Assist and coordinate with Springfield-Greene County Public Health and Medical Coordinator in providing mental health services to disaster victims.
2. Assist and coordinate with all ESFs to ensure worker health and safety.
3. Assist and coordinate with Mass Care (**ESF-6**) in providing mental health services to shelter residents and staff.
4. Assist in providing Community Outreach Services to disaster victims, as requested.
5. Provide staff to the EOC.

**Missouri Funeral State Directors Association**

1. Initiate Mortuary Response Team if requested.
2. At the direction of the Springfield-Greene County Medical Examiner, the state Mortuary Response Team will coordinate with Fire (**ESF-4**) during urban search and rescue operations to identify victims and provide mortuary services.
3. At the direction of the Springfield-Greene County Medical Examiner, the state Mortuary Response Team will assist and coordinate with Mass Care (**ESF-6**) in identifying victims and providing mortuary services to residents of Mass Care Shelters.
4. Local Medical Examiners Mortuary Disaster Plan (**see Appendix 7**).

**D. Federal Support Agencies**

**Department of Health and Human Services**

Provides coordinated Federal assistance to supplement State and local resources in response to public health and medical care needs following a major disaster or emergency, or during a developing potential medical situation.

**V. DIRECTION AND CONTROL**

- A.** The Springfield-Greene County Public Health Director or designee will remain in the EOC and will coordinate his/her activities through the EOC or Incident Command Post when the EOC is not activated.
- B.** Decisions to evacuate a hospital will be made by the institution's staff and will be thoroughly coordinated with the EOC.

**VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

1. Statistics of various types will become very important during emergency periods. All facilities will keep detailed records of their activities so that statistics may be compiled later. Examples of information that should be kept and reported to the EOC include the following:
  - a. Deaths
  - b. Injuries
  - c. Inoculations given
  - d. Blood supply
  - e. Incidence of disease
  - f. Hospital census
  - g. Radiation exposure
2. Records of hours worked (by employees, supplemental staffs from other facilities and volunteers) as well as materials used must also be reported to the EOC for use in determining the total cost of the incident.

### **B. Logistics**

1. Medical communications between ambulances and hospitals will be coordinated by each EMS Dispatch.
2. Should one or both EMS dispatch centers become unusable, then the Springfield-Greene County Emergency Communications Center will act as back-up dispatch during the emergency or disaster. Incident communications will be coordinated by the Incident Commander.
2. Supply requisitions will be made through normal channels when possible. Otherwise, requisitions should be made through the EOC.

## **VIII. ESF DEVELOPMENT AND MAINTENANCE**

- A. The Springfield-Greene County Health Department in coordination with the City of Battlefield, the Springfield-Greene County Office of Emergency Management and the agencies listed as support agencies are responsible for the annual review and update of this ESF.
- B. Each hospital, emergency medical service, medical association, etc. will maintain and update their organization's SOPs/SOGs. A current copy of these SOPs/SOGs will be maintained on file in the OEM for reference.

## **IX. REFERENCES**

- A. Springfield-Greene County Health Department: Local Public Health Emergency Response Plan (Draft November 2004).
- B. Springfield-Greene County Health Department: Public Information and Emergency Risk Communications Plan (Draft December 2005).
- C. Greene County Medical Examiners Office: Disaster Plan (November 2004).
- D. Missouri Department of Health and Senior Services: Region D Public Health Emergency Response Plan (Draft V.5 September 2005).
- E. EMS System

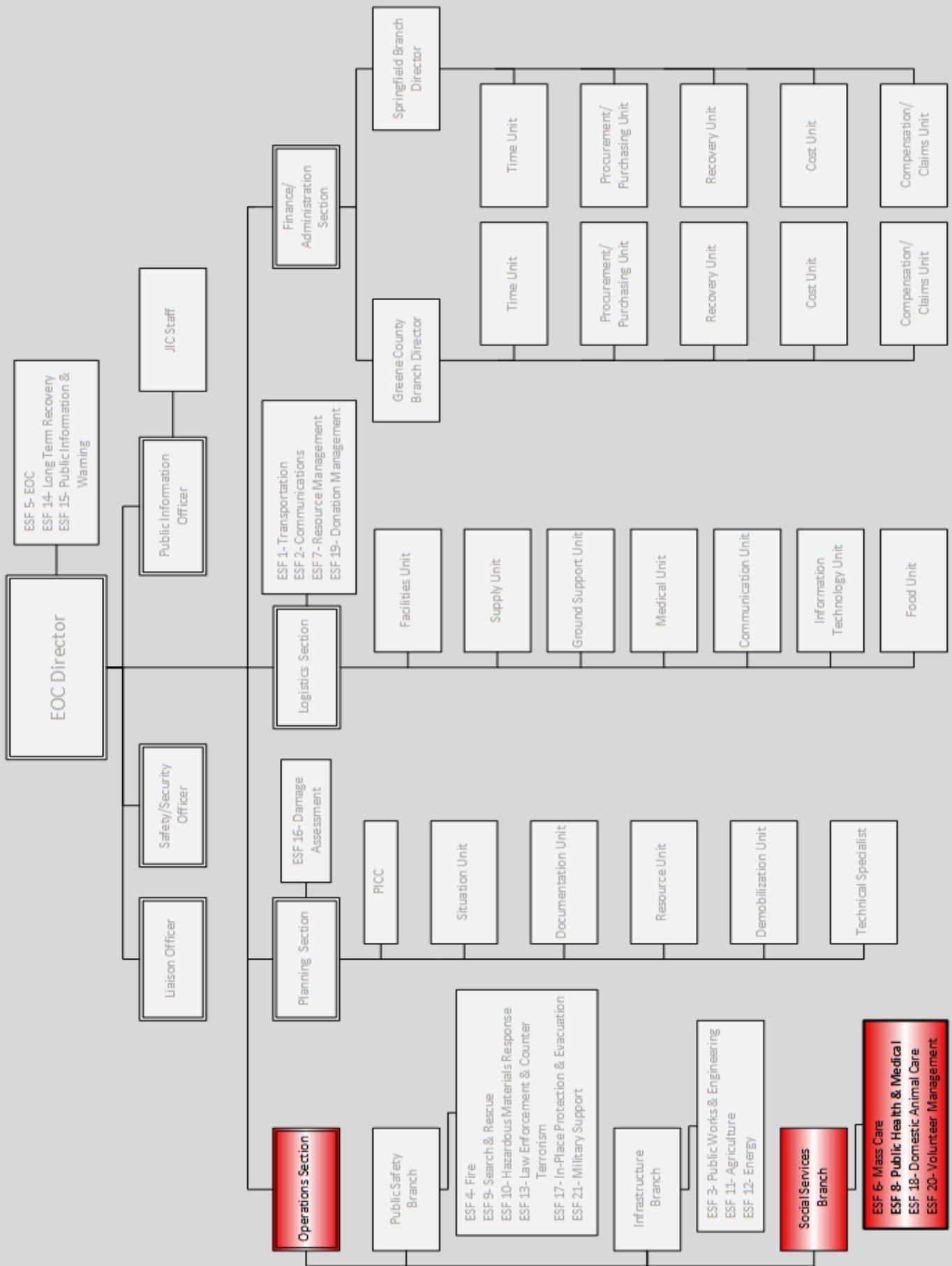
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## **APPENDIX 1**

**This is a restricted document**

# APPENDIX 2 ORGANIZATIONAL CHART



## APPENDIX 3

### HEALTH AND MEDICAL CAPABILITIES

#### Springfield-Greene County Health Department:

- Personnel: 110  
25 Member Emergency Response Team (ERT):
- 5 Nurses, 6 Environmental Specialists, 2 Epidemiologists, 2 Planners, 5 Administrators, 1 Finance, 2 Lab Technicians, 1 PIO, 1 Volunteer Coordinator, 1 Information Systems Technician
  - Community Heroes Volunteers
- Equipment: One (1) Jeep assigned to Administration  
Nine (9) 800MHz radios assigned to Animal Control  
Ten (10) 800 MHz radios with ERT  
Ten (10) 800 MHz radios housed at OEM  
Nine (9) Trucks with animal cages, equipped with radio units  
Thirty-four (34) Dog runs  
Nineteen (19) Cat Cages

#### Cox Health EMS:

- Personnel: 90 Paramedics: certified in ALS, ACLS, BTLs and PALS.  
64 EMTs: certified in BLS, PHTLS, rescue and extrication.
- Service Area: Springfield and Greene County and other counties.
- Equipment: 14 ground ambulances (ALS).
- Seven (7) units normally operate during peak periods (6 A.M. to 11 P.M.).
  - Three (3) units normally operate during low volume periods (11 P.M. to 6 A.M.).
- One (1) helicopter (MBB BO-105) ambulance in Springfield.
- Helicopter operates 24 hours/day. Staffed by 1 RN and 1 Paramedic.
- Communications: Central Dispatch Center located at 1423 N. Jefferson.

Telephone:	Emergency 269-3773	Non-emergency 269-8103
Dispatch Frequency:	Primary 155.280	Secondary 155.340 (HEAR)
800 MHz TRS:	Mobile Units (14)	Handheld units (4)

#### Cox Hospital:

- Decon Trailer: equipped with supplies and equipment to establish a free- standing portable decon station(s)
- Surge Trailer: equipped with supplies for assisting with setting up a temporary/immediate shelter (pillows, cots, clothing, etc).
- Communications Trailer: (will be very similar in capability to the Mercy Comms trailer, it is currently being retrofitted w/ equipment in Columbia)
- Respiratory Trailer: equipped with a DOCS O2 Concentrator and Booster, (10) portable ventilators, and equipment to establish an O2 treatment area (this resource is not fully operational yet, but several components could be if needed)
- Generator Trailer: 25KW generator on trailer, equipped with 3 phase power capabilities and 120v

- Our half of the 750 bed Med-Surge cache: cots, supplies to establish an Alternate Care Site (Mercy has the other half)
- F350 truck, bed w/side rails and a Tommy-Lift gate

**Mercy EMS:**

Personnel: 47 Paramedics: certified in ALS, ACLS, BTLS and PALS.  
22 EMTs: certified in BLS, PHTLS, rescue and extrication.

Service Area: Springfield and Greene County and other counties.

Equipment: 16 ground ambulances (12 ALS, 4 BLS).  
Number of ambulances deployed varies according to time of day with nine at maximum and 5 at minimum in Greene County. Other Mercy EMS ambulances and personnel are available on short notice from outlying counties managed by Mercy.

- Disaster response trailer
- Morgue trailer
- ATV ambulances
- Bike Team.
- One (1) helicopter (EC135) ambulance in Bolivar, St Roberts, and one (1) Branson West.  
(Helicopter operates 24 hours/day. Staffed by 1 RN and 1 Paramedic.)

Communications: Central Dispatch Center located at 1235 E. Cherokee.

Telephone:	Emergency 885-2300	Non-emergency 820-3003
Dispatch Frequency:	800 MHz TRS	Secondary 155.340 (HEAR)
800 MHz TRS:	Mobile Units (12)	Handheld units (25)

Additional frequencies:

EMS	Mercy 155.235 / HEAR 155.340
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Mercy Communications Trailer

Type II, five (5) seat communications trailer with on-board generator. Varied communications equipment including: ACU-1000, VHF, UHF, 800 MHz, trunked and conventional systems; MOSWIN (P-25 VHF); HAM capability; 45 foot antenna mast with camera; PBX style phone system with wired and wireless handsets; and computer workstations (laptops and desktop). Voice and data services supplied via satellite with alternate 3G/4G LTE service available or can be provided from a local hard-line source.

### APPENDIX 3

#### HEALTH AND MEDICAL CAPABILITIES (cont.)

**Local Hospital Information:**

Name Address	Licensed Beds	FT Employees Staff Physicians	RNs LPNs	<u>Services</u>
CoxHealth- North 1423 N. Jefferson	986	<u>4742</u> 370	<u>1467</u> 168	Cancer center, cardiac care, sports medicine, rehabilitation, pediatric & obstetric care, neo-natal ICU, ER & trauma care, neuron-trauma ICU, womens & senior services, urgent & critical care, aero-medical flight service
CoxHealth- South 3801 S. National				
CoxHealth- Walnut Lawn 3535 S. National				
Mercy St. John's Health Systems	866	<u>5816</u> 1289	<u>848</u> 244	Burn center, Level 1 trauma center (adult & pediatric), ICU, heart surgical services
Ozarks Community Hospital	45	<u>375</u> 30	<u>56</u> 20	Family practice, internal medicine, gynecology, general surgery, orthopedic surgery, plastic surgery, ENT, podiatry, ophthalmology, oral surgery
Lakeland Hospital	149	<u>184</u> 5	<u>61</u> 9	Children & adolescent psychiatric services

**Five Largest Local Home Health Care Agencies**

Name Address	Total Employees Who Care for Patients	Total RNs	Approx. Patient Visits Per Month	Services
Oxford Healthcare 3660 S. National	1370	150	136,000	Nursing care, personal care, medication supervision, housekeeping & laundry, home oxygen therapy, telemonitoring
Premier Home Health 4145 E. McCann St.	560	24	21,100	Line-in companion, pediatric homecare, nursing, assisted daily living, nursing home & hospital staffing
Integrity Home Care 4247 S. Glenstone	350	75	29,500	MSW, housekeeping, companion, personal care, live-in, medication assistance, nursing care
Community Hospices of America 2135 E. Eastgate	140	71	5,000	End of life care, physical, emotional, spiritual care for patient & family, bereavement care
Mercy Home Care 531 S. Union Ave.	200	70	14,300	Skilled nursing, home health aide, home infusion/pharmacy, med equipment, hospice, private duty

## APPENDIX 4

### SPRINGFIELD-GREENE COUNTY HEALTH DEPARTMENT CALL-UP LIST

The following is a list in order for emergency call-up for the Health Department plan:

#### Springfield-Greene County Health Department Emergency Response Team

Business Hours Phone: 911  
Emergency: 830-0114

Karen McKinnis- Administrator, Division of Administration  
5654 E Hwy AF, Fair Grove, MO. 65648

Office Phone: 864-1623  
Cell Phone: 830-9505

Andee Coble- Public Health Planner  
851 S Cobble Creek Blvd, Nixa, MO. 65714

Office Phone: 874-1297  
Cell Phone: 773-8350

Kendra Findley- Administrator of Community Health and Epidemiology  
1829 S. Hampton, Springfield, MO 65807

Office Phone: 864-1408  
Cell Phone: 860-7905

Clay Goddard – Assistant Director of Health  
1883 E Cardinal St, Springfield MO 65804

Office Phone: 864-1663  
Cell Phone: 894-2812

Kevin Gipson – Director of Health  
3127 S Patterson, Springfield, MO 65804

Office Phone: 864-1457  
Home Phone: 882-8202  
Cell Phone: 830-2559

Pam Bryant – Administrator of Maternal, Child and Family Health Programs  
3938 N. Sheedy Ave, Springfield, MO 65803

Office Phone: 864-1431  
Home: 833-8472  
Cell Phone: 522-9332

Karen Prescott – Administrator of Environmental Services  
2506 S. Brandon, Springfield, MO 65809

Office Phone: 864-1664  
Home Phone: 882-3379  
Cell Phone: 880-7853

## **APPENDIX 5**

### **ESSENTIAL FACILITIES**

**(Facilities Located in the All Hazards Mitigation Plan)**

## **APPENDIX 6**

### **DISASTER MEDICAL SYSTEM RESPONSE PROTOCOL**

**(A copy of this plan is located at the Springfield-Greene County Office of Emergency Management)**

**APPENDIX 7**

**MEDICAL EXAMINER DISASTER PLAN**

**(A copy of this plan is located at the Springfield-Greene County Office of Emergency Management)**

## APPENDIX 8

### SOUTHWEST MISSOURI CRITICAL INCIDENT RESPONSE TEAM (CIRT)

#### I. STATEMENT OF PURPOSE

The purpose of the Southwest Missouri Critical Incident Response Team (CIRT) is to provide appropriate (non-therapeutic) mental interventions to emergency responders following a critical incident. The focus of this service is to minimize the harmful effects of job stress during and after a crisis or emergency. On-scene support services also may entail assisting victims of the incident. The highest priorities of the team are to maintain confidentiality and to respect the feelings of the individuals involved. It is not the function of the team to replace on-going professional counseling, but to provide immediate crisis intervention. Through the CIRT process, a team provides emergency response personnel a tool to alleviate potential stress related symptoms.

Case studies of major incidents where numerous injuries or fatalities have occurred have revealed that a significant number of emergency responders experienced some form of stress-related symptoms following the incident. Many of these symptoms were transitory and most emergency responders had no long-term detrimental effects. However, the studies have also revealed that a small percentage of personnel will experience continuing, long-term detrimental effects resulting from exposure to such incidents. Some of these effects have been delayed surfacing later after a period of no apparent symptoms. Without professional intervention, personnel experiencing these long-term effects show declining work performance, deterioration of family relationships, and increased health problems. The objective of this procedure is to provide professional (non-therapeutic) intervention immediately after major incidents, in order to minimize stress-related injury to emergency response personnel living in the area.

#### II. TYPES OF INTERVENTIONS

##### A. PRE-INCIDENT EDUCATION:

Pre-incident education regarding stress, stress recognition, and stress reduction strategies are an essential part of the CIRT process. Educational programs include information on critical incident stress debriefings, how to contact a team, on-scene considerations, etc. Programs for spouses and significant others also may include stress recognition and management.

##### B. ON-SCENE SUPPORT SERVICES:

Three types of services may be provided:

1. One-on-one session with rescuers who show obvious signs of distress.
2. Consultation to the scene commander or command officers.
3. Assistance to victims of the incident as requested by incident commander.

It is foreseen that unusual circumstances might warrant bringing the CIRT to the incident site for victim assistance. It should be understood that the primary responsibility of the CIRT is interventions with emergency responders. In consultation with our local Chaplain Corp, the incident commander can request additional support for on-scene victim assistance through the Council of Churches.

**C. DEMOBILIZATION:**

Used during or following a large scale incident as units are released from the scene to determine if all personnel are accounted for, make announcements, etc. A mental health professional may take fifteen minutes to provide information on the signs and symptoms of stress reactions that may occur. Lasts a maximum of thirty minutes. Unit may be released from duty or returned to their station in service. Incident commander may require that all personnel go through a demobilization session before they are released from the scene.

**D. DEFUSING:**

A mini-debriefing for a small working group (such as an engine company or nursing shift) conducted at their work area shortly after the incident, usually within 3-4 hours. Generally lasts 30-45 minutes. Provides information about the incident and general information and advice on stress reactions. In some circumstances, the intervention may involve more in-depth discussion of participant's feelings and reactions. May be performed by an experienced peer debriefer. A defusing may eliminate the need for a formal debriefing.

**E. INITIAL DISCUSSION:**

An informal discussion of the event by individual personnel/crews following the incident. Initial discussion occurs spontaneously in many groups and is not structured. It may be facilitated by a team peer member who is present. The focus of the discussion should be the group's reaction to the event rather than critique.

**F. FORMAL DEBRIEFING:**

Ideally conducted within 24-72 hours of the incident. Confidential discussion of the involvement, thoughts, feelings, and reactions resulting from the incident. Also provides discussion and education regarding possible stress-related symptoms. Generally, a debriefing averages 2-3 hours. If possible, conducted at a neutral site.

**G. FOLLOW-UP SERVICES:**

Conducted within one week following an incident. May include an informal debriefing session, phone or personal follow-up. Concerned with delayed or prolonged stress syndrome. May also be used to evaluate debriefing services offered.

**H. INDIVIDUAL CONSULTS:**

One-to-one counseling for any concerns related to the incident. Requires a referral to a mental health professional. Providing individuals counseling **is not** a function of the CIRT. However, team mental health professionals may be utilized for referrals.

**I. SPECIALTY DEBRIEFING:**

Providing debriefing interventions for groups not directly involved in emergency services or otherwise outside the realm of the CIRT. May be requested if services are not available in the mental health community.

### **III. THE DEBRIEFING PROCESS**

#### **A. NEED RECOGNITION:**

Emergency response personnel, command officers, and medical control authorities are responsible for identifying and recognizing significant incidents that may require debriefing. When an occurrence is identified as a "critical incident", a request for debriefing should be made as soon as possible.

#### **B. TEAM ACTIVATION:**

The team is activated by a call through the 24/hr access point (American Red Cross, 417-832-9500). Appropriate call information is obtained and relayed to a CIRT Coordinator. All formal debriefings are coordinated by the designated CIRT Coordinator to guarantee the quality of the debriefing and to ensure appropriate procedures are followed. The CIRT Coordinator also schedules requests for education/in-service presentations.

#### **C. CIRT COORDINATOR RESPONSIBILITIES:**

The CIRT Coordinator contacts the emergency response agency requesting an intervention for the following information (Form: Incident Report--CIRT Coordinator is provided for data collection).

1. Assess the need for a formal debriefing, or other critical incident stress intervention, or referral to other appropriate intervention.
2. Determine the nature of the incident.
3. Arrange a time and location if a formal debriefing is indicated. Debriefings are optimally conducted within 24-72 hours of the incident, and should not generally extend beyond one week. A 24-hr normalizing period following the incident is recommended. If large numbers of individuals are involved, debriefing begins with those most involved with the incident. Formal debriefings within 24-hours of the incident may be considered by the CIRT Coordinator and Clinician assigned to the debriefing.

#### **D. DEBRIEFING PROCESS CONSIDERATIONS:**

The CIRT Coordinator assures the following conditions are met prior to a debriefing.

1. The location selected for the debriefing should be free of distractions and represent a neutral environment i.e., school, church, American Red Cross, or other meeting facility.
2. All personnel involved in the incident should be invited to the debriefing and encouraged to attend. This includes, but is not limited to fire, law enforcement, dispatch, EMS, and hospital personnel.
3. A time for the debriefings should be selected that is most convenient for debriefing team members and as many responders as possible.
4. Agency management or command officers should be encouraged to relieve personnel from duty during the debriefing. The environment should be free of interruptions, phone calls, radios, and pagers.

## ESF 18

### DOMESTIC ANIMAL CARE

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## ESF 18

### DOMESTIC ANIMAL CARE

**PRIMARY AGENCY:** Emergency Veterinary Clinic of Southwest Missouri

**SUPPORT AGENCIES:** City of Battlefield  
Springfield-Greene County Office of Emergency Management  
Humane Society of Southwest Missouri

#### I. PURPOSE

This ESF is designed to identify, manage, and organize the response efforts pertaining to domestic animals. Resources will also be needed to provide the animals affected by disaster with emergency medical care, evacuation, rescue, temporary confinement, shelter, quarantine, food, water, identification and reunification with owner.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. Greene County and the City of Battlefield are subject to a number of disasters that could cause the displacement of domestic animals from the affected areas (**see All-Hazards Mitigation plan**).
2. The Emergency Veterinary Clinic of Southwest Missouri will lead efforts to treat animals affected by a disaster. Local veterinary clinics and sheltering agencies may provide medical care and sheltering services to disaster victims' domestic animals as part of the broad program of disaster relief for the affected areas.
3. Emergency response personnel will have access to an animal response trailer to treat injured and displaced domestic small animals through the Springfield-Greene County Office of Emergency Management (OEM).
4. Evacuation and sheltering operations inevitably involve those affected by a disaster with domestic animals. Emergency shelters do not accept domestic animals due to health and safety regulations. If there is no opportunity to bring their pets with them to safety, some pet owners will refuse to evacuate or will delay evacuation. According to a Fritz Institute survey (2005), approximately 44% of the people who did not evacuate for Hurricane Katrina stayed, at least in part, because they did not want to leave their pets behind.
5. The planning basis for sheltering humans is for approximately 20% of the affected population to seek public shelter and approximately 50% of all households in Greene County own a pet. Meaning about half of the affected population seeking public shelter will need to shelter their domestic animal(s).
6. Facilities may be available in Springfield-Greene County and its municipalities to temporarily shelter and feed domestic animals evacuated or displaced by a disaster. A significant emergency could overwhelm resources and capabilities in providing animal care, regulation and veterinary services.

7. As affected members of the population seek public shelters, they might either bring their own domestic animal(s) or a domestic animal they found along the way. When shelter facilities have been identified, a system is in place to track and provide medical care, until they can either be reunited with their owners or a new home can be found.
  - American Red Cross (ARC) mass care shelters do not take domestic animals. However, ARC welcomes the presence of service animals in its shelters.
8. A significant population of domestic and wild animals resides in Greene County, and in a large-scale disaster these animals may be affected. There may also be large numbers of the population and animals that may be deceased or injured.
9. Domestic animals will need medical care and sheltering until reunification with their owners is possible. Some of the deceased human individuals will undoubtedly possess domestic animals that will then need to be put into adoption systems.

**B. Assumptions**

1. City of Battlefield Officials will determine the best option for domestic animal care and will take action to implement this strategy while effectively communicating these decisions with the public.
2. During a large-scale disaster, pet ownership may affect the behavior of large segments of the population at risk. These actions may deter them from seeking help for themselves for fear of leaving their pets behind.
3. Pet owners, when notified of an impending emergency will take reasonable steps to protect and care for their animals, and if evacuated will normally take their animals with them, or place them in prearranged private boarding kennels. Some domestic animals may be left at or near their damaged homes.
4. There will be circumstances when pet owners will not be able to protect their animals during an emergency, or will abandon their pets during an emergency or disaster. This includes unscheduled drop-offs at animal care facilities.
5. The magnitude of damage to structures and lifelines in a disaster will rapidly overwhelm the capacity for local government to assess the disaster and respond effectively to provide aid and sheltering to the animals in need.
6. Damage to roads, airports, communications systems, utilities, etc. will hamper emergency response efforts. The movement of emergency supplies may be seriously impeded.
7. A certain percentage of domestic animals will require sheltering for an extended period of time. Many of these animals may be placed in a long-term shelter.
8. A significant emergency or disaster could overwhelm resources and capabilities in providing animal care and sheltering.

### III. CONCEPT OF OPERATIONS

#### A. General

1. Domestic animal care and sheltering operations will be directed and coordinated by the Emergency Veterinary Clinic of Southwest Missouri. During declared disasters or emergencies, the Primary Agencies are responsible for implementing this ESF when needed.
2. Initial response activities will focus on meeting urgent needs of human disaster victims, once stabilized, efforts will be made on the urgent needs of domestic animals. Initial recovery efforts may commence as response activities are taking place.
3. Shelters for Domestic Animal Care will be established next to or in close proximity of a Red Cross Shelter.
4. Domestic Animal Care and Sheltering operations encompass the following:
  - a. **Mass Shelter:** The Emergency Veterinary Clinic of Southwest Missouri in coordination with the City of Battlefield, may designate emergency shelters for displaced domestic animals. This includes the use of pre-identified shelter sites in existing structures; creation of temporary facilities or the temporary construction of animal shelters; and use of similar facilities outside the disaster-affected area. The shelters are required to provide appropriate, feeding and administer necessary medications to the domestic animals being sheltered and cared for.
  - b. **Domestic Animal Care:** The Emergency Veterinary Clinic of Southwest Missouri provides care for domestic animals in their facility and other veterinary facilities designated by the Emergency Veterinary Clinic of Southwest Missouri.
  - c. **Distribution of Emergency Relief Items:** Sites may be established within the affected area for distribution of emergency relief items to meet the needs of the affected animals.
5. Animals not being cared for by their owners may be sheltered, fed and if possible and practical, returned to their owners or placed up for adoption.
6. If any animals are a danger to the public or themselves they will be disposed of in a humane and expeditious manner.
7. Wild animals will normally be left to their own survival instincts. Wild animals that have strayed out of their natural habitat and are injured or a danger to the public or themselves will be the responsibility of the Missouri Department of Conservation and local law enforcement. When possible, these animals will be returned to their natural habitat.
8. Coordinate with Public Health and Medical (**ESF 8**), concerning the involvement of the treatment of animals in accordance with applicable operational guidelines.
9. A representative of the primary agencies will be available in the EOC or the incident command post during activation if requested.
10. This ESF will coordinate and monitor domestic animal care, regulation, and veterinary activities being conducted in conjunction with emergency operations.

11. After the disaster or emergency, an assessment will be conducted to provide the Emergency Veterinary Clinic of Southwest Missouri the degree of support required from local, regional, state and federal resources.
12. The Springfield-Greene County Health Department Director or designee and/or the Battlefield Emergency Management Director or designee may deviate from established procedure when it is assessed immediate and direct action is necessary to protect the public's safety, which takes priority over animal protection.
13. Coordinate with Public Information (**ESF-15**) to ensure that information regarding the location of animal shelters and other animal-related matters is provided to the community before, during and after the disaster.
14. This ESF will coordinate with Donations Management (**ESF-19**) and Volunteer Management (**ESF-20**), with regard to warehouse and distribution issues for water, food, medicine, along with additional pet supplies, etc.

**B. Actions to be taken by Operating Time Frames**

**1. Mitigation**

- a. Continue to identify and train all personnel and identify resource requirements to perform assigned missions.
- b. Continue pre-disaster strategies to shelter and provide effective medical aid to the animals prior to a disaster occurring.

**2. Preparedness**

- a. Recruit and enlist other organized groups (humane society, animal control, Springfield Animal Advocacy Foundation (SAAF) house, Castaway Animal Rescue Effort (CARE), etc.) to assist with animal care operations.
- b. Participate in training with shelter managers and staff.
- c. Coordinate public education efforts (i.e. brochures distributed to veterinary offices) to emphasize the importance of disaster planning for animals.
- d. Analyze pending emergencies and alert appropriate animal care personnel and/or groups and organizations.
- e. Participate in at least one program annually to help find and address issues dealing with this ESF, ensuring it works appropriately and efficiently.
- f. Annually release information on disaster planning and safety for animals. Coordinate with Public Information (**ESF-15**), Battlefield Emergency Management and the OEM.
- g. Inform local veterinarians of the Missouri Department of Agriculture training and planning concerning a Foreign Animal Disease (FAD) event.
- h. Analyze the impact of a cross-species disease outbreak and observe sheltered animals for signs of FAD.

- i. The Springfield-Greene County OEM will provide training for volunteers in basic animal sheltering practices through the Community Emergency Response Team (CERT).
- j. Identify plausible relocation areas for displaced animals prior to the disaster.
- k. Analyze the number of domestic animals that may be affected by a disaster in Battlefield by contacting local veterinarians and determining the number of animals each is caring for.
- l. Maintain statuses of veterinary and animal hospital capabilities.

### 3. **Response**

- a. Assess the disaster situation and forecast animal care response needs, and anticipate future animal care requirements if applicable.
- b. In the occurrence of an emergency disaster, local animal shelters should be opened and staffed to care for the injured and displaced animals upon word from the Emergency Veterinary Clinic of Southwest Missouri.
- c. Maintain communications with the State Emergency Operations Center (SEOC).
- d. Assist in locating and reuniting displaced animals with their families.
- e. Provide an information service for rapid determination of where each animal is being sheltered and the amount of care the animal required.
- f. Support in capture of animals that have escaped confinement or have been displaced from their natural habitats.
- g. Provide humane handling and care of animals after the disaster(s) by providing animal shelters, as well as treatment/euthanasia assistance as needed.
- h. Ensure shelters have adequate quarantine areas and procedures to check incoming animals for serious illness/disease to reduce the chance of an outbreak.
- i. Check domestic animals for an identity microchip and their collars for identification tags and record any findings in an effort to reunite them with their owners post-disaster.
- j. Coordinate the delivery and supply of food, medicine and equipment.
- k. Coordinate with Public Information (**ESF-15**) to
  - Ensure information is provided on the location of animal shelters.
  - Coordinate public education efforts.
  - Discourage abandonment of animals due to both the animals and the public.
  - Broadcast emergency information to help ensure the public is informed. Provide listings of activated shelters to applicable officials.
- l. Brief key government officials and department heads (**Basic Plan**).
- m. Support and coordinate with Public Health and Medical (**ESF-8**) to provide rabies control and monitoring.

- n. Collect and dispose of dead animals as provided by applicable laws.
- o. In case of a FAD event, take initial steps to contain the incident and notify State Emergency Management Agency (SEMA), MDA and/or the Area Veterinarian in Charge (AVIC) of any suspected FAD or act of agro-terrorism that may pose a substantial threat to the State (**ESF-11**).
- p. Provide additional volunteer support to temporary domestic animal shelter locations as needed/possible through the CERT Animal Response Team (ART) (**ESF-20**).
- q. The Emergency Veterinary Clinic of Southwest Missouri will designate the initial animal care and shelter destinations at the time of disaster. In the event these facilities becomes overwhelmed, additional shelters will be setup at other vet clinics as well as other animal shelters to provide adequate care.

#### 4. **Recovery**

- a. Monitor the release from shelters.
- b. Continue to assist in locating and reuniting pets with their families/relatives.
- c. Prepare after-action reports regarding treatment administered to sheltered and injured animals.
- d. Coordinate the consolidation or closing of animal shelters and distribution of personnel and supplies as needed.
- e. Assist support agencies for long term maintenance, placement, or disposition of animals that cannot be returned to their normal habitats or that have been separated from their owners.
- f. Ensure shelters have necessary animal medications and supplies needed for the sheltered animals.
- g. Coordinate with Public Health and Medical (**ESF-8**), Public Works and Engineering (**ESF-3**) and Friends of the Family for the removal and proper disposal of animal waste and dead animals.
- h. Contact the Missouri Veterinary Medical Association (MVMA) to aid in receiving veterinary medical services to expedite the recovery process.

### IV. **ORGANIZATION AND RESPONSIBILITIES**

#### A. **Primary Agency:**

##### **Emergency Veterinary Clinic of Southwest Missouri**

- 1. Provide emergency medical needs to companion/domestic animals during disaster incidents.
- 2. An emergency response trailer (no medications) is located at the OEM. Items in the trailer, include, but are not limited to:
  - Syringes
  - Surgical Gloves
  - Coveralls

- Masks
  - Micro chips/ with scanner
  - Large/Small cages
3. The Emergency Veterinary Clinic of Southwest Missouri stores all medications (controlled and uncontrolled) for emergency response. Medications are rotated to ensure current supply is within expiration date.
  4. The Animal Care Coordinator for Greene County is a designee from the Emergency Veterinary Clinic of Southwest Missouri in cooperation with Battlefield and the OEM.
  5. The Animal Care Coordinator is responsible for seeing that necessary plans and procedures are developed to effectively care for domestic animals in case of a disaster. This should include, but is not limited to reception/registration and shelter/feeding operations.
  6. This function will support the management and coordination of sheltering, feeding, bulk distribution of emergency relief items to the disaster-affected population.
  7. Supplies and other resources that will be needed will be the responsibility of the Resource Management (**ESF-7**) and Donations Management (**ESF-19**).
  8. Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

**B. Support Agencies:**

**City of Battlefield**

1. Coordinate local governmental emergency response by incorporating animal care issues.
2. Maintain primary responsibility for the essential function of animal management during disaster and coordinate with the Emergency Veterinary Clinic of Southwest Missouri on establishing and opening domestic animal shelter(s).
3. Cross-link animal care efforts and in-place sheltering for bulk distribution where applicable.
4. Assist in establishing priorities and coordinating the transition of animal care operations with recovery activities based on disaster situation information and the availability of resources that can be appropriately applied.
5. Assure the availability of resources for the disaster area(s) by maintaining a database including the following:
  - a. A list of shelters and confinement areas.
  - b. A list of food and water sources provided by support agencies.
  - c. A list of animal medical personnel, agencies or organizations.

**Springfield-Greene County Office of Emergency Management (OEM)**

The OEM will participate as a support agency if the City of Battlefield becomes overwhelmed by the size or complexity of the incident and at the request of the city.

### **Humane Society of Southwest Missouri**

Assure that the animals are cared for when held in their facilities. Provide vaccinations, health and safety, food, and water. Work with the Animal Care Coordinator on reunification of pets with their owners.

#### **C. State Support Agency:**

##### **State Emergency Management Agency (SEMA)**

Coordinate with local EOC Animal Care Coordinator on unmet needs for the health and welfare of domestic animal affected by a disaster.

#### **D. Federal Support Agency**

##### **Department of Health and Human Services**

In coordination with SEOC and local EOC, assist in delivering health care to injured or abandoned animals and performing veterinary preventive medicine activities following a major disaster or emergency. This may include conducting field investigations and providing technical assistance and consultation as required.

##### **Federal Emergency Management Agency (FEMA)**

Provide supplemental Federal disaster grant assistance for debris removal, emergency protective measures, and the repair, replacement, or restoration of disaster-damaged, publicly owned facilities and the facilities of certain Private Non-Profit (PNP) organizations. The Public Assistance (PA) Program also encourages protection of these damaged facilities from future events by providing assistance for hazard mitigation measures during the recovery process.

### **V. DIRECTION AND CONTROL**

- A.** Direction and control of animal care and sheltering operations will vary according to the extent of the disaster or emergency situation. In a large-scale disaster, direction and control will be carried out from the EOC (**see Basic Plan**).
- B.** Emergency operation's are managed by the animal care coordinator assigned by the Emergency Veterinary Clinic of Southwest Missouri or by the City of Battlefield Emergency Management Agency.
- C.** In a limited disaster or emergency situation, care and sheltering operations will be controlled from normal day-to-day office locations, if possible, or at a site designated at a later time.
- D.** The Emergency Veterinary Clinic of Southwest Missouri and other supporting agencies will administer animal care activities locally.
- E.** A disaster or potential disaster that generates a requirement for protecting animals from a harmful environment will activate the EOC.
- F.** The City of Battlefield Government has the responsibility to plan and prepare an effective response for all populations within the city. If a disaster or emergency does occur, injuries can be lessened and lives can be saved with proper pre-event planning that addresses wildlife and domestic animals in the area, not just people.

### **VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

Procurement of necessary supplies will be accomplished through normal acquisition channels and coordinated with Resource and Donations Management (**ESF-7 and ESF-19**). During unusual or life-threatening situations, normal purchasing procedures may be set aside and emergency procedures as set forth in County Court orders and/or City ordinances will be used, if applicable.

1. Assistance to this ESF will be provided under Public Law 93-288 (as amended, the Robert T. Stafford Disaster Relief and Emergency Assistance Act) and the Missouri Emergency Operations Plan.
2. During the emergency response and for the first hours after the occurrence, there may be little or no assistance available. Primary and support agencies of this ESF must plan to be as self-sufficient as feasibly possible during this period.
3. As with any disaster or emergency event, the ICS will be used to organize and coordinate response and recovery.

### **B. Logistics**

1. Resources required prior to the disaster:
  - a. Animal shelters available at the time of evacuation or a disaster so that owners can leave their animals.
    - Food and water.
    - Identification tags or collars.
    - Medical supplies and possibly an extra source of electricity.
  - b. Personnel
    - Shelter, quarantine, and medical examination and operation.
    - Animal care volunteers.
2. Resources required for Continuing Operations.
  - a. Generators, temporary housing (tents), Fence material, bedding, cages, vehicles, portable telephones, animal traps (live-catch), animal catchpoles, water and disinfectants for cleaning (household bleach mixed with water).

## **VIII. ESF DEVELOPMENT AND MAINTENANCE**

- A. The City of Battlefield in coordination with the Springfield-Greene County Office of Emergency Management and the Emergency Veterinary Clinic of Southwest Missouri will be responsible for review and up keep of this ESF.
- B. This ESF and its associated Appendices should be reviewed and updated annually.
- C. All revisions will be incorporated immediately and appropriate changes should be made ancillary to resource materials.

## **IX. REFERENCES**

- A. Emergency Support Function #6 (August 2007)
- B. Robert T. Stafford, Disaster Relief and Emergency Assistance Act-Public Law 93-288, as amended: (February 2003).
- C. RSMo., Title XVII, Chapter 267
  1. 267.120 – State Vet. may prescribe for infected animals and “call for help on the County Commission or legally substituted court...shall order the Sheriff or other officer to give assistance necessary to enforce the law”.
  2. 267.179 – Indemnification for cattle registering positive for tuberculosis.
  3. 267.230 – Power to enforce fines and class of misdemeanor crime plus says local law enforcement “may” and state law enforcement “shall” assist with enforcement.
  4. 267.240 – May change existing rules on movement of animals/travel and speaks about Governor proclaiming quarantine.
  5. 267.590 & .595 – Broad authority to the State Vet. regarding quarantine.
  6. 267.611 – Indemnification, broad authority and can be set by the Director of Agriculture.
  7. 267.645 – Authority to enter premises and examine livestock.
  8. Chapter 269 – Deals with disposal of dead animals and inspections.
- D. RSMo., Title XVII, Chapter 269
- E. RSMo., Title XVII, Chapter 44.
- F. Missouri State Emergency Operations Plan
- G. Code of State Regulations, Title 11, Division 10, Chapter 11

**ESF 18  
DOMESTIC ANIMAL CARE**

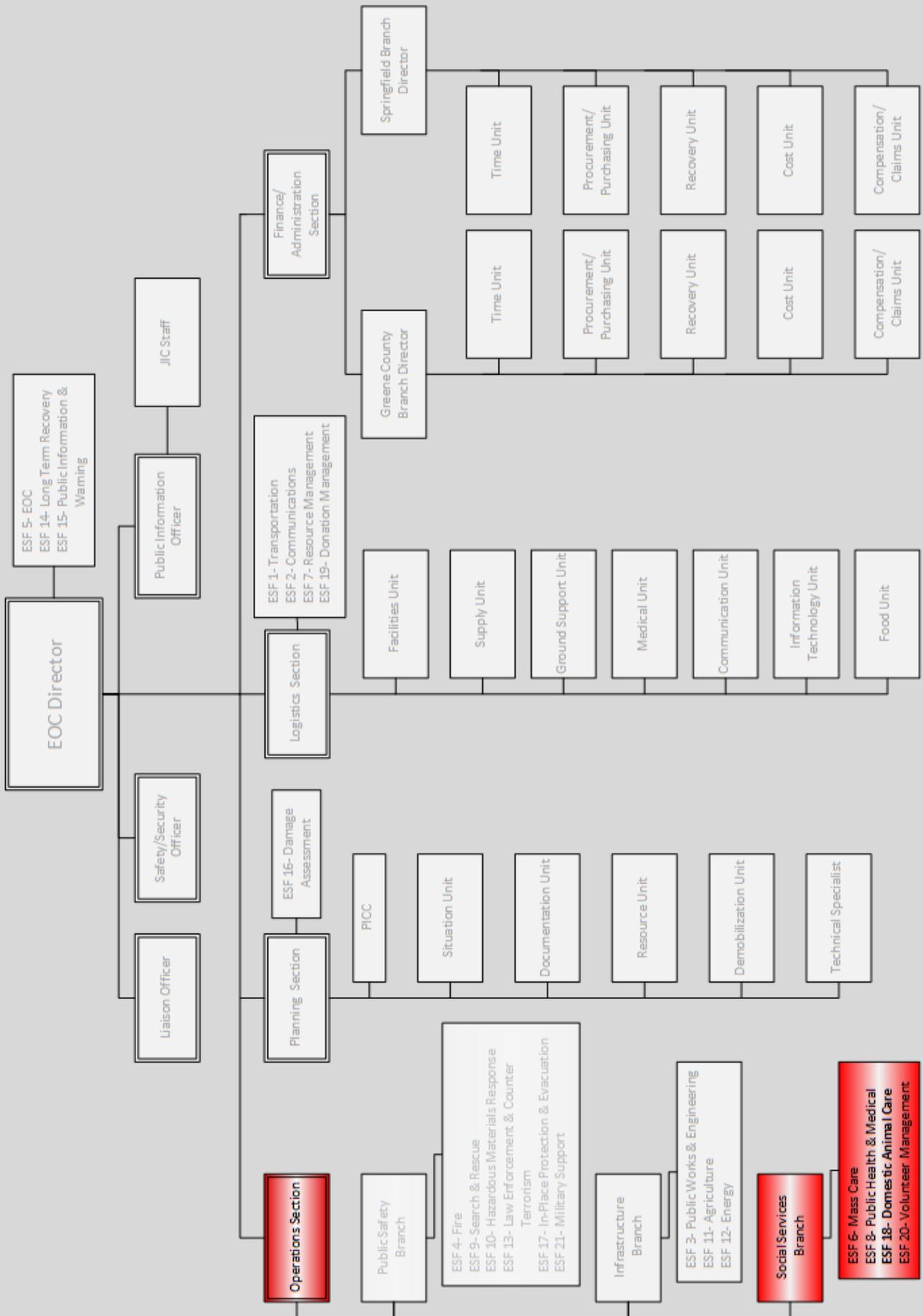
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## **APPENDIX 1**

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# APPENDIX 2 ORGANIZATIONAL CHART



## ESF-20

### VOLUNTEER MANAGEMENT

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## ESF-20

### VOLUNTEER MANAGEMENT

**PRIMARY AGENCY:** City of Battlefield

**SUPPORT AGENCIES:** Springfield-Greene County Office of Emergency Management  
The American Red Cross  
Health Department/Community Heroes

#### I. PURPOSE

To establish and implement a working strategy for efficiently channeling offers of volunteer assistance in the aftermath of natural or man-made disasters or emergency situations occurring in the City of Battlefield.

#### II. SITUATIONS AND ASSUMPTIONS

##### A. Situations

1. The City of Battlefield is subject to many different types of events that create the potential for a major disaster (see **Hazard Mitigation Plan**).
2. Media coverage of disasters and emergencies can trigger large numbers of people wanting to volunteer their help, which can lead to some volunteer agencies becoming overwhelmed.
3. The City of Battlefield has the responsibility to utilize volunteer resources during disasters or emergencies when such resources can aid in a more effective and efficient relief and recovery operation.

##### B. Assumptions

1. People as a whole are kind and want to do something to help those affected by the disaster.
2. Volunteer service offers could potentially come in from around the State, the Country or the World, should a catastrophic disaster affect the city.
3. In a disaster, local government, local volunteer groups and agencies may be overwhelmed and unable to effectively manage a sizable amount of (unsolicited) volunteer service offers.
4. In some cases the number of spontaneous volunteers may be directly related to the increased media attention that the emergency situation receives, rather than the magnitude of the disaster.
5. Personnel within the City of Battlefield may be able to manage volunteers during a disaster/event. The Springfield-Greene County Office of Emergency Management (OEM) has outlined positions and duties below that can be assigned in a Volunteer Coordination Center that the City of Battlefield may utilize to manage volunteers in the disaster/event. [**Concept of Operations; A. Organizational Strategies: Volunteer Resources; 4. Volunteer Coordination Center (VCC)**].

6. If the incident becomes too large for the City of Battlefield to manage, the OEM can activate the Volunteer Coordination Center (VCC) at the request of the city

### III. CONCEPT OF OPERATIONS

#### A. Organizational Strategies: Volunteer Resources

The purpose of this section is to provide guidance to local officials for the coordination and dispensation of local volunteers. This guidance is not meant to be all-inclusive. It only provides an important first step in the efficient management of a much under-utilized resource. To be effective, many of the elements of this plan must be undertaken before a disaster happens.

##### 1. Definition

Recognizing that volunteer groups are approached and coordinated in different ways, it is necessary to establish categories for these groups. For planning purposes, there are four categories of volunteers: Professional, Traditional Affiliated, Spontaneous from Within the Affected Area and Spontaneous from Outside the Affected Area.

##### a. Professional

These volunteers are emergency personnel from either within the City of Battlefield or jurisdictions outside of the response area. Professional personnel are certified or licensed, and include physicians, EMTs, nurses, fire fighters, and law enforcement. Often regulatory agencies within the affected area may waive or relax local certification requirements when there is a need for professionally trained volunteers from outside the area.

##### b. Traditional Affiliated

These volunteers are attached to a recognized voluntary agency (e.g. The Red Cross, CERT, and Salvation Army) from either Greene County or jurisdictions outside of the response area. They are pre-trained for disaster response by the agency with which they are associated. This group forms the core cadre for paraprofessional and non-professional volunteers. Faith based groups or volunteers that are affiliated and/or untrained would also play a role in disaster response.

##### c. Spontaneous From Within the Affected Area

Living within the affected area, these volunteers generally feel motivated by a degree of community ownership of the disaster. They have no association with recognized voluntary agencies and may have no formal training.

##### d. Spontaneous From Outside the Affected Area

These volunteers are not from within the impacted area and have no prior affiliation with recognized voluntary agencies. They may or may not have had formal training. A pragmatic approach dictates whether local volunteers or outside-the-area volunteers are used in a given situation.

2. **Description of the Voluntary Agency System**

There are several recognized agencies using volunteers in emergency response and recovery. Each agency has established procedures for managing, recruiting, training, and using volunteers. Common among these agencies are systems that include: written enrollment, background checks, liability arrangements, formal training programs, command and supervision, and planning and organization.

- a. Community Emergency Response Team (CERT)
- b. The American Red Cross (ARC)
- c. Community Heroes (Health Department)
- d. AmeriCorps
- e. The Salvation Army
- f. Other volunteer organizations

3. **Volunteer Management Assumptions**

The following is a list of underlying assumptions for the management of volunteers responding in a disaster situation:

- a. There is an established and verified need for volunteers.
- b. Agencies accept and manage their own volunteers.
- c. Affiliated volunteers are preferable and may be required.
- d. Spontaneous volunteers will be assigned to an existing voluntary agency or organized group.
- e. Each volunteer agency is responsible for screening and authorizing their volunteers to become active members and representatives of their agency. The methodology utilized for this process is at the discretion of each agency and in compliance with their internal policies.
- f. Agencies will not discriminate in the employment of volunteers; age, race, gender, physical ability, or religion.
- g. Equal access to volunteers should be exercised among communities in need.
- h. Equal access to volunteers should be exercised among all agencies.
- i. Volunteers come from within the affected area, as well as from regional, state, national, and international origins.
- j. Recruitment of volunteers may be needed, especially where unique skills are needed and can be readily met through volunteer resources.
- k. Volunteers deserve to be treated with dignity and respect, as well as recognizing the competence and spirit they bring to the response and recovery effort.
- l. Voluntary agencies must be collaborative and inter-dependent. One organization depends upon another for resources and referrals. Therefore, a strategic distribution of volunteers is necessary.
- m. Successful recovery efforts in a community impacted by a disaster normally will require the use of volunteers.

4. **Volunteer Coordination Center (VCC)**

The type of disaster/event will determine the number of volunteers needed for an effective response. If the disaster/event occurs within the City of Battlefield, city officials can designate a volunteer coordination area along with a Volunteer Coordinator. At the request of the City of Battlefield, the OEM can activate the Volunteer Coordination Center (VCC).

The establishment of a VCC has proven to be a key element to the successful management of volunteers and requested volunteer services. In disaster response, two needs are inevitably created: 1) volunteer management and 2) volunteer services. Volunteer management includes; effectively organizing all types of volunteers identified above, registering them and assigning them to a participating agency. Volunteer services include efficiently meeting requests submitted by private citizens as it relates to the disaster.

The VCC is designed to bring these two elements together, providing an avenue where willing citizens can effectively and safely help those impacted by a disaster.

- a. The City of Battlefield will determine the location of the VCC on an “impacted area” basis. The location of the VCC will be determined by which area of the county is the most affected.
- b. Identified volunteer agencies will be represented at the VCC by their respective liaisons.
- c. Identified needs that can be filled by volunteers will go through the VCC and then disseminated to the appropriate agency.
- d. Spontaneous volunteers will be required to report to the VCC for registration and assignment to a volunteer agency (**see Volunteer Coordination Center, Appendix 3**).
- e. Personnel for the VCC include:
  - Volunteer Coordinator
  - EOC Liaison
  - Volunteer Agency Liaisons
  - Damage Assessment Team Liaison
  - Phone Bank Supervisor
  - Front Desk Greeters
  - Registration Personnel
  - Volunteer agency representative
  - ID Badge Maker Personnel
  - Safety Instructors
  - Runners
  - Phone Bank Operators
  - Security Personnel

5. **The VCC will be capable of serving in two capacities: 1) Coordination center and 2) Mobilization center.**

a. **Coordination Center**

As a coordination center, the VCC will meet the two needs identified above which are volunteer management and volunteer services. With all identified volunteer agencies from the community represented at the VCC, the center will serve as a hub for all volunteer service requests and join them with all available volunteer resources.

b. **Mobilization Center**

As a mobilization center, the VCC can also serve as a central location for the professional or affiliated volunteers to come together and receive their mission assignments. This is not required if established volunteer agencies have other pre-designated locations for mobilization. The VCC will also accommodate spontaneous volunteers by providing registration and agency assignment.

## 6. Volunteer Coordination Team

The Volunteer Coordination Team will work at the front of the Operations Room at the VCC. This team will work cohesively to coordinate all incoming volunteer requests then quickly and appropriately assign the requests to volunteer agencies. Each member of the coordination team will work under the direct supervision of the Volunteer Coordinator. The Volunteer Coordinator may initially fulfill all roles of the coordination team, but as the incident grows, team responsibilities will be delegated by the Volunteer Coordinator.

### a. Volunteer Coordinator (VC)

- Oversee the operation of the Volunteer Coordination Center.
- Designate room locations for different stations.
- Will activate VCC with prepared supply box; see that the correct stations and corresponding supplies are distributed. **(See Appendix 3)**.
- Work under the direction of the City of Battlefield.
- Coordinate with a liaison from each volunteer agency represented at the VCC.
- Coordinate with Donations Coordinator.
- Brief and assign tasks to staff and volunteers of the VCC.
- Monitor the operation and makes changes when necessary.
- Maintain all signed records of safety training provided to volunteers.
- Track all expenses incurred at the VCC **(see Appendix 3)**.
- Maintain all time records of staff working in the VCC.
- Maintain all time records of VCC volunteers.

### b. EOC Liaison

- Work under the direction of the Volunteer Coordinator.
- Work at the Battlefield EOC.
- Proficiently maintain communication between the EOC and VCC.
- Communicate volunteer requests generated from EOC operations to the Volunteer Coordinator.
- Provide updated reports of volunteer activities and damage assessment teams to the Situation Unit Leader of the EOC Planning Section.
- Coordinate ongoing volunteer operations with the Operations Section Chief.

### c. Volunteer Agency Liaison

- Coordinate all incoming requests submitted by other volunteer agencies to the coordination team.
- Make volunteer assignments to affiliated agencies with approval from the Volunteer Coordinator.

### d. Damage Assessment Team Liaison

- Coordinate all incoming assessment reports from dispatched Damage Assessment teams.
- Submit all volunteer requests identified by the teams to the Volunteer Coordinator.
- Coordinate all assignments to the Damage Assessment teams, dispatching them to affected areas with approval from the EOC.

- e. VCC Phone Bank Supervisor
  - Manage all phone messages acquired by phone bank operators.
  - Coordinate all volunteer requests from the phone bank with the coordination team.
  - Oversee proper training and staffing of the VCC phone bank.

7. **Other VCC Staff**

- a. Front Desk Greeters
  - Located at the VCC's entrance.
  - Expresses appreciation and thanks to the volunteers for their time.
  - Give each volunteer a Volunteer Instructions Sheet (**see Appendix 3**).
  - Find out if they are affiliated with any Volunteer organization.
  - Direct affiliated or unaffiliated volunteers to the next appropriate desk.
- b. Registration Personnel
  - Provide any unaffiliated volunteer with a Volunteer Registration Form (**see Appendix 3**).
  - Review Waiver Form (**see Appendix 3**).
  - Answer any questions.
  - Directs volunteers through to assigned organization.
- c. Volunteer Agency Representative
  - Fulfill identified needs as able.
  - Receive and organize volunteers assigned to agency.
  - Coordinate with the Volunteer Coordinator
  - Fill out "Request for Volunteers" forms and submit to the Volunteer Coordinator (**see Appendix 3**).
- d. ID Badge Maker Personnel
  - Review Disaster Volunteer Referral Form for necessary information for the ID Badge.
  - Make identification badges for all volunteers without one.
  - Instruct volunteers in proper placement of badge.
  - Explain that the ID badge is required to work in disaster scene.
  - Create and/or design new badges for groups not previously organized in database.
- e. Safety Instructors
  - Review Safety Training information with volunteers.
  - Encourage everyone to attend a debriefing at the end of the shift.
  - Distribute snack bags, water, gloves, etc.
  - Answer any questions.
  - Direct volunteers to exit area.
- f. Runners
  - Carry information from one station to another within the VCC.

- Support each station with necessary supplies.
  - Respond to requests manifested by posted desktop flags.
- g. Phone Bank Operators
- Answer volunteer related calls; direct them to come to the VCC for registration and assignment.
  - Complete a Request for Service form and insure submission to the Volunteer Coordination team.

8. **VCC Flow System for Volunteers (see VCC Volunteers Flowchart, Appendix 3)**

- a. Greeted at reception desk
- b. Registration & Orientation Station
- c. Agency Coordination
- d. Identification badge
- e. Safety briefing
- f. Exit to affiliated agencies

9. **VCC Flow System for Requests (see VCC Requests Flowchart, Appendix 3)**

All requests for volunteer services will channel through the VCC. Service requests may come in a variety of ways including:

- From the EOC Disaster Hotline
- Through volunteer agencies represented in the VCC
- Through EOC Operational personnel
- Through Damage Assessment teams in the field

Every request will be channeled in the specified manner identified (**see Appendix 3**). All requests received at the VCC will be coordinated by the Volunteer Coordination team. The Volunteer Coordination team is responsible for fulfilling the requests through delegation and assignment with the represented volunteer agencies.

10. **Shared Database**

A common data recording form should be used by agencies recording information on volunteer service offers.

11. **Liability**

- a. Voluntary agencies will assume any liability related to their volunteers, and consider appropriate insurance coverage such as a liability clause in their corporate insurance policy.
- b. Greene County will oversee all registered Greene County Community Emergency Response Team (CERT) members acting under the direction and control of the OEM.
- c. Applicable Good Samaritan and volunteer liability laws provide limited immunity for medical professional volunteers. Such volunteers must act within their range of competency and training and receive no compensation.
- d. All medical professionals must operate within Missouri's requirements for licensing reciprocity. Other professionals must similarly meet licensing or reciprocity requirements. Each department and credentialing institution sets forth the requirements for professionals under their jurisdiction.

**B. Actions to be Taken by Operating Time Frames**

**1. Mitigation**

- a. Primary and support agencies will work to develop and maintain a list of available support services.

**2. Preparedness**

- a. Maintain database for managing volunteers.
- b. Voluntary agencies will coordinate with local chapters and groups to determine availability of personnel.
- c. Primary and support agency personnel will participate in disaster operations training.
- d. Primary and support agency personnel will keep communication lines open with attendance at relevant meetings a priority.

**3. Response**

- a. Activate plan and notify all voluntary agencies of activation.
- b. Contact ESF-20 team members and place on stand-by.
- c. Request activation of the phone bank if necessary and other local or “800” numbers.
- d. If the VCC is activated, a Liaison will be present in the EOC as primary point of contact.
- e. Maintain records of expenditures and in-kind donations received.
- f. Respond to requests for services.
- g. Maintain records of volunteer hours associated with governmental assistance for potential federal reimbursement.

**4. Recovery**

- a. Provide continued assistance as needed.
- b. Complete all documentation requirements and turn into appropriate personnel
- c. Scale back response operations and initiate preparations for demobilization.

**IV. ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES**

**A. Primary Agency:**

**City of Battlefield**

- 1. Implement procedures for information concerning volunteers and where the volunteer coordination will be located.
- 2. Coordinate representation of each volunteer agency.
- 3. Support the Volunteer Coordinator (VC) in coordination with the various volunteer agencies.
- 4. Support the VC in structuring volunteer assignments so that they can be managed in a systematic manner.
- 5. Provide any supplies or resources needed by the VC.
- 6. Support the VC in the dispatch of volunteers as needed.
- 7. Review and revise priority area designations as needed.
- 8. Review and assess damage information to establish priorities of services.
- 9. Keep accurate time records of volunteers.

10. Coordinate with **ESF-15 (Public Information)** for the development of public information announcements including providing instructions for private individuals and groups desiring to volunteer their persons for disaster related activities.

**B. Support Agencies:**

**Springfield-Greene County Office of Emergency Management (OEM)**

The OEM will participate as a support agency if the City of Battlefield becomes overwhelmed by the size or complexity of the incident and if requested by the city. For example, OEM can offer the following if requested:

1. Activation of the Volunteer Coordination Center
2. Activation of the Phone Bank
3. PIO Assistance and public information dissemination
4. Coordinate activation of CERT

**American Red Cross**

1. Coordinate volunteer activities through the VCC when activated.
2. Communicate all necessary volunteer needs to the Volunteer Coordinator.
3. Keep an accurate accounting of the flow of goods from donors to recipients.

**Springfield-Greene County Health Department/Community Hero's**

1. Assist with volunteer needs through Community Heroes program
2. Recruit, train and maintain volunteers according to the Greene County Health Department Volunteer Recruitment and Retention Plan.
3. Assist in the processing of all spontaneous unaffiliated volunteers through the County Volunteer Coordination Center (VCC)

**C. State Support Agency:**

**State Emergency Management Agency**

Works with the Statewide Volunteer Coordinator to assess the need for volunteer management and to provide any assistance needed.

**V. DIRECTION AND CONTROL**

- A.** For incidents that have reached an emergency classification overall direction and control will be from the EOC.
- B.** When a classified emergency occurs, normal operating procedures will be altered as necessary to ensure adequate direction and control.

**VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Record Keeping**

1. All requests for assistance, all general messages and all reports will be handled using the procedures and format set forth in this ESF. The use of reports will vary according to the type of emergency involved.
2. Each agency is responsible for maintaining its own records of expenditures for later reimbursement.

### **B. Operational Equipment Supplies and Transportation**

1. The City of Battlefield will provide "normal" amounts of office supplies to personnel of other agencies assigned to work in the EOC and the Volunteer Coordination Center. Unusual or extraordinary amounts must be secured by the individual organization.
2. The EOC has been adequately equipped to meet the needs of the procedures outlined in this ESF. If the equipment or physical capabilities of the EOC are not sufficient for a particular organization to meet its mission this fact is to be brought to the attention of the Emergency Management Director.
3. Each organization is responsible for furnishing its own transportation requirements for direction and control activities.

### **C. Logistical Support**

Logistical support for the Volunteer Coordination Center must be coordinated through the Volunteer Coordinator.

## **VIII. ESF DEVELOPMENT AND MAINTENANCE**

- A.** This ESF was developed by the City of Battlefield in coordination with the OEM and with the supporting documentation developed by the American Red Cross, FEMA, SEMA and the participating departments/agencies.
- B.** This ESF will be reviewed and updated annually. The OEM and the City of Battlefield, working with the VC, will instigate this review. Necessary updates will be accomplished by the responsible agencies.
- C.** Tests, exercise and drills will be conducted regularly. The results of these activities will be incorporated in this ESF when so indicated.

## **IX. REFERENCES**

- A.** American Red Cross: Local Disaster Volunteers, ARC 30-3054 (September 1999).
- B.** American Red Cross: Disaster Services Spontaneous Volunteer Management, ARC 30-3054, Annex M (July 2003)
- C.** American Red Cross: Coordinator of Disaster Volunteers, ARC 30-3054 Annex L (November 2000)
- D.** Missouri Revised Statutes: Chapter 44.
- E.** State Emergency Operations Plan, as amended (October 2003).
- F.** Greene County VCC Guidebook.

**ESF-20**

**VOLUNTEER MANAGEMENT**

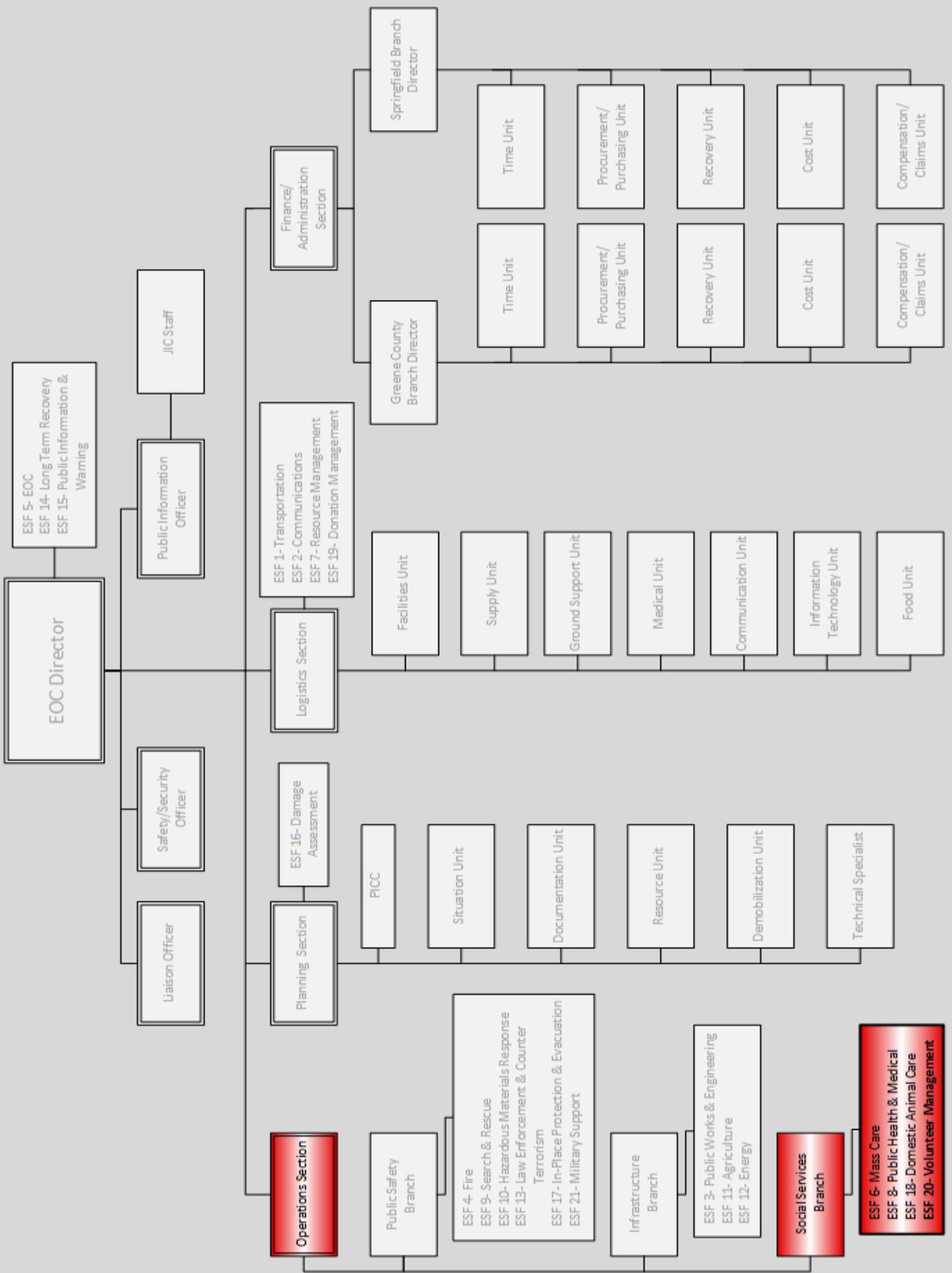
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## **APPENDIX 1**

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# APPENDIX 2 ORGANIZATIONAL CHART



## **APPENDIX 3**

### **VOLUNTEER COORDINATION CENTER**

If the OEM activates the Volunteer Coordination Center (VCC) at the request of the City of Battlefield, this is the guideline for how the center will be managed. The City of Battlefield may utilize this to activate and manage their own VCC as well.

(Due to the size of this plan, a copy is on file at the Office of Emergency Management and Schweitzer United Methodist Church)

## APPENDIX 4

### VOLUNTEER RELEASE AND WAIVER OF LIABILITY AGREEMENT

#### SPRINGFIELD-GREENE COUNTY OFFICE OF EMERGENCY MANAGEMENT VOLUNTEER PROGRAM

The undersigned, being at least eighteen years of age, and in consideration for acceptance, approval and participation in the Springfield-Greene County Office of Emergency Management Volunteer Program, does hereby agree to this consent, waiver, and release of liability.

It is my desire to further the work of Springfield-Greene County Office of Emergency Management by performing services as a Volunteer, specifically as a Volunteer in Emergency Disaster Services. I undertake to perform said services as a Volunteer without compensation and that, in performing said services, I acknowledge that I am not acting as an employee of the Springfield-Greene County Office of Emergency Management, Greene County, Missouri or the City of Springfield, Missouri.

#### **Acknowledgment and Assumption of Risk**

I recognize that the Volunteer Program will involve physical labor and may carry a risk of personal injury. I further recognize that there are natural and manmade hazards, environmental conditions, diseases, and other risks, which in combination with my actions can cause injury to me. I hereby agree to assume all risks which may be associated with or may result from my participation in the Program, including, but not limited to, transportation to and from volunteer sites, extinguishing small fires, providing disaster medical care (e.g. controlling bleeding, treating shock, treating sprains and fractures, opening airways, transporting patients, etc.), performing light search and rescue activities (e.g. cribbing and leveraging, victim extrication, transportation, etc.), and other similar activities.

I recognize that these Volunteer Program activities will involve physical activity and may cause physical and emotional discomfort. I state that I am free from any known heart or other health problems that could prevent me from participating in any of the activities associated with this Program. I further state that I am sufficiently physically fit to participate in the activities of this Program. I accept the responsibility to refuse any work assignment that I feel would jeopardize my health, believe to be illegal, or feel that I am not qualified to perform.

#### **Insurance**

I also understand that The Springfield-Greene County Office of Emergency Management does not assume any responsibility or obligation to provide financial or other assistance, including, but not limited to medical, health, workers compensation, or disability insurance, in the event of injury, illness, death or property damage.

The Springfield-Greene County Office of Emergency Management does not carry or maintain, and expressly disclaims responsibility for providing any health, medical, workers compensation, or disability insurance coverage for the Volunteer Program. EACH PARTICIPANT IS EXPECTED AND ENCOURAGED TO CARRY PERSONAL LIABILITY OR HEALTH INSURANCE PRIOR TO REGISTERING AS A PARTICIPANT IN THE VOLUNTEER PROGRAM.

- I certify that I have medical insurance to cover the cost of any emergency or other medical care that I may receive for an illness or injury.
- I certify that if I do not have medical insurance, I will be personally responsible for the cost of any emergency or other medical care that I receive while participating in the Program or as a result of it.

**Waiver and Release of Liability**

I agree to release the Springfield-Greene County Office of Emergency Management, Greene County, Missouri, the City of Springfield, their respective agencies, departments, officers, employees, agents, and all sponsors and/or officials and staff of any said entity or person, their representatives, agents, affiliates, directors, servants, volunteers, and employees (hereinafter referred to collectively as "Parties Released") from the cost of any medical care that I receive while participating in this Program or as a result of it.

I further agree to waive, release, and discharge the Parties Released from any and all liability, claims, demands, actions, and causes of actions whatsoever, for any loss, claim, damage, injury, illness, attorney's fees or harm of any kind or nature to me or my property arising out of any and all activities associated with participating in this Program or as a result of it.

I further agree to hold harmless, and hereby release the above mentioned Parties Released from all liability, negligence or breach of warranty associated with injuries or damages claimed by me, my family, estate, heirs, or assigns from or in any way connected with participating in this Volunteer Program.

**Consent**

In the event of injury while participating in any and all activities associated with the Program, I consent to receive any emergency medical aid, anesthesia, and/or medical treatment or operation if, in the opinion of the attending physician, such treatment is necessary.

I, the undersigned participant, affirm that I am at least 18 years of age and am freely signing this agreement. I have read this form and fully understand that by signing this form I am giving up legal rights and/or remedies which may otherwise be available to me regarding any losses I may sustain as a result of my participation. I agree that if any portion is held invalid, the remainder will continue in full legal force and effect.

**Photographic Release**

I hereby grant unto Greene County all rights to any and all photographic and video images made during my service to Greene County for internal use or reasons of publicity.

**I HAVE CAREFULLY READ AND UNDERSTAND THE CONTENTS OF THE FOREGOING LANGUAGE AND I SPECIFICALLY INTENT IT TO COVER MY PARTICIPATION IN THE VOLUNTEER PROGRAM SPONSORED BY THE SPRINGFIELD-GREENE COUNTY OFFICE OF EMERGENCY MANAGEMENT.**

Volunteer signature: \_\_\_\_\_ Date: \_\_\_\_\_

Drivers License # \_\_\_\_\_

**Emergency Contact Information**

Contact Person: \_\_\_\_\_

Relationship to volunteer \_\_\_\_\_

Contact phone number \_\_\_\_\_

Collected by: \_\_\_\_\_ on \_\_\_\_/\_\_\_\_/\_\_\_\_ at \_\_\_\_ am/pm

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## ESF-16

### DAMAGE ASSESSMENT

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## ESF-16

### DAMAGE ASSESSMENT

**PRIMARY AGENCY:** City of Battlefield

**SUPPORT AGENCIES:** County Building Regulations  
City of Battlefield Building Inspector  
Volunteer Agencies  
Greene County Assessor  
American Red Cross  
Springfield-Greene County Office of Emergency Management

#### I. PURPOSE

This ESF sets forth guidelines for conducting timely, accurate damage assessments that are consistent with federal and state guidelines.

A thorough damage assessment is essential to (1) establish priorities for repair of public facilities and roads, (2) determine if outside assistance is necessary, (3) compile data to assist with requests for disaster assistance, (4) ensure the safety of local residents, and (5) plan mitigation measures that will lessen the effect of future occurrences.

#### II. SITUATIONS AND ASSUMPTIONS

##### A. Situations

1. SEMA has identified the information necessary to properly assess the impact of a disaster. The forms outlined in this ESF provide the necessary information that would be needed for a State and/or Federal declaration.
2. RSMo, Chapter 44 provides for an emergency volunteer program known as the Structural Assessment & Visual Evaluation (S.A.V.E.). This program is administered by SEMA in the event of a natural disaster (this is called the S.A.V.E Coalition). Their mission is to rapidly deploy credentialed volunteers to assist local jurisdictions to determine if buildings are safe. Architects, engineers, contractors, etc. may volunteer their services and equipment. These volunteers can assist with demolition, cleanup, and post-disaster safety inspections.
3. Disaster assistance comes in varied forms from many different sources.

##### B. Assumptions

1. Immediately following a disaster, local responders will be able to communicate initial damage assessment reports to the Emergency Operations Center (EOC).
2. Following the public safety response, local, state, and federal personnel will be available to conduct necessary damage assessment.
3. The City of Battlefield may become overwhelmed with public reports of damaged property. If this is the case, the Springfield-Greene County Office of Emergency Management can open the Public Information Call Center (PICC) to assist in call taking at the request of the city.

### III. CONCEPT OF OPERATIONS

#### A. General

1. The Damage Assessment Coordinator will, under normal circumstances, be the appointed Planning Section Chief or his/her designee for each particular incident.
2. The Damage Assessment Coordinator will compile a complete situation report from initial and local damage assessments to brief the chief elected officials utilizing Incident Command System (ICS) form 209 or equivalent.

#### B. Type of Damage Assessments

1. Initial Damage Assessment
  - a. Initial damage assessments will be reported by first responders at the scene of an incident. Other sources such as City/County employees operating in the field and/or private citizens will also report damages.
  - b. The initial damage assessments reported during the response phase will should be plotted on a map as needed. This can be done on hard copy as well as on WebEOC. The city will use the location information available at the time of the report, which may be incomplete, to identify the areas with the most damage.
  - c. These maps will also be used to help identify:
    - Possible areas impacted by the disaster but not assessed by first responders.
    - Areas needing the most assistance.
2. Local Damage Assessment
  - a. The EOC will determine if the situation requires local damage assessment teams to be deployed.
  - b. If the situation necessitates local damage assessment teams to be deployed, they will be coordinated from the EOC.
  - c. Any of three types of assessments may take place: residential, business, and public property.
  - d. Residential assessments:
    - Greene County Community Emergency Response Team (CERT) volunteers (coordinated through the Springfield-Greene County Office of Emergency Management) can be deployed as soon as possible with the American Red Cross Greater Ozarks Chapter volunteers in Springfield.
    - A CERT volunteer will team up with an American Red Cross volunteer in pairs.
    - Teams will report to a pre-designated staging area upon notification for assigned tasks.
    - The team of a minimum of two will be deployed to the areas of concern, as dictated by the initial damage assessment reports. Maps may be provided as available.
    - The team will assess impacted residential homes, categorizing them as Destroyed, Major, Minor, or Affected Habitable, utilizing the pre-identified criteria (**see Appendix 3**).

- The team will utilize the American Red Cross On-Site Detailed Damage Assessment Worksheet, Form 5739, to record the assessments (**see Appendix 4**). If Form 5739 is unavailable or no Red Cross volunteer is on the assessment team, Springfield-Greene County Office of Emergency Management’s Individual Assistance Field Worksheet may be used (**see Appendix 5**).
  - After all known areas have been assessed, the CERT volunteer, if used, will report back to the EOC with copies of the assessment data.
  - The data can be entered onto an Individual Assistance Assessment Summary (**see Appendix 6**).
- e. Business Assessments:
- Damage Assessment teams can be organized with personnel from the City of Battlefield, the building inspector, and the Greene County Assessor’s office.
  - The teams will be organized in pairs of two.
  - Teams will report to a pre-designated staging area upon notification for assigned tasks.
  - The City of Battlefield will provide maps, damage assessment forms, and portable radios if available.
  - The teams will be responsible for assessing all damaged businesses, documenting the necessary information on the Individual Assistance Field Worksheet forms provided (**see Appendix 5**).
  - After all known areas have been assessed, the teams will report back to the City of Battlefield and submit the data collected. The data will then be entered onto the Individual Assistance Assessment Summary (**see Appendix 6**).
- f. Public Assessments:
- The same teams that conduct the business assessments will also conduct public property assessments, focusing on structural damage.
  - The teams will collect the public property data utilizing the Public Assistance Field Worksheet (**see Appendix 7**).
  - After all known areas have been assessed, the teams will report back to the City of Battlefield and submit the collected data. The data will then be compiled and totaled on the Public Assistance Worksheet.
  - The City of Battlefield will be responsible for gathering damage estimates from the other eligible FEMA categories which includes roads, water control facilities, utilities, and parks (**see Appendix 7**).
  - The City of Battlefield will be responsible for gathering expense estimates from all public agencies that had a response role in the disaster and documenting this data on the Emergency Categories form (**see Appendix 8**).
3. Preliminary State/Federal Damage Assessment
- a. The EMD or Planning Section Chief will submit damage assessment data to SEMA. If Preliminary Damage Assessments (PDAs) are conducted for the region, the EOC Management team will determine if adequate damage justifies a PDA in the City of Battlefield (**see Appendix 9**).
- b. If it is determined that a PDA for the City of Battlefield is warranted, the Damage Assessment Coordinator will coordinate with the SEMA representative, typically the Region D SEMA planner or other area planner assigned to work the disaster.

- c. A minimum of one representative of the City of Battlefield as appointed by the Emergency Management Director will accompany the state and federal representatives assigned to the city for the PDA during the field assessment.
- d. A damage map, database, and report summary will be provided for each agency represented (**see Appendix 10**).
- e. All known destroyed and major damage areas will be visualized by the PDA teams. Viewing any additional damage areas will be at the discretion of the representative of the city.

**C. Actions to be Taken by Operating Time Frames**

**1. Mitigation**

- a. Public education on construction enhancements or structural retrofits that minimize damage from disasters.

**2. Preparedness**

- a. Contact city offices, county offices and private sector organizations to identify people qualified to conduct damage assessments.
- b. Participate in specialized damage assessment training sessions.
- c. Periodically test.

**3. Response**

- a. Use 800 MHz and Amateur radio reports, phone calls and 911 calls to compile a list of the known damages.
- b. Contact support agencies and private sector organizations to schedule the detailed damage assessment.
- c. Utilize Damage Assessment forms to identify known damaged areas.

**4. Recovery**

- a. Determine need for PDA.
- b. Coordinate PDA with State officials, supporting all agencies represented on PDA team.

**IV. ORGANIZATION AND RESPONSIBILITIES**

**A. Primary Agency:**

**City of Battlefield**

- 1. The City of Battlefield has the primary responsibility for the Damage Assessment function in their jurisdiction. Damage assessment will be the responsibility of the chief elected official or his/her designee. The Damage Assessment Coordinator will:
  - a. Maintain damage assessment procedures consistent with state and federal guidelines.
  - b. Facilitate training of personnel in damage assessment procedures.
  - c. Identify and establish liaison with private individuals who can provide assistance in damage assessment (i.e., American Red Cross, Insurance agents, engineers, etc.).
  - d. Coordinate private and public damage assessments.
  - e. Collect/display damage information, brief elected officials and prepare reports.

- f. Accompany/assist local, state and federal damage assessment teams. These team(s) will provide preliminary estimates and descriptions, based on physical observations by government engineers and inspectors, of the nature and extent of damages, resulting from the emergency or disaster.
- 2. The Emergency Management Director is responsible for preparing recommendations from damage reports to mitigate the effects of future disasters (i.e., pass/enforce building codes).
- 3. Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

**B. Support Agencies:**

**County Assessor**

- 1. Function as member of damage assessment teams. The office can help assess damage to public and private property.
- 2. Maintain or be able to obtain a file of maps, pre-disaster photos, tax assessments, etc.

**County Building Regulations/Building Inspector**

Function as a member of damage assessment teams. The office will assess public and private property for damage and structural safety concerns.

**American Red Cross**

The American Red Cross is trained in damage assessment techniques and can provide support (assess damage to homes, identify victims needs).

**Springfield-Greene County Office of Emergency Management**

The OEM will participate as a support agency if the City of Battlefield becomes overwhelmed by the size or complexity of the event and at the request of the city. The OEM can activate the PICC to assist in fielding an influx of phone calls for damage reports.

**C. State Support Agency:**

**Missouri Department of Transportation**

Assess damage to roadways, bridges and other applicable infrastructure.

**D. Federal Support Agency:**

**U.S. Army Corps of Engineers**

Assess damages to roadways, bridges, dams, levees, etc.

**Civil Air Patrol**

Assist with aerial damage assessment and transport of officials.

**V. DIRECTION AND CONTROL**

- A.** The Damage Assessment Coordinator has an important function in the EOC. The Coordinator can control damage assessment operations from the EOC.
- B.** All damage reports that come to the EOC will go through the Damage Assessment section for analysis and plotting.

## **VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **VII. ADMINISTRATION AND LOGISTICS**

- A.** Required damage assessment report forms are referenced in the appendices.
- B.** Records of actions taken and recommendations made will be compiled by appropriate city and/or county personnel in the EOC.
- C.** Damage assessment information will be provided to the State Emergency Management Agency (SEMA) for necessary release to the Federal agencies.
- D.** Specific logistical requirements will be submitted to the appropriate agency/individual (i.e., communications through Law Enforcement, heavy equipment through Public Works). Other requirements will be submitted to the Logistics (**ESF-7, Resource Management**).

## **VIII. ESF DEVELOPMENT AND MAINTENANCE**

It is the responsibility of the City of Battlefield in coordination with the Office of Emergency Management to support the maintenance of this ESF. They will participate in regular trainings and exercises and incorporate the results into the ESF.

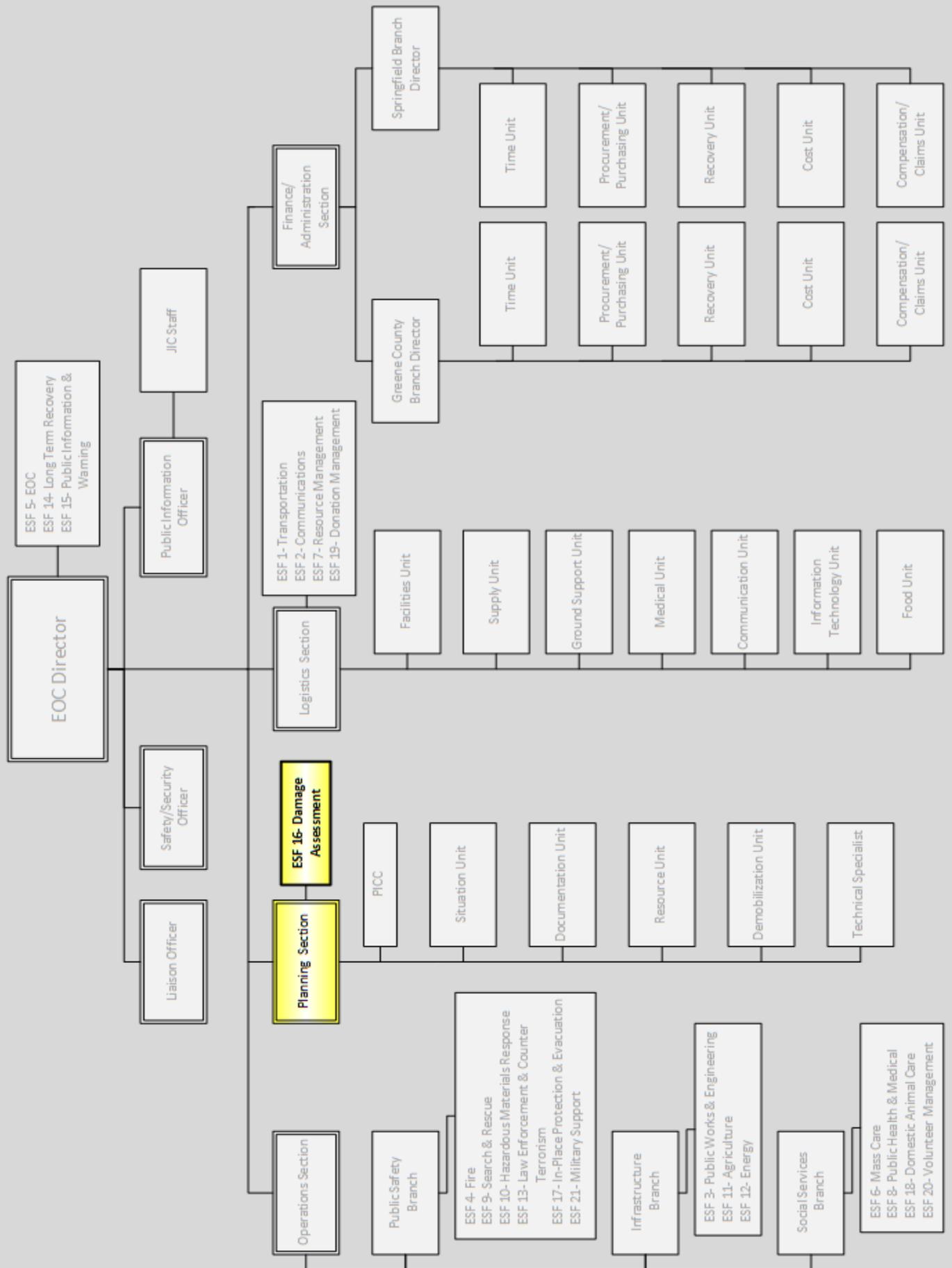
**ESF-16**  
**DAMAGE ASSESSMENT**  
**APPENDICIES**

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## **APPENDIX 1**

**This is a restricted document**

# APPENDIX 2 ORGANIZATIONAL CHART





# Springfield/Greene County Office of Emergency Management



## APPENDIX 3

### ASSESSMENT CRITERIA

Damage Definitions	General Description	Things to Look For	Water Levels
<b>DESTROYED</b> Structure is a total loss. <u>Not economically feasible to rebuild.</u>	<b>DESTROYED</b> Structure leveled above the foundation, or second floor is gone. Foundation or basement is significantly damaged.	<b>DESTROYED</b> Structure leveled or has major shifting off its foundation or only the foundation remains. Roof is gone, with noticeable distortion to walls.	<b>DESTROYED</b> More than 4 feet in first floor. More than 2 feet in <b>mobile home</b> .
<b>MAJOR</b> Structure is currently uninhabitable. Extensive repairs are necessary to make habitable. <u>Will take more than 30 days to repair.</u>	<b>MAJOR</b> Walls collapsed. Exterior frame damaged. Roof off or collapsed. Major damage to utilities: furnace, water heater, well, septic system.	<b>MAJOR</b> Portions of the roof and decking missing. Twisted, bowed, cracked, or collapsed walls. Structure penetrated by large foreign object, such as tree. Damaged foundation.	<b>MAJOR</b> 2 to 4 feet in first floor without basement. 1 foot or more in first floor with basement. 6 inches to 2 feet in <b>mobile home</b> with <b>plywood</b> floors. 1 inch in <b>mobile home</b> with <b>particle board</b> floors.
<b>MINOR</b> Structure is damaged, and uninhabitable. Minor repairs are necessary to make habitable. <u>Will take less than 30 days to repair.</u>	<b>MINOR</b> Interior flooring / exterior walls with minor damage. Tree(s) fallen on structure. Smoke damage. Shingles / roof tiles moved or missing.	<b>MINOR</b> Many missing shingles, broken windows and doors. Loose or missing siding. Minor shifting or settling of foundation. Minor damage to septic system.	<b>MINOR</b> 2 inches to 2 feet in first floor without basement. 1 foot or more in basement. Crawlspace – reached insulation. Sewage - in basement. <b>Mobile home</b> , "Belly Board" to 6 inches.
<b>AFFECTED HABITABLE</b> Structure has received minimal damage and is <b>habitable without repairs.</b>	<b>AFFECTED HABITABLE</b> Chimney or porch damaged. Carpet on first floor soaked. Broken windows.	<b>AFFECTED HABITABLE</b> Few missing shingles, some broken windows. Damage to air conditioning units / etc. Some minor basement flooding.	<b>AFFECTED HABITABLE</b> Less than 2 inches in first floor Minor basement flooding. <b>Mobile home</b> , no water in "Belly Board".

#### Tips: Estimating Water Depths

- Brick - 2 1/2 inches per course
- Concrete or cinder block - 8 inches per course
- Lap or aluminum siding - 4 inches or 8 inches per course
- Door knobs - 36 inches above floor
- Stair risers - 7 inches
- Standard doors - 6 feet 8 inches

# APPENDIX 4

## AMERICAN RED CROSS FORM 5739

### On-Site Detailed Damage Assessment Worksheet (Street Sheet), Form 5739 (Front Page)

Street Name: \_\_\_\_\_

American Red Cross		On-Site Detailed Damage Assessment Worksheet (Street Sheet)		City/Community:		Date:		
DR #:		DR Name:		State:		County:		
Street Name:		Apt. # / Unit #		Geographical Reference:		Occupancy Type: Own? Rent? Seasonal?		
House #	Damage Classification		# of Floors in dwelling or unit	Is there a Basement? Y/N	Water level in living area (inches)	Water level in basement (inches)	Is the electricity on? Y/N	OR
	Destroyed	Major						
	S M A	S M A	S M A	S M A	S M A	S M A		
Description:								
	S M A	S M A	S M A	S M A	S M A	S M A		
Description:								
	S M A	S M A	S M A	S M A	S M A	S M A		
Description:								
	S M A	S M A	S M A	S M A	S M A	S M A		
Description:								
	S M A	S M A	S M A	S M A	S M A	S M A		
Description:								
	S M A	S M A	S M A	S M A	S M A	S M A		
Description:								
	S M A	S M A	S M A	S M A	S M A	S M A		
Description:								
	S M A	S M A	S M A	S M A	S M A	S M A		
Description:								
	S M A	S M A	S M A	S M A	S M A	S M A		
Description:								
	S M A	S M A	S M A	S M A	S M A	S M A		
Description:								
Additional Information:								
Total Single Family:							Supervisor:	
Total Mobile Home:							Worker Completing Form:	
Total Apartment:								

Form 5739 (Rev. 11-05)



## APPENDIX 6

### INDIVIDUAL ASSISTANCE SUMMARY

Individual Assistance (IA) Assessment Summary  
**Structural Damages**  
 Greene County, MO  
 Date

Formula Measures			Estimated Values	
Category	Range	Percentage	Greene County Properties	Average Value
Affected	1-10%	Use 5% median	Residential	\$133,346
Minor	10-30%	Use 20% median	Commercial	\$324,200
Major	31-80%	Use 55% median	Multi-Family	\$167,017
Destroyed	81-100%	Use 100%		

Affected					
	Type	Value	Number	Factor	Estimated Loss
Residential	Single Family	\$133,346	0	0.05	0
	Multi-Family	\$167,017	0	0.05	0
	Mobile Homes	\$133,346	0	0.05	0
	<b>TOTAL</b>				<b>\$0</b>
Business	Commercial	\$324,200	0	0.05	0
	Industrial	na		na	
	<b>TOTAL</b>				<b>\$0</b>
<b>TOTAL AFFECTED ESTIMATED LOSS:</b>					<b>\$0</b>

Minor					
	Type	Value	Number	Factor	Estimated Loss
Residential	Single Family	\$133,346	0	0.2	0
	Multi-Family	\$167,017	0	0.2	0
	Mobile Homes	\$133,346	0	0.2	0
	<b>TOTAL</b>				<b>\$0</b>
Business	Commercial	\$324,200	0	0.2	0
	Industrial	na		na	
	<b>TOTAL</b>				<b>\$0</b>
<b>TOTAL MINOR ESTIMATED LOSS:</b>					<b>\$0</b>

Major					
	Type	Value	Number	Factor	Estimated Loss
Residential	Single Family	\$133,346	0	0.55	0
	Multi-Family	\$167,017	0	0.55	0
	Mobile Homes	\$133,346	0	0.55	0
	<b>TOTAL</b>				<b>\$0</b>
Business	Commercial	\$324,200	0	0.55	0
	Industrial	na		na	
	<b>TOTAL</b>				<b>\$0</b>
<b>TOTAL MAJOR ESTIMATED LOSS:</b>					<b>\$0</b>

Destroyed					
	Type	Value	Number	Factor	Estimated Loss
Residential	Single Family	\$133,346	0	1	0
	Multi-Family	\$167,017	0	1	0
	Mobile Homes	\$133,346	0	1	0
	<b>TOTAL</b>				<b>\$0</b>
Business	Commercial	\$324,200	0	1	0
	Industrial	na		na	
	<b>TOTAL</b>				<b>\$0</b>
<b>TOTAL DESTROYED ESTIMATED LOSS:</b>					<b>\$0</b>







**APPENDIX 10**

**DAMAGE ASSESSMENT SUMMARY**

Springfield/Greene County Emergency Operations Center (EOC) DAMAGE ASSESSMENT SUMMARY							
<b>Jurisdiction:</b>		Greene County		<b>Report Time:</b>		<b>Report Date:</b>	
<b>Disaster Event:</b>				<b>Event Time:</b>		<b>Event Date:</b>	
<b>Stats</b>	Population Yr: 2000	Below Poverty Yr: 2007	Sq. Miles Yr: 2009	Housing Units Yr: 2007	Median Income Yr: 2007	Av House Value Yr: 2008	
	240,391	13.70%	674.97	121,181	\$41,133	\$133,346	
<b>Disaster Summary</b>	Fatalities		Number of Shelters				
	Injuries		Number of People Sheltered				
	Hospitalized		Number of People In-Place Protection				
	Missing		Roads Closed				
	Evacuated		Critical Facilities affected				
	EOC Hours						
<b>Individual Assistance</b>	<b>Residential</b>	Type:	Destroyed	Major	Minor	Affected	Insured
		Single Family					
		Multi-Family					
		Mobile Homes					
		TOTAL:					
	Estimated Value Loss						
	<b>Business</b>	Type:	Destroyed	Major	Minor	Affected	Insured
		Commercial					
		Industrial					
		TOTAL:					
Estimated Value Loss							
Other:	# of business closed	# of employees	Average # of days closed				
<b>Emergency Response</b>	Estimate	Description					
			Est. Repair Costs	Est. Insurance Recovery	Estimated Uninsured Losses		
	<b>Roads</b>				0		
	<b>Water Control</b>				0		
	<b>Buildings and Equipment</b>				0		
<b>Category Types</b>	<b>Public Utility Systems</b>				0		
	<b>Other</b>				0		
	<b>Total</b>	0	0	0	0		
	TOTAL PA: Emergency Response + Uninsured Losses =					0	
<b>COMMENTS:</b>							

## **APPENDIX 11**

### **SEMA FORMS AND INSTRUCTIONS**

#### **ANNEXES**

- |  |                  |
|--|------------------|
| <b>1. Local Jurisdiction Situational Awareness Report</b>          | <b>ESF 16.19</b> |
| <b>2. SEMA Disaster Assessment Summary Completion Instructions</b> | <b>ESF 16.20</b> |
| <b>3. Damage Assessment Summary</b>                                | <b>ESF 16.21</b> |

# Local Jurisdiction Situational Awareness Report

**Date:** \_\_\_\_\_

**Time:** \_\_\_\_\_

**Contact Information:** (Provide as much information as possible.)

<b>County:</b>		<b>Jurisdiction:</b>	
<b>Name:</b>	<b>Title:</b>	<b>Phone:</b>	
<b>Email:</b>	<b>Fax #:</b>	<b>Cell:</b>	

**Local Emergency Operations Center Status:**

<b>LEOC Activated:</b>	<b>YES</b>	<b>NO</b>	<b>Hours of Operation:</b>
<b>Contact Name:</b>		<b>Title:</b>	
<b>Telephone:</b>	<b>FAX:</b>	<b>Cell:</b>	
<b>LEOC Physical Location:</b>			

**Situation Summary:** (Summarize the impact the disaster event had on the listed topics.)

<b>Summary of Event: (Include date &amp; time of actual event.)</b>	
<b>Fatalities:</b>	<b>Injuries:</b>
<b>Shelter Status: (Number of open shelters, location of shelters, people in shelters, etc.)</b>	
<b>Primary Home/Business Damage:</b>	
<b>Power Outages:</b>	
<b>Medical/Fire/LE Issues:</b>	
<b>Utility (Electric, Water, Sewage) Issues:</b>	
<b>Road/Bridge Issues:</b>	

**Local Actions:** (What actions have you taken?)

<b>Summary of Actions Taken:</b>

\*\*\*This is a situational awareness document ONLY. To request resources from the state, you MUST complete and submit a separate "Resource Request Form". Submit a "Local Jurisdiction Damage Assessment Summary" as detailed information becomes available.\*\*\*

SEMA FAX #: (573) 634-7966

**State Emergency Management Agency**  
**Disaster Assessment Summary Completion Instructions**

**Summary:**

This form is intended to provide local jurisdictions with a standard method of reporting initial and supplemental damage estimates to SEMA. This information will be used to assess the situation throughout the affected area. It will also be combined with other reported information and used to help decide on future actions.

These forms are intended to be cumulative. If you submit additional reports, all of the columns MUST show current totals. For example, if the first form you submitted showed sixteen residential structures damaged and you identify four more damaged residential structures, the next form you submit MUST show twenty damaged residential structures.

1. **Jurisdiction(s) Affected:** Please include the name of area affected, including county, and date of report.
2. **Disaster:** List the type, time and date of incident.
3. **Report by:** List name of person submitting report, his/her title, home and work phone numbers. This person will be SEMA's point of contact for additional information.
4. **Affected Individuals:** List affected individuals based on the category the individual fits in. Please assign individuals to only one of the six categories. For example, do not assign someone to the "injuries" category if they are already assigned to "hospitalized."
5. **Property Damage**
  - a. **Residence:** List the number of residential properties damaged as a result of the disaster (separated either by single family, multi family or mobile homes) in the categories provided. Provide a total dollar amount in estimated losses to residences.
  - b. **Business:** List the number of business properties damaged as a result of the disaster in the categories provided. Provide a total dollar amount in estimated losses to businesses.
  - c. **Public facilities:** List the estimate in dollars, the number of sites, and a brief description of damages in the six categories under Type of Work or Facility. Provide a total dollar amount in estimated losses to public facilities.

**Remember: The SEMA Logo on the top of the form means to send it to SEMA upon completion.**



**Initial Supplemental  
Disaster Assessment Summary**

1. **Jurisdiction(s) Affected** \_\_\_\_\_ Date \_\_\_\_\_
2. **Disaster: Type** \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_
3. **Report by: Name** \_\_\_\_\_ Title \_\_\_\_\_

Work Phone \_\_\_\_\_ Home Phone \_\_\_\_\_

4. **Affected Individuals: (Assign affected individuals to only one category.)**

- a. Fatalities \_\_\_\_\_ d. Missing \_\_\_\_\_
- b. Injuries \_\_\_\_\_ e. Evacuated \_\_\_\_\_
- c. Hospitalized \_\_\_\_\_ f. Sheltered \_\_\_\_\_

5. **Property Damage:**

a. Residence

	# Destroyed	# Major	# Minor	# Inaccessible	# Insured
Single Family					
Multi Family					
Mobile Homes					

**Estimated Loss to Residences \$ \_\_\_\_\_**

b. Business

# Destroyed	# Major	# Minor	# Insured

**Estimated Loss to Businesses \$ \_\_\_\_\_**

c. Public Facilities

Type of Work or Facility	Estimate	# of Sites	Brief Description of Damages
A. Debris Removal	\$		
B. Protective Measures	\$		
C. Roads & Bridges	\$		
D. Water Control	\$		
E. Buildings Equipment	\$		
F. Utilities	\$		
G. Parks and Recreation	\$		
<b>Total Estimate</b>	\$		

# ESF-1

## TRANSPORTATION

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## ESF-1

### TRANSPORTATION

**PRIMARY AGENCIES:** Greene County Highway Department  
Battlefield Public Works Department

**SUPPORT AGENCIES:** City of Battlefield  
Springfield-Greene County Office of Emergency Management  
Springfield-Greene County School Districts  
City Utilities of Springfield  
BNSF Railway Company  
Springfield-Branson Airport  
Center for Independent Living  
Council of Churches  
Traffic Management Center

#### I. PURPOSE

In the event of a disaster, supplementary transportation resources may be needed prior to, during, and after the disaster. Additional transportation may be required for bringing emergency equipment and supplies into the disaster area(s). In addition, access to mass care shelters for disaster victims must be provided and transportation to these places is essential. Local transportation planning will be directed toward satisfying three primary demands:

1. Satisfy the transportation requirements of people with functional needs, including those with transportation challenges.
2. Provide transportation assistance to local, state, or federal government entities and voluntary organizations upon request or as needed.
3. To facilitate both obtaining and using civil transportation capacity for local, State, and Federal entities and voluntary organizations if such support is required.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. A significant disaster will require transport of functional needs people to hospitals and mass care shelters.
2. The following demands must be addressed during the initial disaster period:
  - a. Transportation to and from mass care centers.
  - b. Consolidation of shelter populations with Mass Care (**ESF-6**).
  - c. Transportation of functional needs residents in cooperation with Public Health (**ESF-8**).
  - d. Transportation support and assistance to all other ESF agencies.
  - e. Transportation of supplies, equipment, and tools to designated areas.

##### B. Assumptions

1. Most people will not require supplemental transportation to evacuate an effected area.
2. The area/regional transportation infrastructure will sustain damage. The damage will influence the means and accessibility for relief services and supplies.

3. Disaster responses that require transportation capacity will be difficult to coordinate effectively during the immediate post-disaster period.
4. Gradual clearing of access routes will permit a sustained flow of emergency relief, although localized distribution patterns will be disrupted for a significant period.
5. The requirement for transportation capacity during the immediate lifesaving response phase will exceed the availability of local controlled or readily obtainable assets.

### III. CONCEPT OF OPERATIONS

#### A. General

The only provider of public transportation in Greene County is Springfield City Utilities, which in the event of a catastrophic incident will provide public transportation to the unincorporated areas of Greene County. All school districts within Greene County have transportation resources at their disposal, as do several churches.

#### B. Actions to be Taken by Operational Time Frames

##### 1. Mitigation

- a. Special procedures should be developed by each transportation entity to handle disaster situations where transportation may be needed.
- b. As opportunities arise, transportation infrastructures should be designed with minimum vulnerabilities, with the most probable being flooding.

##### 2. Preparedness

- a. Ensure protection of all transportation personnel and equipment.
- b. Train personnel in emergency procedures including CBRNE awareness.
- c. Review all ESF's of this plan to clarify transportation roles.
- d. Maintain emergency procedures to include, but not limited to, the following:
  - Call-up lists.
  - Priorities for equipment usage.
  - Priorities for repair of out-of-service equipment to make roads ready for use.
  - Develop priorities for handling functional needs populations.
  - Update locations listings for pre-positioning of resources post-disaster.
  - Support to other agencies.
- e. Establish contact with public and private resources that could provide support during an emergency.
- f. Participate in drills, tests, and exercises to include critique and follow-up actions.

##### 3. Response

- a. Coordination will be established with the EOC or Incident Commander to prioritize and develop strategies for any initial responses.
- b. Identified primary and support personnel will send liaison to EOC if activated.
- c. Coordinate all transportation movements through EOC or the Incident Commander. The Transportation Liaison will work closely with EOC staff and personnel from Resource Management (**ESF-7**).
- d. Establish communications with field personnel and ensure that communications links are intact.

- e. The Mass Care Coordinator (see **ESF-6**) will coordinate ground transportation to mass care shelters.
- f. The Public Health and Medical Coordinator (see **ESF-8**) will coordinate with this ESF for the evacuation of functional needs populations.
- g. Notify EOC of roadways that need clearance for emergency purposes.
- h. Move resources and materials to pre-designated locations for distribution to and throughout the affected area(s).
- i. Priorities will continually be reassessed to address the most critical transportation needs and develop strategies.
- j. Ensure railroad crossings and tracks are clear and functioning.

4. **Recovery**

- a. Upon request, transportation resources will be provided to assist recovery activities for personnel and equipment.
- b. Develop recovery actions and strategies.

**IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

**A. Primary Agencies:**

**Greene County Highway Department  
Battlefield Public Works Department**

- 1. Implement emergency-related functions to include prioritization and allocation and/or tasking of all public sector transportation capacity.
- 2. Coordinate the provision of transportation capacity in support of disaster relief and recovery efforts.
- 3. Act as liaison and point of contact for the Transportation ESF at the EOC.
- 4. Direct ESF resources and personnel in support of assigned missions.
- 5. Set up fuel supply priority for securing operating supplies during events.
- 6. Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

**B. Support Agency:**

**City of Battlefield**

- 1. Ensure proper message handling.
- 2. Maintain EOC readiness in the event of a disaster involving the use of this ESF.
- 3. Coordinate with all support agencies to ensure agencies have all appropriate and needed resources.
- 4. Coordinate records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

**Springfield-Greene County Office of Emergency Management (OEM)**

OEM will participate as a support agency if the City of Battlefield becomes overwhelmed and requests additional support.

**Springfield-Greene County School Districts**

- 1. Provide large capacity vehicles and drivers for use in evacuations and group movements.
- 2. Provide to the Transportation Liaison an inventory of buses including the number of buses that are wheelchair accessible, bus availability during school and non-school hours, and total number of available buses.
- 3. Assist with coordination of transportation to shelters.

4. Provide oversight and dispatch to vehicles.
5. Provide representative to EOC.

**Springfield-Branson National Airport**

1. Assist with coordination of air transportation.
2. Update the Transportation Liaison as to the status of the Springfield-Branson National Airport, and Downtown Airport (if known).

**City Utilities of Springfield**

Provide large capacity vehicles and drivers for use in evacuations and group movements.

**Council of Churches**

Provide ground transport as requested.

**Center for Independent Living**

Provide ground transport as requested for citizens with functional needs.

**Burlington Northern Santa Fe Railway Company (BNSF)**

Transport supplies and equipment into and out of disaster region as needed.

**C. State Support Agencies**

**Missouri Department of Transportation (MoDOT)**

To assess damage to state right of way and coordinate with the EOC and First Responders to clear priority routes of debris first. Secondly, to assist in transporting supplies and equipment as the needs are established and coordinated through the EOC.

**Missouri State Highway Patrol (MSHP)**

Provide aerial and ground transport as needed.

**Missouri Air National Guard**

Provide aerial transport as requested.

**Civil Air Patrol (CAP)**

Light air transport capability for human blood, tissue or organs, equipment, passengers, or search dog teams to austere or remote airfields (subject to FAA rules).

**D. Federal Support Agencies**

**Department of Transportation (DOT)**

Coordinate the provision of Federal and civil transportation capacity in support of Federal agencies, State and local governmental entities, and voluntary organizations including contracting of such resources when required.

**V. DIRECTION AND CONTROL**

- A.** All Transportation assets will be controlled and assigned from the EOC.
- B.** The position of Ground Transportation Liaison may be appointed by the Logistics Section Chief in the EOC.
- C.** The Transportation Liaison will relocate to the EOC, if needed. Communications for transportation personnel in the field will be provided by their own radio-equipped vehicles and will keep their dispatch centers updated on their operations through their representative at the EOC.

- D. Outside resources will be under the direct control of the agency supervisors, but will be deployed by the EOC and controlled by the on-site commanders.

## **VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

Resources for this function will be requested through Direction and Control as explained in the Basic Plan.

### **B. Logistics**

1. Normal hiring procedures for hiring outside contractors can be circumvented, but only when authorized in writing by the chief elected official present (**ESF-5 and 7**).
2. Other emergency supplies should be procured through normal procurement channels when possible. If normal channels are inappropriate and procurement is made direct, adequate records should be kept.

## **VIII. ESF DEVELOPMENT AND MAINTENANCE**

- A. It is the responsibility of the Springfield-Greene County Office of Emergency Management in cooperation with the City of Battlefield and the Transportation Liaison to support the maintenance of this ESF and will be done on an annual basis.
- B. They will participate in regularly conducted drills and exercises and incorporate the results into the ESF.
- C. The SOPs/SOGs will be maintained by the sub-department heads that have been assigned the task.

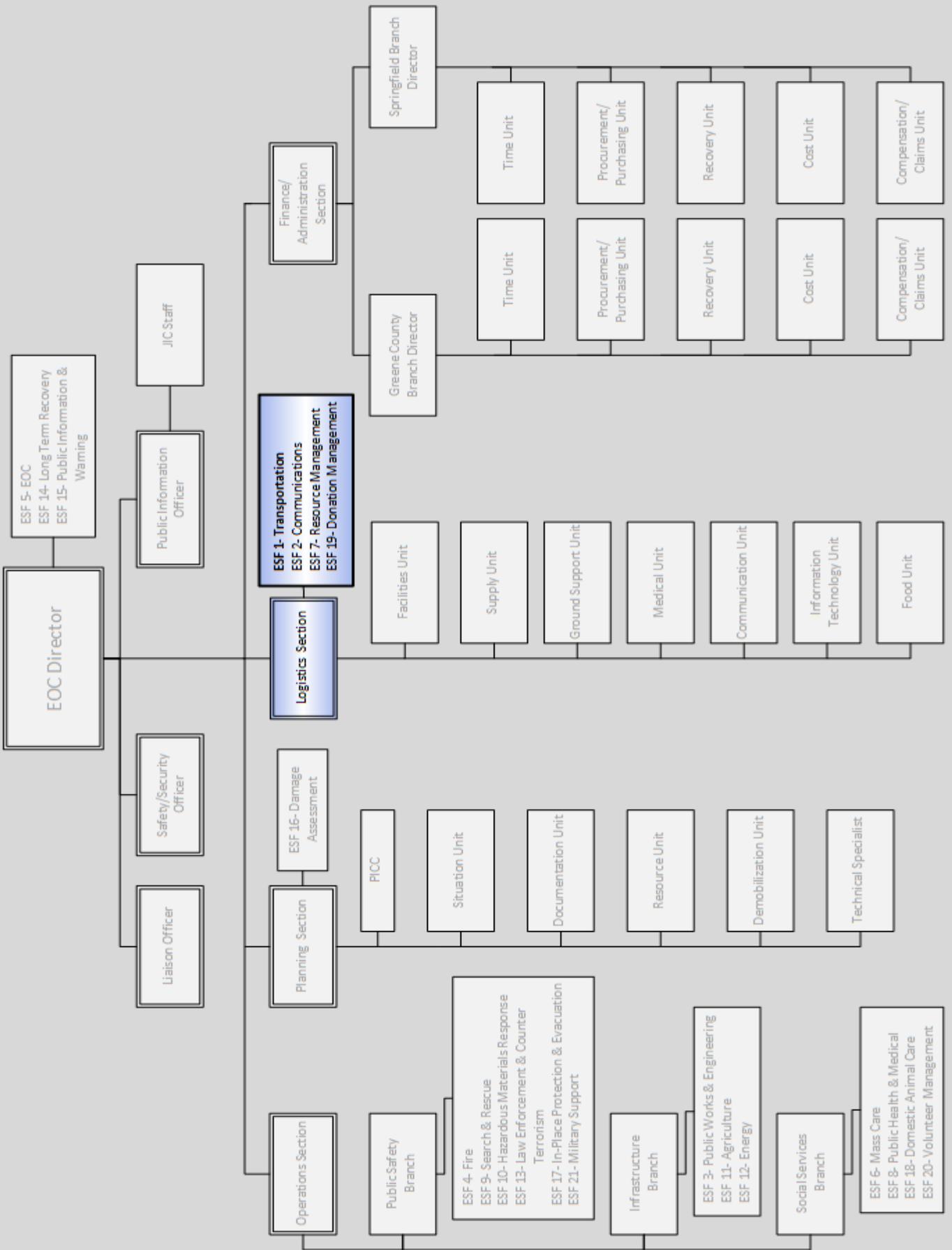
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## **APPENDIX 1**

**This is a restricted document**

# APPENDIX 2 ORGANIZATIONAL CHART



## APPENDIX 3

### TRANSPORTATION SUPPORT CAPABILITIES

#### CENTER FOR INDEPENDENT LIVING

General Population:  
Number of Buses Available: 2  
Capacity: 15-18 people per bus without wheelchairs  
Each bus can hold up to 3 wheelchairs.  
11-12 people on bus with 3 wheelchairs.

#### CITY UTILITIES OF SPRINGFIELD, MISSOURI (Phone 831-8804)

General Population:  
Number of Buses Available: 30 (25 people per bus)  
Capacity: 1,000 Adults

Special Population (Disabled):  
Number of Buses Available: 5  
Capacity: 4 wheelchairs and 6 handlers per bus  
Total capacity: 50 adults.

#### SPRINGFIELD PUBLIC SCHOOL SYSTEM (Phone 523-0500)

General Population:  
Number of Buses Available: 104 (19 of these are smaller buses)  
Capacity: 6,000 Adults (total all buses)

Special Population (Handicapped):  
Number of Buses Available: 16  
Capacity: see above

#### GREENE VALLEY STATE SCHOOL (Principal: Peggy Robinson Phone 865-4384 (Home) 895-6848 (Office))

General Population:  
Number of Buses Available: 6 (wheelchair accessible)  
Capacity: variable

Special Population (Handicapped):  
Number of Buses Available: 1 (wheelchair accessible)  
Capacity: variable

#### ALSO AVAILABLE:

Approximately 600 additional buses and vans may be available from the private schools, colleges, churches, etc.  
(See resource list in the EOC)

## ESF-2

### COMMUNICATIONS

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## ESF-2

### COMMUNICATIONS

**PRIMARY AGENCY:** Springfield-Greene County Emergency Communications Center

**SUPPORT AGENCIES:** City of Battlefield  
Springfield-Greene County Office of Emergency Management  
Radio Amateur Civil Emergency Service  
Amateur Radio Emergency Services  
City Utilities  
Mobile Career Center

#### I. PURPOSE

This ESF addresses standard operating guidelines for daily use of Greene County communications systems, as well as for emergencies and large-scale disasters.

The ability of the City of Battlefield to direct emergency forces through adequate communications and notification is essential to effective operations in an emergency/disaster. This ESF is developed to provide information and guidance concerning available, or potentially available, communications of Battlefield, due to the need to notify response agencies in a timely manner and to have those agencies communicate with one another once they begin a disaster response. Poor communications results in poor coordination. The purpose of this plan is to outline communication and notification procedures and policies when multiple agencies are either involved in one incident or there are simultaneous multiple incidents that require resource coordination.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

The National Incident Management System (NIMS) requires every jurisdiction to have “implemented and institutionalized processes, procedures, and/or plans to ensure an integrated communications capability, which includes:

- The development and use of a common communications plan.
  - The development and use of interoperable communications processes and architectures.
1. The City of Battlefield could find itself subjected to many hazards that require activating emergency communications.
  2. Primary communications during times of emergency or disaster will be done through the use of normal methods and the 800 MHz. Trunk Radio System (TRS). Communications functions will be maintained in the EOC on a 24-hour a day basis, as required by the event. Should primary communications fail (catastrophic event), redundant amateur radio systems will be activated and assigned response missions.
  3. The 800 MHz. TRS has multiple redundancies built-in. The systems base components are hardened and have reserve power systems. The TRS is utilized daily across response organizations and has a three tier fail safe system that is extremely robust for both daily and emergency operations.
  4. Two-way radio redundancy is provided through agreements with RACES and ARES to ensure adequate communications exists in worse case scenarios.

5. Volunteer personnel, unassigned communications personnel, or amateur radio operators may be utilized to augment EOC communications.
6. Greene County along with the City of Battlefield has trained volunteer weather spotters through the SKYWARN network. Among these are Amateur Radio (HAM) operators who can provide weather communication and information to the National Weather Service Office and the OEM during severe weather.
7. Public safety personnel can report severe weather information through the county-wide trunked 800 MHz. radio system on the WxNet (B15).
8. Ultimate responsibility for developing and maintaining emergency communications and capability rests with local government.
9. Communications for the city of Battlefield will be controlled by the Springfield-Greene County Emergency Communications Center (ECC) and supported by the Office of Emergency Management. These organizations closely monitor and coordinate communications.
10. The main supplier of dry copper service in Greene County is AT&T. There are smaller alternate providers of dial tone in Greene County as well. The three primary wireless providers are Verizon, AT&T and Sprint.
11. The following agencies have Telephone Device for the Deaf (TDD) capability:

Cox Health Systems	-	-	-	269-8116
Cox Health Systems, Walnut Lawn	-	-	-	269-6155
(Nursing Office number, request TDD Unit to be taken to facility needed)				
Cox Paramedic Dispatch	-	-	-	269-8117
Emergency Communications Center	-	-	-	911
Greene County Court House	-	-	-	862-6725
Greene County Sheriff's Office, Records	-	-	-	829-6285
Lakeland Hospital	-	-	-	865-5223
Mercy/St. John's Paramedics	-	-	-	820-3636
Ozarks Community Hospital	-	-	-	837-4001
Relay Missouri, Voice Line	-	-	-	711
				800-735-2466
Springfield-Greene County OEM	-	-	-	869-6040
TDD Line	-	-	711	-
				800 735-2966

**B. Assumptions**

1. The Primary communication and notification systems are adequate to deal with most emergency/disaster situations in City of Battlefield, but in a severe emergency/disaster, utilization of the back-up or redundant communication or notification systems may be required.
2. Greene County hazard potentials are well defined, but can vary in scope and magnitude. County communication and notification systems were designed to be utilized within an all-hazards environment and are expected to function and are sufficiently robust to conduct response and recovery operations in the face of any of the following hazards identified by City of Battlefield:

City of Battlefield Hazards	
Natural Hazards	Human-Caused Hazards
Dams	Chemical Hazards
Droughts	Biological Hazards
Earthquakes	Radiological Hazards
Extreme Heat	Nuclear Hazards
Flooding	Explosives
Land Subsidence (Sinkholes)	Civil Disorder
Thunderstorms/Tornadoes	Technological Hazards
Wildfires	Waste
Winter Storms	

3. Due to built-in redundancies, the existing communications in Greene County and its municipalities should survive and remain functional during a likely disaster/emergency event that results from the hazards that have been identified by City of Battlefield.
4. Amateur Radio (HAM) operators with equipment and skills are available in the area and can assist during disaster situations.
5. In most cases, the incident commander on the scene, through the communications center (dispatching personnel) will make the initial determination that a declared emergency/disaster has occurred or is developing (see **Basic Plan**).

### III. COMMUNICATION SYSTEMS

#### A. Primary Communications System - Greene County 800 MHz. Trunk Radio System (TRS)

##### 1. General Operations – Internal Communications

- a. Primary communications for Greene County agencies during times of emergency or disaster will be done through the use of the 800 MHz. Trunk Radio System (TRS).
- b. The Springfield-Greene County Trunked Radio System (TRS) is a cooperative effort between the City of Springfield, Springfield City Utilities and Greene County to provide radio communications in Greene County.
- c. Within the TRS, individual talk paths are called talk groups and have a name assigned to them for identification (i.e. CWCALL for county-wide calling).
- d. Most radios in the system have profiles which are split up into 3 zones of talk groups: A, B and C.
  - In most profiles, Zone A is used for the talk groups specific to a certain agency and is primarily used for internal communications.
  - Zone B is dedicated to interoperability between agencies and is programmed the same in every radio within the TRS.
  - Zone C contains talk groups assigned to other entities that the user may need to communicate with on a regular basis to perform essential job functions

- e. The Emergency Communications Center (ECC) is responsible for and authorized to implement County Wide TAC channels.
- A TAC channel may be requested by a responding agency.
  - It is the responsibility of the responding agencies to utilize the channels assigned and for the Incident Commander or designated COML to request additional channels as determined by event growth.
  - Compliance with this directive is required by all participating agencies.
- f. The EOC will communicate with City Utilities during utility emergencies on 800 MHz radio system; **(CU/STORM)**.
- g. All county and municipal public safety agencies within Greene County, as well as several other support agencies are currently utilizing the 800MHz Trunked Radio System. Specifically, this includes but is not necessarily limited to the following:

<u>Law Enforcement</u>	<u>Fire Protection</u>	<u>Emergency Medical Services</u>	<u>Other</u>
<ul style="list-style-type: none"> <li>• Willard</li> <li>• Battlefield</li> <li>• Greene County Parks</li> <li>• Greene County Sheriff</li> <li>• Fair Grove</li> <li>• Republic</li> <li>• Springfield</li> <li>• Springfield-Branson National Airport</li> <li>• Strafford</li> <li>• US Marshall Service</li> <li>• Walnut Grove</li> <li>• Willard</li> </ul>	<ul style="list-style-type: none"> <li>• Willard</li> <li>• Battlefield</li> <li>• Bois D'Arc</li> <li>• Brookline</li> <li>• Ebenezer</li> <li>• Fair Grove</li> <li>• Logan-Rogersville</li> <li>• Pleasant View</li> <li>• Springfield</li> <li>• Springfield-Branson National Airport</li> <li>• Strafford</li> <li>• Republic</li> <li>• Republic West</li> <li>• Walnut Grove</li> <li>• Willard</li> </ul>	<ul style="list-style-type: none"> <li>• Cox EMS</li> <li>• Mercy EMS</li> </ul>	<ul style="list-style-type: none"> <li>• City Utilities</li> <li>• GC Hwy Dept</li> <li>• Greene County Parks</li> <li>• MSU Public Safety</li> <li>• Municipal EMA's</li> <li>• Office of Emergency Management</li> <li>• Springfield Downtown Airport</li> <li>• Springfield Pubic Works</li> <li>• Springfield Schools</li> <li>• Surrounding Counties Communications Centers</li> <li>• Battlefield Public Works</li> </ul>

h. Additional Radio Cache

- Several key agencies playing critical roles in the response and recovery plans for Springfield and Greene County are not regular subscribers to the 800 Mhz Radio System. To ensure that this communication system can be utilized for all aspects of response and recovery, the Springfield-Greene County Office of Emergency Management (OEM) maintains a cache of radios that can be allocated to support the City of Battlefield for response and recovery personnel that may not have a radio.
- Spare radios can be provided to established points of contact from all primary and support agencies involved in emergency response and recovery operations
- The spare radio cache is maintained by the logistics section of the Springfield-Greene County Emergency Operations Center.

2. **Interoperability – Zone B Capabilities**

a. CWTAC1 through CWTAC8

- Talk groups *CWTAC1* through *CWTAC8* are system-wide interoperability talk groups located in Zone B that appear on all radios within the TRS.
- These talk groups are intended to provide interoperability through a common communication channel for all agencies who may be responding or involved in a disaster or emergency event.

b. ICALL

- *ICALL* is a National Public Safety Planning Advisory Committee (NPSPAC) 800 MHz national mutual aid calling channel.
- *ICALL* is a conventional channel with a repeater located at the Springfield Center radio site, which is adjacent to the Springfield-Greene County Emergency Communications Center.
- *ICALL* Channel is NOT the same as the VHF Law Enforcement Mutual Aid utilized by the Missouri State Highway Patrol.
- *ICALL* is a national channel that most 800 MHz public safety users have access to across the country. Within our TRS system a user must be able to contact the repeater in Springfield. Likewise, most other 800 MHz public safety systems across the country monitor this channel to assist incoming units.

c. ITAC1

- *ITAC1* is also a NPSPAC national mutual aid tactical channel.
- Within our TRS system a user must be able to contact the repeater in Springfield. Likewise, most other 800 MHz public safety systems across the country monitor this channel to assist incoming units.

d. ITAC2D through ITAC4D

- Talk groups *ITAC2D* through *ITAC4D* are simplex channels within the TRS.
- These *ITAC* channels are also NPSPAC mutual aid channels, but they are conventional channels with no repeaters.

- These channels would most likely be used by Greene County agencies that are operating outside the range of the Greene County 800Mhz TRS.
- These channels can be linked by a cross-band repeater in the field to VHF or UHF channels to allow the Greene County units to have access to other agencies radio systems.
  - Greene County currently owns 6 cross-band repeaters that can be used for this purpose.
  - Other available communication resources to assist with this are the Region D Mobile Communications Vehicle (Skylab) and Incident Command Radio Systems (ICRS) boxes.

e. Weather Net (WxNet)

- The *WxNet* is utilized for interoperable communications by all Greene County stakeholders in monitoring potential and pending severe weather events.
- This channel is controlled by the Springfield-Greene County Office of Emergency Management with a direct link to Springfield National Weather Service and the ECC.
- OEM receives severe weather reports from trained professional spotters in Greene County and relays the information to the National Weather Service (NWS). Information is also disseminated through this channel to other agencies.

f. ReGrp

- The *ReGrp* channel position is dedicated to dynamic regrouping, allowing use of the radio system to reprogram the radios in the system in a disaster situation.
- This feature would be used in an extreme emergency to place certain radios in a talk group together to directly communicate.

3. **Outside Agencies – Communicating with higher (State and Regional) and lateral (between other counties) emergency personnel and key stakeholders**

- a. If an agency or entity responds that may not have access to the Greene County Trunk Radio System (TRS), they can be accommodated by either being issued a TRS radio by one of the response agencies or by requesting activation of one of the six cross-band repeaters that are available in the county (OEM/911, Springfield Fire, Springfield Police, Logan-Rogersville Fire, Cox EMS, Mercy EMS, Mobile Communications Unit (Skylab) and ICRS box). It is expected that state and regional entities responding to disasters and events in Greene County will primarily utilize this method for communication.
- b. *CWCALL* is the calling channel that users outside the primary dispatch responsibility of Springfield-Greene County ECC will use to contact Springfield dispatch.
- Several agencies have access to this talk group such as the City Utilities of Springfield, all of the county sheriff's departments that surround Greene County and the Springfield-Branson National Airport.

- Users outside the TRS system can make a request directly to the ECC or can request a tactical talk group to interact with one of the other agencies that reside on the TRS system. This talk group is monitored at ECC at all times.
- c. Multi-agency Coordination (MAC) policies and procedures will apply when:
- Multiple agencies are involved in one incident, or
  - During simultaneous multiple incidents that require resource coordination.
- d. The State of Missouri’s Tactical Communications Interoperability Plan (TICP) and the Region D Mutual Aid Plan includes inventory and procedural information for interoperable communications at the regional level. These plans also establish accepted methods and frequencies of communications at the higher, lateral and lower levels.
- e. The City of Springfield and Greene County have provided 800Mhz base stations to the Emergency Communications Centers in all adjacent counties in order to facilitate interoperable communications laterally between multiple jurisdictions. These radios can be utilized to provide a coordinated response for mutual aid and large response purposes.
4. **Built-in Redundancies / Fail Safe Capabilities**

- a. The Greene County 800 Mhz. Trunked Radio System (TRS) is built with three different fail safe features.
- **System One- Site Trunking:** When the system switches to this mode, ECC loses consoles, and radios lose features such as private call and call alerting. Otherwise end users will see little difference.
  - **System Two- Fail Soft:** When the system switches to this mode, the entire TRS is reduced to 18 conventional radio channels. Most TRS agencies are pre-assigned the following channels:

<b>FAILSOFT: Agency/Jurisdiction Groupings</b>	<b>Channel Assigned</b>
Cox EMS, Mercy EMS, MSU Security	1
SPD Southside, SPD Detectives	2
SPD Northside	3
SPD Tactical Channels/Administration, Animal Control	4
Federal Assignments/Law Enforcement Special Teams	5
SFD Dispatch and Hazmat	6
SFD Ops/Training/Special Events	7
Zone B Tactical Channels, OEM, Health Department	8
Municipal Law Enforcement, GC Sheriff/Jail	9
GC Sheriff Tactical	10
Jail CERT	11
GC Fire Protection Districts	12
GC Highway Department	13
City of Republic	14
C.U. Electric	15
C.U. Gas/Water	16
C.U. Transportation	17
C.U. Meters/Security/Telecommunications	18

- **System Three-NPSPAC:** In the event of a catastrophic primary Greene County TRS failure, all 800 Mhz. trunked systems users must change their radios to the appropriately designated Zone B, *ICALL* Talk-Group as specified by the Emergency Communications Center (ECC). The following procedures will be utilized post 800 Mhz. system failure:
  - All 800 Mhz. trunked system users will immediately turn their radios to Zone B, Talk- Group B-10 (ICALL).
  - The users will then standby for instructions from the ECC on further channel usage.
  - The ECC will make regular outage announcements and give instructions to users via ICALL.
  - Due to the total number of TRS users, traditional public safety units (law enforcement, fire, EMS) will be give preference to all radio traffic and usage.
- b. Should Greene County sustain a catastrophic failure of the 800 MHz. TRS, the OEM will initiate the ARES and/or RACES plan to provide jurisdictional two-way radio coverage to the extent possible or practical.

5. **Testing/Maintenance**

- a. The Greene County 800 Mhz. Trunked Radio System (TRS) is regularly tested in order to maintain a state of readiness.
- b. The results of tests performed on the TRS are documented digitally and any discovered problems are addressed.
- c. Testing and maintenance for the TRS is the responsibility of Springfield City Utilities.
- d. Power Systems Test
  - A power system test is performed monthly at all primary radio tower sites as well as the radio Central Electronics Facility.
  - Power system tests provide opportunity for back up generators to be tested to ensure that a power outage will not result in system failure.
- e. System Optimization Test
  - Once per year a system optimization test will be performed to ensure that all radio infrastructures are operating properly and within allowed limits.
  - Complete results for all tested sites are documented and saved digitally.
- f. System Monitoring
  - The TRS utilizes the Motorola System Control and Data Acquisition system (MOSCAD) to continually monitor and perform tests on the system on a 24/7 basis.
  - The MOSCAD system continually monitors connectivity with all aspects of the TRS and provides alarms and alerts that can be sent through a variety of methods to radio maintenance personnel.
  - A digital history of all alerts and results is documented digitally within the MOSCAD system.

**B. Alternate (redundant) Communications System - Amateur Radio Emergency Services (ARES) / Radio Amateur Civil Emergency Services (RACES)**

**1. General Operations**

- a. The Emergency Management Director or his/her designee can request ARES activation based on response efforts working for:
  - Safety of life;
  - Preservation of property;
  - Alleviation of human suffering and need;
  - Any disaster endangering the public;
  - Acts of terrorism or war; or
  - Testing and drills.
- b. The Emergency Management Director or his/her designee can contact the ARES Emergency coordinator and request that all necessary members be activated. The following information will be provided upon activation:
  - Number of ARES members needed
  - Location(s) where ARES members are needed
  - Frequency or frequencies ARES members are to monitor and/or utilize
    - Primary channel – 147.225
    - Simplex channel – 146.400
    - Third channel – 145.490
  - Check-in location(s)
- c. The Emergency Management Director will coordinate with the American Red Cross for any potential ARES communication needs to support their command center, mobile center, and/or established shelters.
- d. ARES members will be activated by the ARES Emergency Coordinator following the ARES phone activation list. If phone service is not available, all ARES members are expected to check in to the designated frequencies in the order noted above.
- e. All ARES members are expected to carry their identification badges.
- f. The ARES Coordinator or his/her designee will serve as net control for the ARES members from the EOC or designated location and will track all ARES members participating along with their assignment locations.
- g. During Wartime Emergency Situations, RACES/ARES members will:
  - Only communicate with other RACES members,
  - Will utilize the designated frequencies outlined in **Appendix 3** of this ESF.
- h. The Emergency Management Director or his/her designee will be assigned responsibility for the demobilization of all ARES members through the ARES Coordinator.

**2. Interoperability**

- a. Interoperability is vitally important for ensuring continued operations of Amateur radio communication.
- b. Interoperability in this document refers to the ability of ARES groups and individuals involved in a coordinated response to communicate with each other.

- c. In the event of an emergency or exercise, an interoperability plan can address connectivity issues and increase the effectiveness and speed of the response.
- d. Greene County ARES follows the State-wide Missouri ARES Interoperability Plan.
  - The Missouri ARES Interoperability Plan is designed to augment your existing Greene County ARES structure.
  - A Copy of the Missouri ARES Interoperability Plan is Located at the Springfield-Greene County Emergency Operations Center for reference. For additional specific information regarding interoperability within the ARES communication system, please see that document.

3. **Testing/Maintenance**

- a. Greene County ARES utilizes a weekly “check-in” net every Thursday evening as a test to insure equipment is in working order, and to hear how others sound to aid in voice recognition in case of an emergency operation.
- b. Representatives checking in on the net will be logged by net control and equipment will be evaluated for serviceability.
- c. Any known issues such as frequency interference or repeater issues will be relayed and documented

**C. Alternate (redundant) Communications System - Missouri Statewide Interoperability Network (MOSWIN)**

1. **General Operations**

- a. The Missouri Statewide Interoperable Network (MOSWIN) system is an APCO Project 25 (P25) trunked statewide radio network operating primarily in the VHF frequency band, with some 700/800 MHz P25 system integration. The network was designed to meet the internal communications needs of a number of state agencies and serve as the primary interoperable communications platform for municipal, county, state and federal first-responder agencies in Missouri.

The State of Missouri has defined MOSWIN interoperability as “the ability to access the statewide MOSWIN network, not requiring the ability for local agencies to operate on the system all the time”. MOSWIN P25 digital trunked interoperability talkgroups shall be used for interoperable communications during wide area incidents or events where departments, either law, fire, EMS, or County governments require mutual aid response. Therefore, local agencies can access the MOSWIN system incrementally and use the statewide network for interoperability purposes, while retaining their own systems for operability.

Each of Missouri’s 24/7 public-safety answering points (PSAPs) is equipped with a control station that can access statewide and regional interoperable talk groups. This allows the PSAPs’ dispatched agencies access to MOSWIN via a console patch.

Region D PSAPs regularly practice their access to the MOSWIN system through the use of regular “Roll Call” exercises.

Current MOSWIN policy in Region D provides that PSAPs normally select the Region D IO Call talkgroup and monitor the MOSWIN Statewide “County All”, “County Travel” and “MO IO Call” talkgroups.

Local agencies can purchase their own subscriber units and join the system at no charge and without an ongoing charge for access to the system. Agencies are responsible for the purchase and upkeep of their own subscriber units.

## 2. **Interoperability**

- a. For purposes of interoperability, the system has five Statewide Interoperability Talkgroups and five Regional Interoperability Talkgroups for each of the 9 Regions. For more information on MOSWIN go to [moswin.mo.gov](http://moswin.mo.gov). The shared regional talkgroups have been designed for mutual aid incidents or events within Missouri. These talkgroups provide communications capabilities to command and operational personnel that are responsible for incidents requiring multiple jurisdictions and assets.
- **County ALL:** The “County All” talkgroup is intended to facilitate agency to agency, multi-discipline Interoperable communication within a specific county. Traffic is permitted on this channel without MOSWIN coordination. It should be noted this is a countywide talkgroup utilized by all users in the county. As such, this talkgroup will support traffic from all disciplines so there should be no expectation by users that this talkgroup is private.
  - All talkgroup members are responsible for developing their own protocol for talkgroup use.
  - **County Travel:** MOSWIN will mandate the programming of the "County Travel" talkgroup into each member radio originating within a specific county. "County Travel" talkgroup use is defined under Itinerant use. Itinerant use is defined as non-mission critical radio communications in support of units operating outside of their originating county with the need to remain in contact with their home dispatch.
  - **Regional Interoperable Talkgroups - Regional I/Os**  
Five Regional I/O talk groups per region are common to all MOSWIN radios and can be used to communicate with other MOSWIN system users region-wide. PSAPS throughout each region must have these talk groups programmed into their control station. Regional I/O talkgroups are for emergency, mission-critical communications. Every PSAP must scan their Region "Call". If the PSAP borders another Region it may scan the bordering Region "Call" as well. Region Call is the designated a calling channel.
  - **Statewide Interoperable Talkgroups - Statewide I/Os**  
Five statewide I/O talk groups are common to all MOSWIN system radios and can be used to communicate with other system users statewide and across multi-disciplines. Control stations at PSAPS throughout the state SHALL have these talk groups. Where the regional interoperability talk groups are intended for coordination of multiple incidents within a region, the statewide interoperability talk groups are intended for coordination of incidents and resources in multiple regions. Statewide interoperability talk groups have inter-regional coverage and can be used by users roaming outside their home region. MO IO Call is a statewide interoperability talk group used as a hailing/calling channel and it is recommended that it be scanned as a secondary to the regional calling channel. Statewide interoperability talk groups are non-discipline specific. Regional and Statewide Event Talkgroups

- Five Regional and Five Statewide Event talk groups have been provisioned in the system for special event usage for each region. These are available to any system users who wish to have them programmed in their radios. Participants may use some, none, or all. The talk groups are normally disabled in the system and must to be activated for a specific duration on a site by site basis with prior request to MOSWIN System Administration. These talk groups can be requested by any system user agency to be used for multi-discipline communications by system users involved in the event.

b. Procedures for assignment of regional talkgroups:

- The incident commander (IC) should request an incident be moved to a regional talkgroup from County All. County All serves as the calling talkgroup. Moving to a regional I/O will allow continuing communications during the emergency incident.
- It will be the responsibility of the incident commander (IC) to collaborate with their primary dispatch center to arrange the movement of the incident to a Regional I/O. It shall be the responsibility of the primary dispatch center to ensure that the regional talkgroup(s) is available for use.
- The incident commander (IC) will have the responsibility to establish the COMMAND CHANNEL for the incident. The IC will then assign the Region Fire TAC, Region LAW TAC, or Region Emergency Medical Service (EMS) TAC as the working incident talkgroup or on scene talkgroup between units.
- While enroute, outside resources shall communicate on the Region Call or Statewide Call. The resource shall utilize this talkgroup to communicate with the IC, obtain directions, check in to the incident, and be directed to the appropriate talkgroup as needed.
- The IC should implement other Regional and/or Statewide I/Os as the incident communications deem necessary. Once the IC assigns an alternate Regional I/O channel, the IC, or his or her designee, shall monitor that I/O, in addition to any TAC channels already being monitored.
- The IC will make proper notification to all on scene units and MOSWIN System Administration if Regional and/or Statewide Event talkgroups are needed to be activated to accommodate the incident as it evolves. IC will need to contact MOSWIN System administration to release the use of the Regional and/or State event talkgroups when the incident is complete.

c. Procedures for assignment of regional event talkgroups:

- Regional and Statewide Event talkgroups are available and require contacting MOSWIN System Administration with a request and justification for activation. Upon, MOSWIN System Administration approval, the requested Regional Event talkgroup(s) will be activated and available for use.
- These talkgroups should be used for primary non-emergency events such as: parades, air shows, fairs, sporting events, or other large crowd gathering events. The IC or communications coordinator for the event shall follow the same procedures as above when requesting the use of Regional EVENT 1, 2, 3, 4, 5 talkgroups.

- The Regional EVENT talkgroups can also be used as "over flow" talkgroups on an EMERGENCY incident as the incident requires and the IC or communications coordinator deems necessary.
- The IC will make proper notification to all on scene units and MOSWIN System Administration to release the use of the Regional Talkgroups when the incident is completed.
- Use the MOSWIN interoperability talkgroup procedures whenever requesting, using, or discontinuing use of shared resources on the MOSWIN systems

3. **Testing/Maintenance**

- a. The State of Missouri maintains the MOSWIN network and connectivity; while subscriber units are the responsibility of the owning agencies.
- b. Region D conducts a Regional Roll Call on MOSWIN on a monthly basis.
- c. **Any known issues be relayed to the MOSWIN Helpdesk at 855-466-7946**

**IV. NOTIFICATION SYSTEMS**

**A. Battlefield Emergency Operations Plan (EOP) – Appendix 1 Call lists.**

1. **General Operations**

- a. Appendix 1 located in each ESF within the EOP will be utilized as a means of notifying officials, department heads, and emergency personnel throughout the city.
- b. Appendix 1 is a landline or cellular telephone based system that provides a list that can be manually called to alert individuals based on the actual or perceived threat.
- c. Initiation of the Appendix 1 Call Tree is the responsibility of the City of Battlefield. Notifications may be initiated by one of the following:
  - Emergency Management Director or designee
- d. The Appendix 1 Call Tree system may be utilized during any potential or perceived threat as deemed appropriate by the Emergency Management Director.

2. **Organizational Structure**

- a. The Battlefield Emergency Operations Plan is divided into Emergency Support Functions (ESFs) based on key functional roles that are necessary during a disaster.
- b. Each ESF within the EOC contains an “**Appendix 1**” which provides the phone numbers for notifying key stakeholders and emergency personnel who are primarily responsible for performing that support function..
- c. Notification calls will be placed from the EOC to the ESFs which are expected to be needed in response to an actual or perceived threat.

3. **Testing/Maintenance**

- a. The Appendix 1 notifications system will be tested on an annual basis.
- b. The City of Battlefield will initiate a test of the Appendix 1 notification system to all Battlefield EOC personnel, key stakeholders, and emergency responders as designated within all Appendix 1 call lists.

- A notification phone call will be sent to at minimum all primary and secondary contacts listed within each ESF Appendix 1.
- If a number returns as incorrect, unreachable or disconnected, the Emergency Management Director or designee will contact the primary agency to retrieve updated contact information.
- The City of Battlefield will document any problems identified and take appropriate corrective actions.

## V. CONCEPT OF OPERATIONS

### A. General

1. During emergency operations, all departments will maintain their existing equipment and procedures for communicating with their field operations. Departments will keep the EOC informed of their operations and will maintain communications liaison with the EOC.
2. Communications between the State and local EOC will be through radio, landline telephone, cellular telephone and internet links.

### B. Action to Be Taken By Operational Time Frames

#### 1. Mitigation

- a. Inspect and maintain all equipment on a regular basis.
- b. Analyze equipment locations with regard to possible destruction from hazards.
- c. Emergency Management will work to the extent possible with functional needs support organizations to assist in promoting alternate methods of warning notification.

#### 2. Preparedness

- a. Initiate personnel call-up as necessary, depending upon the potential of the situation.
- b. Activate appropriate warning and/or notification systems.
- c. Run equipment readiness checks.
- d. Activate alternate systems and procedures if necessary.
- e. Provide adequate communication support to the EOC staff.
- f. Conduct training for all personnel (full-time, part-time, and supplementary) in:
  - Message flow when the EOC is activated
  - Radio Operations
  - Other subjects as required to support other functions, i.e., communications procedures
- g. Participate in a regular schedule of tests and exercises.
- h. Identify private sector resources that can augment local capabilities.
- i. Coordinate communications with neighboring jurisdictions.

#### 3. Response

- a. Activate all necessary personnel to meet communications needs.
- b. Provide communication for agencies in the field.
- c. Determine the level of emergency classification if necessary.
- d. Maintain and provide information to decision-makers.
- e. Report on communications status to the EOC staff.
- f. Make necessary repairs or switch to alternate systems as breakdowns occur.

- g. Monitor in the event the Communications Department assigns an event channel on a County Wide TAC to the Incident Commander or first responding agency.
- h. Monitor for the Incident Commander to request additional channels from the Emergency Communication Department (ECD).
- i. If needed a designated Communications Unit Leader (COML) may be assigned to coordinate communications functions between ECD and the Incident Commander or EOC.
- j. Section Chiefs (i.e. Operations) need specific functional operations' channels.
- k. Be ready for Section Chiefs to request additional channels from COML or Emergency Management Director.
- l. Based on the incident size, ECC will assign additional channels as needed, to the Emergency Management Director or through the COML.
- m. Should communications equipment become disabled, replacement or loaner equipment can be procured.

4. **Recovery**

- a. Continue response level operations until stand down orders are received.
- b. Provide communication support to damage assessment teams.
- c. Make repairs and inventory equipment and supplies.
- d. Report status to the EOC staff.
- e. Participate in after action reports and critiques.

**VI. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

**A. Primary Agency:**

**Springfield-Greene County Emergency Communications Center (ECC)**

- 1. Once the Emergency Operation Center (ECC) has been officially activated, coordination of communications for the emergency or disaster will become the responsibility of the EOC staff utilizing the (ECC) as a base for public safety communications.
- 2. The communications center will coordinate the various types of communications within the City/County, including landline telephones, cellular telephones, Amateur Radio, and 800 MHZ.
- 3. Assess the need for and obtain telecommunications industry support as required.
- 4. Prioritize the deployment of services based on available resources and critical needs.
- 5. Coordinate communications support to all governmental agencies.
- 6. Once activated, the EOC should be kept informed of Department/Agency operations.
- 7. Maintain records of the cost of supplies, resources and staff-hours needed to respond to the disaster event.

**B. Support Agencies:**

**City of Battlefield**

- 1. Coordinate communication and information transfer with the communications center(s).
- 2. Coordinate, communicate, and assign duties to RACES/ARES if utilized.
- 3. Provide warning information to the communications centers, PIO, and through utilization of the Emergency Alert System (EAS) as necessary.

4. Coordinate; communicate with non-governmental and volunteer agencies as required.

#### **Springfield-Greene County Office of Emergency Management**

OEM will participate as a support agency if the City of Battlefield becomes overwhelmed by the size or complexity of the event and at the request of the city.

#### **Radio Amateur Civil Emergency Service (RACES/ARES)**

1. Coordinate and provide Amateur Radio communications for Springfield and Greene County.
2. The Emergency Management Director or his/her designee can request ARES/RACES activation.

#### **City Utilities**

1. Provide support with programming and functioning of the 800 MHz radio equipment.
2. Utilize the CU/STORM channel when necessary (Power outages, Ice storms, Severe Storms, etc.)

#### **Mobile Career Center**

The Missouri Mobile Career Center bus can be deployed as a Rapid Response Unit that is satellite equipped and has 13 computers, phones, a Smart Board and an accessible workstation for those with disabilities. It is equipped with Internet access, heating, air conditioning and a wheelchair lift

### **C. State Support Agency**

#### **State Emergency Management Agency**

SEMA will coordinate with local government agencies on potential or actual disasters and emergencies during all four phases of emergency management. SEMA can provide access to additional communications assets as needed.

### **D. Federal Support Agency**

#### **National Communications System**

Ensure the provision of adequate telecommunications support to Federal response operations. i.e. Government Emergency Telecommunications Equipment (GETS), It is intended to be used in an emergency or crisis situation when the Public Switched Telephone Network (PSTN) is congested and the probability of completing a call over normal or other alternate telecommunication means has significantly decreased.

## **VII. DIRECTION AND CONTROL**

- A. Department heads will continue to maintain operational control of their own communications systems and will coordinate with the EOC during emergency operations. All departments shall become familiar with the procedures outlined in this ESF.
- B. Outside communications and warning resources used to support emergency/disaster operations will remain under the direct control of the sponsoring organization, but will be assigned by the EOC to respond as necessary.

## **VIII. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **IX. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

1. Lists needed:
  - a. Mutual Aid Agreements (all departments).
  - b. Memorandums of Understanding (private organizations).
  - c. Notification lists for all departments to include each individual in the chain of command
  - d. Phone numbers and radio frequencies of bordering jurisdictions and state agencies.
2. Training requirements.
3. Record keeping and accounting procedures in accordance with local guidelines.

### **B. Logistics**

1. Facilities and equipment -- a list of the EOC's communications equipment will be maintained at the City of Battlefield, as well as other communications equipment that may become available during an emergency/disaster.
2. Security and protection of equipment:
  - a. Protection
    - Lightning
    - Wind
  - b. Overload (telephone)
    - Line-load control
    - Priority of service restoration

## **X. ESF DEVELOPMENT AND MAINTENANCE**

The City of Battlefield in coordination with the Springfield-Greene County Office of Emergency Management will be responsible for the maintenance and improvement of this ESF. It will be reviewed, updated, and modified as necessary, but not less than annually.

## **XI. REFERENCES**

- A. Springfield-Greene County Office of Emergency Management Operations SOGs:
  1. SOG 4: Severe Weather Monitoring and Response
  2. SOG 17: HF Operations Secure Radio Checks
- B. Springfield-Greene County Emergency Communications Center SOGs:
  1. SOG 425: Reports of Funnel Clouds
  2. SOG 841: Fire Department Responses during Severe Storms
  3. SOG 704: Use of Law Enforcement Radio Alert Tones

- 4. SOG 602: 800 MHz Radio System
- C. FEMA CPG 1-15 March 1991: Guidance for Radio Amateur Civil Emergency Service
- D. FCC CFR 47 Part 97 Subpart A: General Provisions and Subpart E: Providing Emergency Communications
- E. Memorandum of Understanding between the Springfield-Greene County Office of Emergency Management and ARES®
- F. State of Missouri Tactical Interoperability Communications Plan (TICP)

**ESF-2**  
**COMMUNICATIONS**

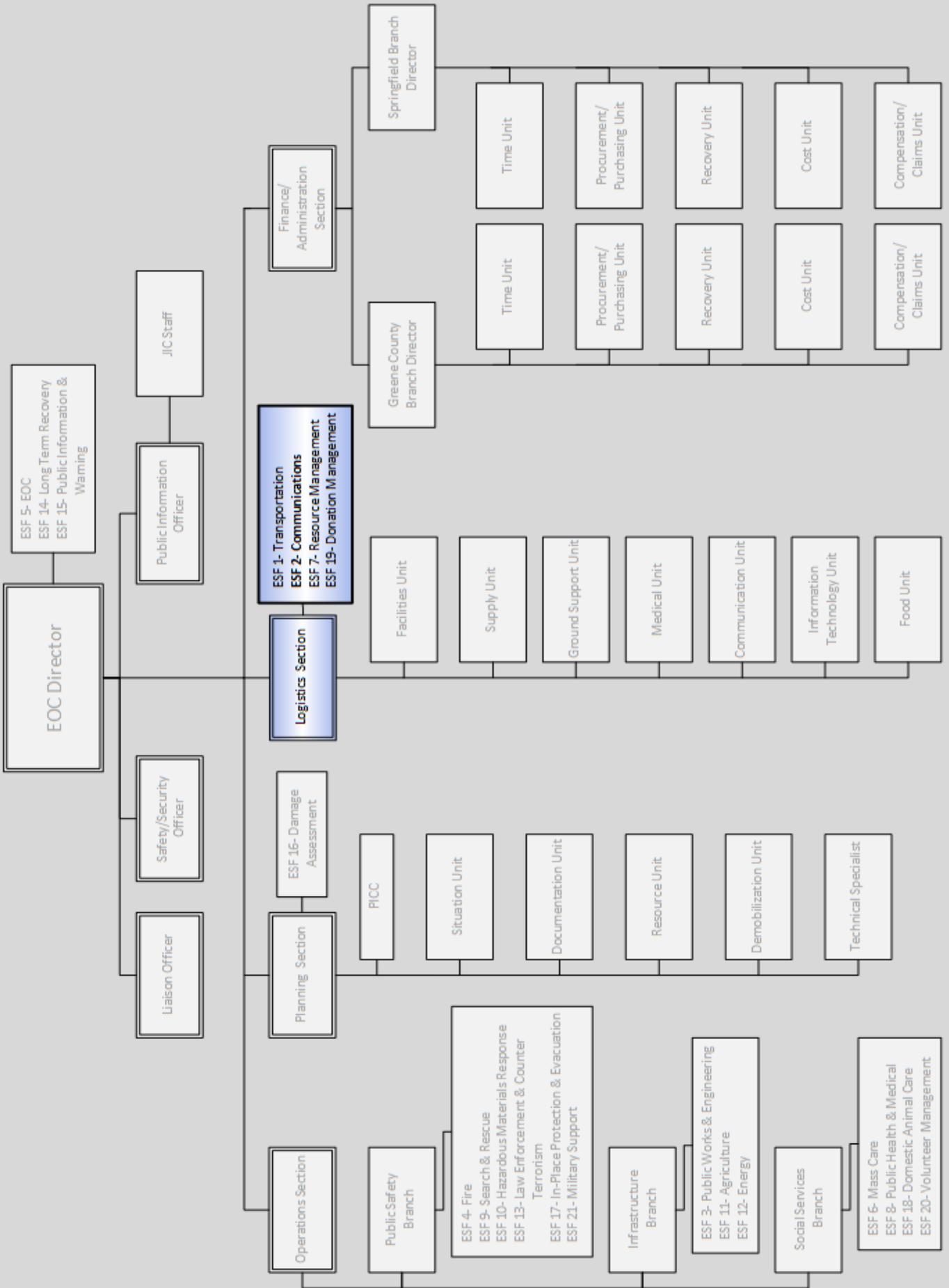
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## **APPENDIX 1**

**This is a restricted document**

# APPENDIX 2 ORGANIZATIONAL CHART



## APPENDIX 3

### AUTHORIZED RACES FREQUENCY LIST DURING WARTIME EMERGENCY SITUATIONS

In the event of an emergency that necessitates the invoking of the President's War Emergency Powers under the provision of Section 706 of the Communications Act of 1934, as amended, only RACES stations and amateur stations participating in RACES may transmit on the following frequencies:

#### Frequency or Frequency Bands

##### KHz:

1800 – 1825  
1975 – 2000  
3500 – 3550  
3930 – 3980  
3984 – 4000  
7079 – 7125  
7245 – 7255  
10100 – 10150  
14047 – 14053  
14220 – 14230  
14331 – 14350  
21047 – 21053  
21228 – 21267

##### MHz:

28.55 – 28.75  
29.237 – 29.273  
29.45 – 29.65  
50.35 – 50.75  
52 – 54  
144.5 – 145.71  
146 – 148  
2390 – 2450  
1.25 cm (220.0 – 225.0)  
70 cm (420.0 – 450.0)  
23 cm (1240 – 1300)

## APPENDIX 4

### OPERATION SECURE

#### Our Call Sign: WNUW238

<b>Carrier</b>	<b>Assigned</b>
2.326 MHZ	Day and night, fixed and mobile interstate to coordination only 2.3274
2.411 MHZ	Day and night, fixed and mobile 2.4124
2.414 MHZ	Day and night, fixed and mobile 2.4154
2.419 MHZ	Day and night, fixed and mobile 2.4204
2.439 MHZ	Day and night, fixed and mobile 2.4404
2.463 MHZ	Day and night, fixed and mobile 2.4644
5.140 MHZ	Day and night, fixed (USB) 5.1414
5.192 MHZ	Day and night, fixed, interstate coordination only, communications limited to adjacent states of Arkansas, Illinois, Iowa, Kansas, Kentucky, Oklahoma, Nebraska, and Tennessee 5.1934
7.477 MHZ	Day-1kw, night-.25kw, fixed 7.4784
7.802 MHZ	Day only, fixed 7.8034
7.805 MHZ	Day and night, fixed, interstate coordination only 7.8064
7.935 MHZ	Day only, fixed 7.9364

#### Other Members:

<b>Call Sign</b>	<b>Location</b>	<b>Telephone</b>
WNBE824	Courthouse Main Street, P. O. Box 246 Jackson, MO 64755	314-243-7703
WNBE825	Atchison County Rock Port, MO 64482	816-744-6308
WNBE826	Troop A Headquarters 504 E. Parkway Lee's Summit, MO	816-524-1407
WNBE827	Troop B Headquarters 36 East Highway Macon, MO	816-385-2132
WNBE828	St. Louis City 1315 Chestnut St. Louis, MO	314-622-3501

<b>Call Sign</b>	<b>Location</b>	<b>Telephone</b>
WNBE828	Troop C Headquarters 599 South Mason Road St. Louis, MO	314-340-4000
WNBE829	Troop D Headquarters Springfield, MO	417-895-6868
WNUW238	Springfield-Greene County Office of Emergency Management 833 Boonville Springfield, MO 65802 Contact: Ryan Nicholls, Larry Woods	417-869-6040
WNBE830	State Emergency Mgmt. Agency 2302 Militia Drive Jefferson City, MO 65101 Contact: Richard Stump	573-526-9146
WNBE831	Troop E Headquarters Highway 67 Poplar Bluff, MO	314-840-9500
WNBE832	Troop H Headquarters Jct. Bus. Loop I-29 St. Joseph, MO	816-387-2345
WNBE833	Troop G Headquarters Bus. Rt. 63 North Willow Springs, MO	417-469-3121
WNBE834	Raytown Emergency Mgmt. 10000 E. 59th St. Raytown, MO 64133	816-737-6025
WNBE835	Courthouse 301 North Second St. Charles, MO	314-949-3023
WNBE836	Courthouse 200 E. Second Hillsboro, MO	314-789-5381
WNBE837	County Courthouse Neosho, MO	417-451-4357
WNUS448	Franklin County EMA #1 Bruns Lane Union, MO 64084	314-583-1679
WNWU734	Buchanan County EMA 501 Faraon St. Joseph, MO	816-271-4707
WPCY526	KCMO Radio Station 400 NE Cookingham Road Kansas City, MO	816-931-2681
WPBN258	Kirkwood Emergency Mgmt. 131 West Madison Kirkwood, MO	314-822-3537
WNZJ459	Belton Emergency Mgmt. 300 Airway Lane Belton, MO	816-331-2288
WPES740	Camden County Emergency Mgmt. 1 Court Circle Camdenton, MO	573-346-4440 ext. 287

<b>Call Sign</b>	<b>Location</b>	<b>Telephone</b>
WPGA369	U.S. Army Engineer Training Ctr. Building 3200 Fort Leonard Wood, MO	573-563-4045
WPKX561	Gasconade County 119 E. First Street Hermann, MO	
KNNT320	Boonville/Cooper County 200 Main Street, Suite 911 Boonville, MO	
KNNT321	City of Greenwood 709 W. Main Street Greenwood, MO	

## ESF-7

### RESOURCE MANAGEMENT

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## ESF-7

### RESOURCE MANAGEMENT

**PRIMARY AGENCIES:** City of Battlefield  
Battlefield City Clerk

**SUPPORT AGENCIES:** Springfield-Greene County Office of Emergency Management

#### I. PURPOSE

In order to deal with the many types of disasters that could affect Greene County and Battlefield, resources must be managed in a timely manner. These resources include things such as materials, services, personnel, financial resources, facilities and other resources. These resources may come from a variety of sources, both solicited and unsolicited. This Emergency Support Function (ESF) was designed to give the local officials the ability to (1) activate resource management processes prior to and during an emergency, (2) dispatch resources prior to and during an emergency, and (3) deactivate or recall resources during or after an emergency.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. This ESF is designed to provide for the management of solicited resources, public and private. Prioritization of available and requested resources will be given for the hazard identified.
2. Procedures will be set up to request assistance both within the City and from outside sources.
3. A system is established to procure adequate response resources.
4. The local Resource Management function will have to anticipate resource needs for all types of hazards (see **Hazard Mitigation Plan**) and provide the coordination necessary for the proper allocation of these resources.
5. Local resources will be used first before outside assistance is requested from a higher government agency.
6. The Emergency Operations Center (EOC) will maintain a list of resources (and telephone numbers) for use during an emergency or disaster.

##### B. Assumptions

1. During a disaster, persons who own or control private resources will be asked to cooperate in response and recovery operations. Many may wish to donate goods to assist disaster victims. These goods and services may come in from all areas of the State or country (see **ESF-19, Donations Management**).
2. Funds for payment of private resources will be available from local government, state and federal assistance. Should the President officially declare the area a disaster, eligible reimbursements may become available under the Robert T. Stafford Act.

3. The City of Battlefield will not request outside assistance until local resources have been overwhelmed or exhausted. In some instances where the magnitude of the disaster makes it obvious local resources will be exhausted immediately; outside assistance may be called for prior to formal resource exhaustion.
4. If the emergency response period lasts more than 24 hours or resources become unavailable or exhausted, outside assistance will likely be required.
5. All organizations will operate through normal supply channels, if possible. Operations will be tailored to the expanded demands, using staff rotation on 12-hour shifts. Normal upkeep and maintenance of equipment will be maintained during and after the disaster operation period.
6. During or following an emergency of any size or magnitude, additional resources not previously identified may become available. These may include but not limited to; public, private, governmental resources and spontaneous volunteers.
7. Donations Management (**ESF-19**) will be activated to keep unsolicited and unusable donations from overwhelming the resource management personnel.

### **III. CONCEPT OF OPERATIONS**

#### **A. General**

1. **Objectives**
  - a. Provide an orderly and comprehensive system for management and allocation of resources that will be committed to response or recovery operations.
  - b. Maintain an updated database of local public and private resources available to the EOC.
  - c. Maintain and continually improve contracts and/or mutual aid agreements for additional non-local resources potentially needed during a response.
  - d. Annually conduct gap analysis of potentially needed response and recovery resources identifying potential means of obtaining resources to include, but not limited to, local purchase, executive process, mutual aid agreements, and memoranda of understanding, contractual service agreements, or business partnerships.
2. **Accounting**
  - a. All resource requests will be documented on a 213 or 213 RR hardcopy or can be done using the WebEOC platform.
  - b. All resources will be tracked by the Resource Unit leader or designated section within the EOC.
  - c. Costs of resources will be determined by FEMA cost schedule, contracts, and approved funding.

**B. Actions to be Taken by Emergency Operating Time Frames**

**1. Mitigation**

Review the following hazards to determine what types of resources would be necessary to deal with them:

<b>Greene County Hazards</b>	
<b>Natural Hazards</b>	<b>Human Caused Hazards</b>
Dams	Chemical Hazards
Droughts	Biological Hazards
Earthquakes	Radiological Hazards
Extreme Heat	Nuclear Hazards
Flooding	Explosives
Land Subsidence (Sinkholes)	Civil Disorder
Thunderstorms/Tornadoes	Technological Hazards
Wildfires	Waste
Winter Storms	

**2. Preparedness**

**a. Identification**

- Analyze the potential of the emergency situation to what types of resources would be needed.
- Identify potential public and private resources to be requested in a natural and/or man-made hazard.
- Outline identified resources into databases.
- The databases will be updated annually with the EOP update.

**b. Gap Analysis**

- In conjunction with the database update, an annual gap analysis of public resources will be conducted based on the identified available resources and needed resources.
- Representatives from each local public safety discipline, the City of Battlefield, and the Springfield-Greene County Office of Emergency Management (OEM) will meet annually to review the current Resource Typing inventory list.
- Based on resource shortfalls and lessons learned from events/exercises, priorities will be set to address shortfalls, either through local purchases, mutual aid agreements, memoranda of understanding, contractual service agreements, or business partnerships.
- The City of Battlefield and OEM will also meet annually to review current vendor lists and identify needs/shortfalls that can be added to the list.

**c. Location**

- The locations of the identified local public resources can be listed on a database.
- All private resources listed have been identified within the local community.
- For resources located outside of the identified areas of the public or private databases, the EOC will coordinate with OEM and the State Emergency Management Agency.

- d. Storage
  - Each discipline maintains their own storage locations for their respected equipment.
  - Each discipline is responsible for striving to protect resources, to the extent reasonably possible, from possible damage resulting from a disaster.
  - Potential staging areas for temporary storage of equipment prior to receiving a mission assignment will be determined by the Incident Commander or Emergency Management Director (EMD). Large areas identified as potential staging areas are listed in **Appendix 8**.
- d. Maintenance and Testing
  - It is the responsibility of the owner/operator of the equipment to provide regular maintenance and testing, following agency procedures.
  - Each local agency is also responsible for participating in exercises and drills to train personnel in the use of the cited equipment.

### 3. Response

- a. The first resources to be utilized will be those under the control of or readily available to local government.
- b. The Incident Commanders on scene may activate local resource management processes by initiating resource requests through normal emergency communication channels.
- c. Resources may be obtained immediately upon impact of a disaster or prior to, based on significant risk following normal request procedures through mutual aid and the Springfield-Greene County Emergency Communications Center (ECC) if an Incident Command Post (ICP) or EOC is not yet activated.
- d. Upon activation of an ICP, all resource requests will go through the ICP. When the EOC is activated, it will provide resource management support to all ICPs established during the emergency.
- e. The Springfield-Greene County ECC will dispatch all on-scene resources until the EOC is activated, at which point the EOC will coordinate acquisition and dispatch of any disaster-related requests.
- f. Acquisition (**see Appendix 4**):

#### **Procedures for obtaining internal resources shall be as follows:**

- Incident Command (IC) or designee sends resource request to EOC ESF liaison in EOC.
- ESF liaison will fill out ICS General Message Form 213. This can also be done using WebEOC and the 213RR.
- Operations Section Chief (OSC) will be forwarded the request for notification purposes.
- Resource Unit Leader or designee will track resources in the EOC. This can be done using the T-Card system.
- Once the resource is acquired and mobilized, ESF liaison will contact ICP or designee with result.

#### **Procedures for obtaining external resources (within county) shall be as follows:**

- If resource request is unavailable, Form 213RR (Resource Request) must be filled out by the requesting ESF liaison, with specifics of requested item(s) All resources requests must be approved by the OSC or EMD. (**see Appendix 5**).

- Once resource is acquired, resource will be delivered to the designated staging area or location assigned and then ICP will confirm resource arrival to EOC Liaison.
  - ESF designee will confirm and document arrival of resource and provide a copy of 213 RR to Resource Unit Leader or designee for tracking purposes.
  - Resource Unit Leader will track resource upon arrival and throughout and until resource is demobilized.
- g. Every department head or supervisor, including the Emergency Management Director, will expend resources within their normal limits and within reason.
- h. If necessary, establish staging areas from which emergency response resources can be distributed.
- i. Timely Distribution:
- After the resource item is acquired, it will be sent to the requestor by the most expeditious means, depending on priority and cost.
  - Transportation of resources through restricted areas, quarantine lines, law enforcement checkpoints and so forth will be coordinated among ESF liaisons. Response times for resources will depend on the availability, location, and mode of transportation.
- j. Priority:
- Resource needs are prioritized by the following definitions:
- Routine: 8 + hours
  - Urgent: 2-8 hours
  - Immediate: Within 2 hours
- k. Resource Tracking:
- The Plans Section will coordinate all resources acquired through the EOC. These resources can be tracked using the T-card system.
- l. Demobilization:
- The Operations section is responsible for coordinating with established ICPs for reassignment of resources and notifying Resource Unit or Plans Section of all changes.
  - Upon completion of all assignments and no future need is identified, the Operations section may request demobilization of assets in use.
  - It is the responsibility of the Operations Section, Resource Unit (Plans Section), Logistics, and Finance to coordinate appropriate demobilization of personnel and other resources acquired for the response period.

#### 4. **Recovery**

- a. Review damage assessments and make an estimate of resources needed for recovery.
- b. Total resource requests of other local government agencies.
- c. Assess the impact of the disaster on the community.
- d. Identify unused resources in the community.
- e. Total costs of utilized resources.
- f. Participate in after-action reports and critiques.
- g. Set up staging areas to receive and distribute recovery resources.
- h. Perform other duties as required until the situation returns to normal.

#### IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

##### A. Primary Agency:

###### **City of Battlefield Battlefield City Clerk**

1. The City Clerk should maintain private vendor lists and jurisdictional contracts of potential resources to acquire during a response.
2. Logistics Section will coordinate the purchases of requested resources with the Procurement Unit of Finance and Admin Section.
3. The Finance Section or City Clerk will support maintaining records of the cost of supplies, resources and staff-hours needed to respond to the disaster event.
4. The Logistics Section within the EOC is responsible for the following supply areas:
  - a. **Food:** Procurement, storage and equitable distribution of food supplies as required by the situation.
  - b. **Sustenance Supplies:** Procurement storage, and (except food) equitable distribution of water, clothing, sanitary supplies, bedding, etc. Work closely with ESF-19 (Donations Management).
  - c. **Fuel and Energy:** Procurement, storage, and equitable distribution of fuel products. Work closely with ESF-12 (Energy)
  - d. **Transportation:** Coordination and use of all modes of transportation utilized in the City to support emergency operations. Work closely with ESF-1 (Transportation).
  - e. **Equipment and Supplies:** Procurement, storage, and distribution of equipment to include construction supplies.
  - f. **Personnel Resources:** Ascertain and utilize those personnel who are available in the City and to determine, obtain, and equally apportion the personnel resource needs.

##### B. Support Agencies

###### **Springfield-Greene County Office of Emergency Management (OEM)**

OEM will participate as a support agency if the City of Battlefield becomes overwhelmed by the size or complexity of the event and at the request of the city.

##### C. State Support Agency

###### **Missouri State Emergency Management Agency (SEMA)**

SEMA will coordinate with local government agencies on potential or actual disasters and emergencies.

##### D. Federal Support Agency

###### **General Services Administration**

Provide operational assistance in a potential or actual Presidential declared major disaster or emergency.

## **V. DIRECTION AND CONTROL**

- A.** All Resource Management operations will be controlled from the EOC to ensure official concurrence for actions taken.
- B.** Subordinates of the Resource Management staff may operate from daily offices, but all final decisions will be approved through the EOC.

## **VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

- 1. When normal purchasing procedures are bypassed, official approval must be given by the chief elected official working with the EOC.
- 2. All such purchases must be kept in accordance with State laws and local ordinances.

### **B. Logistics**

- 1. Transportation of supplies will be accomplished by:
  - a. The requesting agency
  - b. City public works
  - c. Private transport (hired or volunteer)

## **VIII. ESF DEVELOPMENT AND MAINTENANCE**

The Springfield-Greene County Office of Emergency Management in collaboration with the City of Battlefield will update and maintain this ESF annually.

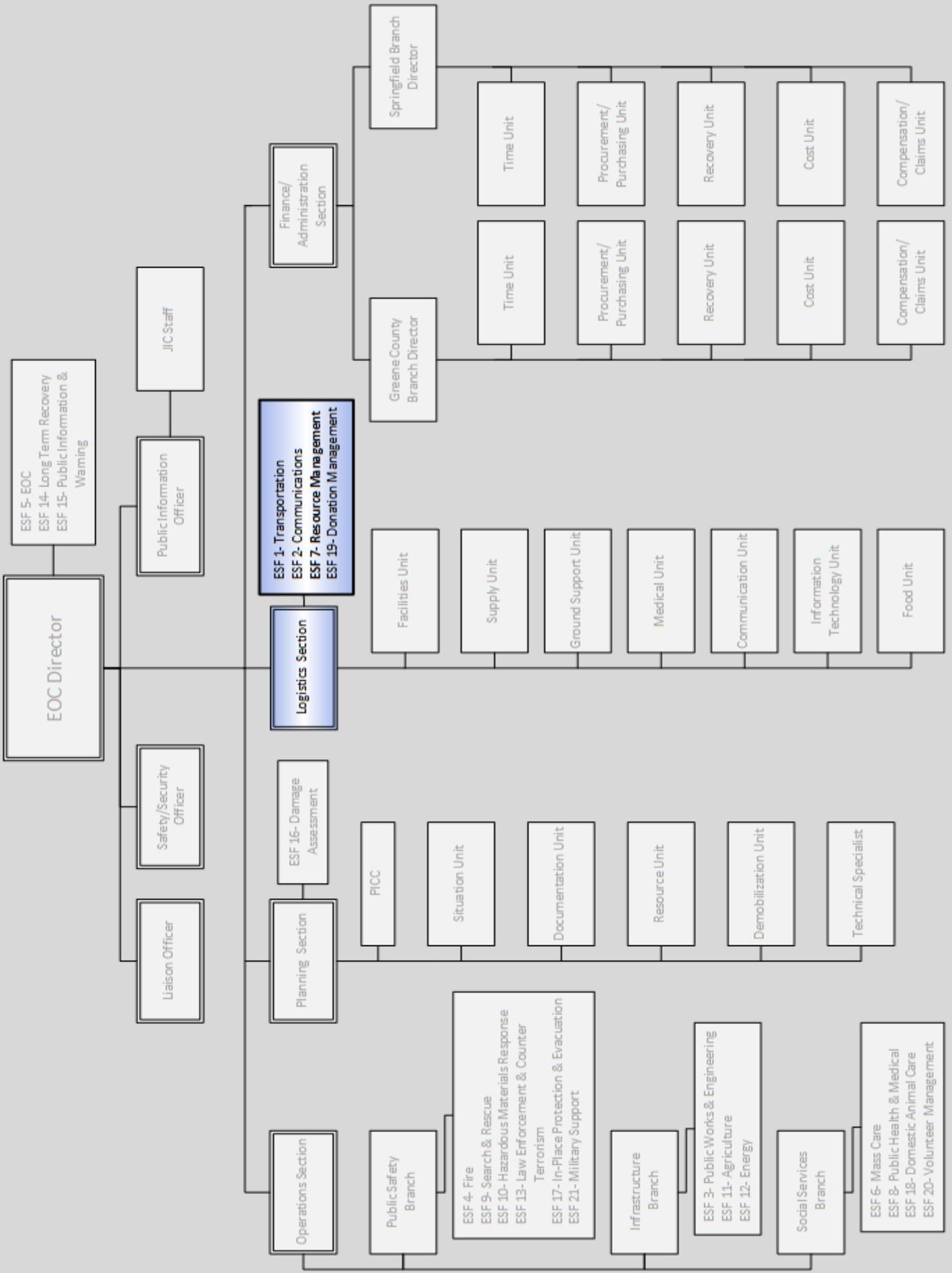
**ESF-7**  
**RESOURCE MANAGEMENT**  
**APPENDICIES**

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## **APPENDIX 1**

**This is a restricted document**

# APPENDIX 2 ORGANIZATIONAL CHART



### APPENDIX 3

#### EMERGENCY PURCHASING LOG -- EXAMPLE

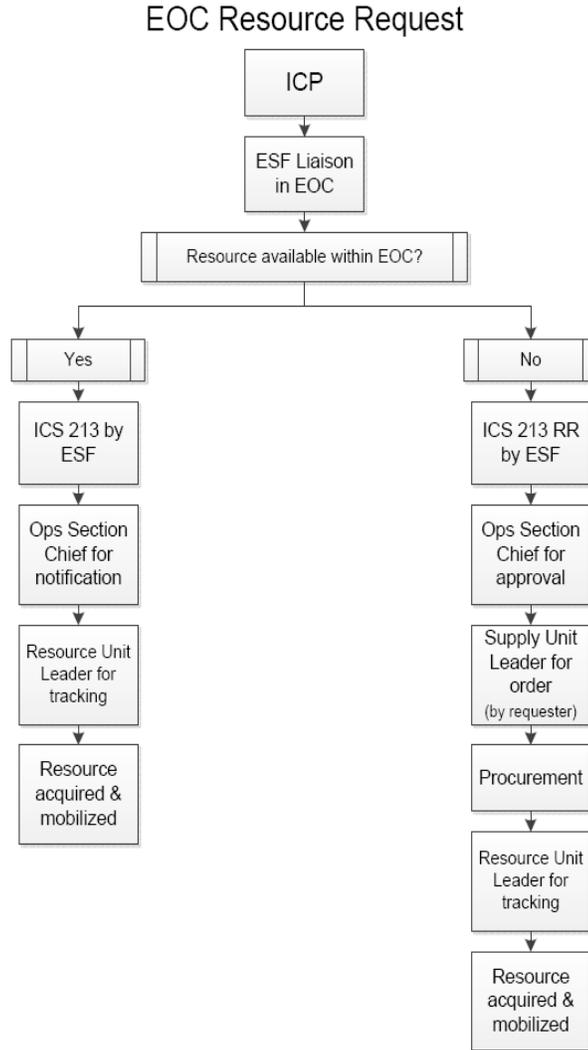
This is an example of a spreadsheet log that can be created to track purchases during an incident. Purchasing logs will be maintained by the Finance Section or City Clerk.

<b>EOC 213 RR Order #</b>	<b>Requestor Name</b>	<b>Item Description</b>	<b>Vendor Name</b>	<b>Purchase Order#</b>	<b>Date</b>
A10001	Rick Hess	Chain saw	Lowe's	EMG-001-EB	01/01/12
A10002	Beth West	Body Bags	Grainger	EMG-002-MD	01/02/12

## APPENDIX 4

### EOC RESOURCE REQUEST FLOW CHART

(This is an example of how Resource Requests would flow, if all ICS positions were staffed, to assist in the efficiency of resource requesting, procurement, and tracking. The City of Battlefield may not have all positions staffed but could still modify and utilize this flow chart.)



## APPENDIX 5

### 213 Resource Request (RR) Ordering Process

1. The Requestor fills out the 213 RR form (see **Attachment “A”**), completing boxes 1-8.
2. A Section Chief signature is required in box 9.
3. The Requestor submits the 213 RR form to the Supply Unit (Logistics Section Chief).
4. The Supply Unit leader (Logistics Section Chief) will assign a Resource Request number.
5. One copy of the 213 RR form is given to the requestor for record keeping.
6. Logistics Section finds the resource with costs, completing boxes 10-15.
7. If the requested item is offered as a donation, “Donation” is written on the form along with estimated value.
8. Logistics submits the 213 RR to the EOC Finance Section (Battlefield City Clerk or Chief Financial Officer). The EOC Finance Section Chief completes boxes 17-19, makes four (4) copies, keeps one copy, and turns the remaining copies to the Logistics section.
9. There should be four copies distributed as follows:
  - a. Documentation
  - b. Finance
  - c. Requestor
  - d. Logistics



## APPENDIX 6

### BATTLEFIELD RESOURCE LIST

<u>Vendor</u>	<u>Service</u>	<u>Phone</u>
Ad Tech Signs and Lighting	Boom Trucks	882-6390
All About Trees	Trucks, wood chippers, chainsaws	863-6214
Burk Erectors	Trucks, crane	848-6220
CB Erectors	Truck, crane	861-5766
Morrow Machine Digging	Dump truck, backhoe	881-2552
Integrity Towing	Flat bed tow truck	425-8665

## APPENDIX 7

### REGION "D" MUTUAL AID AGREEMENTS

As of June 5, 2014

#### Barry County (4)

- Barry County Health Dept.
- City of Cassville
- City of Monett 911 Communications
- Central Crossing Fire Protection District

#### Barton County (17)

- Barton County
- Barton County OEM
- Barton County Ambulance Dist.
- Barton County Health Dept.
- Barton County Memorial Hospital
- Barton County Senior Center
- Consolidated Public Water Supply Dist. #1 of Barton, Dade, Cedar & Jasper Counties
- S. Barton County Sheriff's Office
- City of Lamar
- City of Mindenmines
- City of Mindenmines Fire Dept.
- City of Golden City (VFD/AMB/EM)
- Golden City R-III
- City of Liberal
- Liberal Rural Fire Dept.
- Liberal R-II School Dist
- Lamar R-1 School Dist.

#### Cedar County (1)

- City of Eldorado Springs, Mo.

#### Christian County (4)

- Nixa Fire Protection District
- Ozark Fire Protection District
- Christian County Government
- Nixa-Fremont Hills Mo

#### Dade County (1)

- Dade County Emergency Operation Plan

#### Dallas County (2)

- Dallas County
- City of Buffalo

#### Greene County (4)

- Greene County
- City of Springfield
- City of Willard
- City of Ash Grove
- City of Strafford

## APPENDIX 6

### REGION “D” MUTUAL AID AGREEMENTS (cont)

Hickory County

Jasper County (1)

- City of Webb City

Lawrence County (2)

- City of Aurora
- Lawrence County Health Dept.

McDonald County (2)

- McDonald County Health Dept.
- McDonald County EMA

Newton County

Polk County (2)

- Polk County
- City of Bolivar

St. Clair County (1)

- St. Clair County

Stone County (3)

- Stone County Emergency Services
- Central Crossing Fire Protection District, Shell Knob
- City of Kimberling City

Taney County (2)

- City of Hollister
- Taney County Health Department

Vernon County (2)

- Vernon County
- Richards Rural Fire Dept

Webster County (5)

- Webster County Health Dept.
- Elkland Fire Protection District
- City of Seymour Fire Department
- Webster County Commission
- Webster County Sheriff's Office

Springfield Missouri National Guard

## APPENDIX 7

### FINANCE MANAGEMENT

#### Purpose

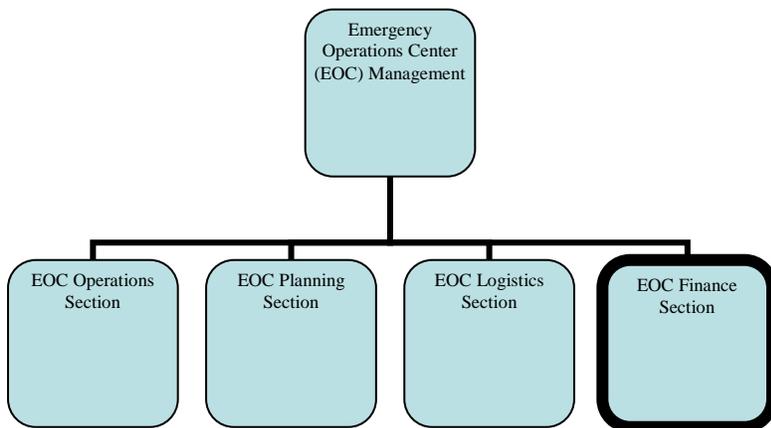
The Finance Section (City Clerk or Chief Financial Officer) is responsible for all finance, emergency funding and cost accountability functions for EOC operations and for supervising branch functions providing financial and contracting services for emergency or disaster operations. Some key responsibilities include:

- a. Financial expenditure and funding briefings.
- b. Interagency financial coordination.
- c. Finance and contract fact-finding.
- d. Fiscal and emergency finance estimating.
- e. Operating procedure development and financial planning.
- f. Labor expense and accounting.
- g. Cost analysis, cost accounting and financial auditing.
- h. Disbursement and receivables management.
- i. Necessary funding transfers.
- j. Special drafts, exchanges and lending controls.
- k. Payroll administration.

#### Structure

The Finance Section will resemble the principles outlined by the National Incident Management System (NIMS), with specific application to the unique structure of the Battlefield Emergency Management Agency

The EOC Finance Section will work under the EOC Management.



**Roles/Responsibilities** (If the City of Battlefield is able to staff all positions. If unable to staff these positions, the responsibility would fall to the City Clerk or Chief Financial Officer)

**EOC Finance Section Chief:**

- a. The EOC Finance Section Chief is responsible for supporting all financial and cost analysis aspects of the response incident. He/she will report to EOC Management and actively participate in all necessary planning components. Any requests from the EOC for information or purchases will be submitted through the EOC Finance Chief.
- b. The Chief will serve as the lead coordinator while the EOC is activated. When the EOC returns to normal operations, the City Clerk or Chief Financial Clerk will work directly with FEMA for Presidential Declared Disasters on all costs and reimbursement processes that occurred in response and may occur during recovery.
- c. This position will be filled by the Battlefield City Clerk or Chief Financial Clerk.

**Time Unit Leaders**

The Time Unit Leader is responsible for coordinating and compiling employee time records from each department, including temporary hires, and preparing time related documents. The Unit Leader is responsible for maintaining equipment time records. The Unit Leader also administers financial matters arising from serious injuries and deaths which occur in conjunction with the incident operations.

**Procurement/Purchasing Unit Leaders**

The Procurement/Purchasing Unit Leader is responsible for administering all financial matters pertaining to vendor contracts.

**Grants Management Unit Leaders**

The Grants Management Unit Leaders is responsible for the overall management and direction of all requests for, applications and cost tracking in support of grants or costs reimbursement for the event. This includes working with FEMA on cost reimbursement, mitigation funding, and recovery funding.

**Cost Unit Leaders**

The Cost Unit Leader is responsible for collecting all cost data, performing cost effectiveness analysis of incident operations, providing cost estimates and cost saving recommendations.

**Documentation Requirements**

**General**

- a. During EOC activations, all financial matters related to the ongoing disaster will be coordinated through the EOC Finance Section.
- b. Finance Personnel will coordinate all necessary documentation and data collection for internal finance tracking, use on any reimbursement opportunities, and disaster archives.
- c. Two primary types of reimbursement are required, including personnel tracking and equipment tracking.
- d. The appointed Time Unit Leaders will work to acquire the necessary data throughout the event, coordinating with their respected liaisons for agencies involved in the disaster.
- e. The City of Battlefield will utilize the most current FEMA cost codes available on the Internet.

**Personnel Records**

- a. For the City of Battlefield, a minimum amount of information is required for employees and volunteers directly involved in the disaster event.
- b. All personnel time records submitted to the finance section must include:
  - Total hours worked per week
  - Total hours dedicated to the incident per week

## **Equipment Records**

- a. For the City of Battlefield, a minimum amount of information is required for equipment directly involved in the disaster event.
- b. All equipment usage records submitted to the Finance Section must include:
  - Total hours in use or total mileage dedicated to disaster event
  - Where the equipment was used by address or cross streets
  - Exact piece of equipment used for disaster work, labeled by jurisdictional code or make/model of equipment
  - Employee who used the piece of equipment during disaster work

Attachment "A"  
Greene County Disaster Work Form

**Disaster Work Form**

Date: \_\_\_\_\_

Location 1: _____	Time: _____
Description of Work	
Location 2: _____	Time: _____
Description of Work	
Location 3: _____	Time: _____
Description of Work	
Location 4: _____	Time: _____
Description of Work	
Location 5: _____	Time: _____
Description of Work	
Location 6: _____	Time: _____
Description of Work	
Location 7: _____	Time: _____
Description of Work	
Location 8: _____	Time: _____
Description of Work	

Materials	Type	Quantity

Equipment	Unit Number	Description

Personnel	Name	Employee Number

Notes: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_  
 Supervisor's Signature: \_\_\_\_\_

## APPENDIX 8

### Local Jurisdiction RESOURCE REQUEST

\*\*For Use By Local Jurisdictions ONLY\*\*

**Date:** \_\_\_\_\_

**Time:** \_\_\_\_\_

**Category of Request:** (Select ONLY one category per request.)

Air Mission	Communications	Cots/Blankets	Debris Clearance	Fire	Food
Fuel	Generators	Ground Transportation	HazMat	Heavy Equip	Medical
MoNG	Pet Issues	Pumps	Sand Bags	Security	Shelters
Staff (IST, LEOC, etc)	Tarps	Volunteers	Water/Ice		Other

**Requestor's Contact Information:** (Provide as much information as possible.)

County:	Jurisdiction:
Name:	Title:
Email:	Phone:
	Fax #:
	Cell:

**Request/Mission Information:** (Be as specific and detailed as possible.)

Local Request Number: \_\_\_\_\_

SEOC Request Number: \_\_\_\_\_

<b>Mission:</b> (How will the requested resource be used and what problem will it solve? Be specific.)	
<b>Item (quantity/size):</b> (What do you need, how many, etc?)	
<b>Delivery Location:</b> (Street address, intersection, building name, etc.)	
<b>Point Of Contact:</b> (If different from above.)	
Name:	Title:
Phone/Cell Number:	

**\*\*\*IMPORTANT:** Requests for different categories of resources **MUST** be submitted on separate Resource Request Forms. (i.e. a request for food and water would be submitted on two separate request forms.) Resource Requests **MUST** be legible and include **ALL** required information in order to be processed as quickly as possible.\*\*\*

SEMA FAX #: (573) 634-7966

## ESF-19

### DONATIONS MANAGEMENT

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## ESF-19

### DONATIONS MANAGEMENT

**PRIMARY AGENCY:** City of Battlefield

**SUPPORT AGENCIES:** Convoy of Hope  
Salvation Army  
American Red Cross  
Springfield-Greene County Office of Emergency Management

#### I. PURPOSE

In order to deal with the many types of disasters that could affect the City of Battlefield, donated resources must be managed in a timely manner. These resources may include such things as goods and materials, services, personnel, financial resources, facilities and other resources. These resources may come from a variety of sources, both solicited and unsolicited. This ESF was designed to give the local officials the ability to accept, manage, and distribute donations from concerned groups or citizens during the aftermath of a catastrophic disaster or emergency situation occurring in Battlefield.

#### II. SITUATIONS AND ASSUMPTIONS

##### A. Situations

1. Battlefield is subject to many types of occurrences that create the potential for a major disaster (see **Hazard Mitigation Plan**)
2. Disasters have the potential to trigger large amounts of media coverage which can overwhelm the abilities of local agencies to coordinate and control donated goods and services.
3. The management of unsolicited goods and services is crucial to an efficient response and recovery operation.
4. Local government acknowledges the outpouring of donations can overwhelm the ability of local agencies and organizations to be effective responders.
5. Local government has the responsibility in a disaster to respond to offers of unsolicited donated goods or services in order to ensure an efficient response and recovery operation.

##### B. Assumptions

1. People as a whole are kind and want to do something to help disaster victims.
2. Unsolicited donations of goods and services potentially could come in from around the State, the Country or the World, should a disaster affect the city.
3. In a disaster local government and local agencies and organizations may be adversely affected and may not be able to cope with a sizable flow of donated goods and services.
4. Goods may be donated that are not needed by disaster victims or responders. Receiving and sorting unneeded goods or services or disposing of large quantities of unneeded goods can be a lengthy and costly process.

5. In some cases the amount of donated goods and services may be more affected by the media attention than the magnitude of the disaster.
6. Most personal donations are given with little expectation of return other than the personal satisfaction of giving. However, some donations and services may be unusable, have “strings attached” or not really be donations at all. They may:
  - a. Be given with an expectation of compensation, publicity, or tax write-off.
  - b. Be items that are out-of-date (i.e. expired food stuffs or pharmaceuticals) unusable (broken furniture, dirty or torn clothing) or unsuitable (food that requires refrigeration, winter coats in August, etc.)
  - c. Be provided illegally as a ruse in a fraudulent process to obtain money from disaster victims.
  - d. Be offered at a “discount” to disaster victims, with no real savings.
  - e. Be offered in limited quantity as a deception to simply show an “association” with government or disaster relief as a basis for future advertising claims.
7. Donated goods may arrive in an area day or night without warning. Upon arrival, delivery drivers will want to know where they should off-load their cargo and will most likely expect personnel to be provided for unloading.
8. Donations will frequently arrive unsorted and with minimal packaging and markings. Donations may be packed in boxes, crates, barrels, garbage bags, pallets or bins.
9. Cash donations allow responders flexibility to address the most urgent needs and serves to stimulate the local economy and eliminate the logistical problems associated with in-kind or tangible donations.
10. Donors may want to:
  - a. Know what is needed in the disaster area—cash, goods, and/or services.
  - b. Know how they should transport their donation to the local area, or if there is someone who can transport it for them.
  - c. Start a “drive for donations” to help disaster victims, but have no knowledge of what to do and how to do it.
  - d. Earmark their donation for a specific local group or organization, such as a church, fraternal society, or social service agency, or want to know to whom, specifically, received their donation.
  - e. Have their donation received by a local official and/or receive a letter of appreciation or public recognition.
  - f. Want to be fed and provided with lodging if they are providing volunteers.
11. Disaster victims may:
  - a. Desire immediate access to donations before they are sorted and ready to be disseminated at appropriate distribution points.
  - b. Believe that the donations have not been or are not being distributed fairly if they do not have information on the process of distributing donations.
  - c. Have unmet needs which can be satisfied by additional donations.

### III. CONCEPT OF OPERATIONS

#### A. General

1. Local Government does not intend to supervise the process by which donations are collected. Voluntary agencies are considered the primary recipients, managers, and distributors of donated goods and services. However local government has the ultimate responsibility for managing disaster response and recovery.
2. The City of Battlefield will stress to the donor the preference for cash donations; however, if the donor wants to donate an in-kind good, local government will provide a system to connect the donor with the organization needing that particular donation.
3. The ultimate goal for local government in managing donated good is to prevent transportation arteries from becoming clogged, prevent voluntary agencies from being overwhelmed with donations, and to prevent worthwhile materials and goods, donated out of kindness, from being unnecessarily destroyed.
4. The goals in donation management are as follows:
  - a. The Donations Coordinator (DC) will determine, with advice and consultation from support agencies, what the areas and categories of greatest need for donations and services are.
  - b. Determine which phase of activation will be required.
  - c. Work with Public Information (**ESF-15**) to communicate clearly and effectively to the public that unsolicited goods should not be shipped directly to the disaster site; mass quantities of unneeded items serve to clog transportation arteries that are already seriously stressed.
  - d. With the advice and consultation from support agencies, publicize items that are needed during the disaster and provide a hotline for those seeking to donate. This can be done, if requested, with help from the Springfield-Greene County Office of Emergency Management.
  - e. Working with support agencies, maintain a complete database to assure: prompt response to donors; prompt allocation of donations; and tracking of donations until it is received by the disaster victim or response agency.

#### B. Organizational Strategy: Donations Management

The Emergency Operations Center (EOC) and the DC will determine the level of staffing needed based upon the level of donations. The DC will advise the EOC with ongoing donation activities, levels, staff, space and other requirements.

##### 1. Activation of Donations Management Function

During activation of the EOC, the DC will serve as the liaison to the EOC from the Donations Coordination Team. The DC will:

- a. Represent and speak on behalf of donations policy in all EOC decisions;
- b. Communicate all policy decisions to the team;
- c. Represent the team in all EOC coordination issues;
- d. Work with EOC Management to produce appropriate news releases;
- e. Communicate needs identified in the EOC to the Needs group;
- f. Communicate and coordinate with the SEMA Donations Coordinator, and chair all coordination meetings with VOAD groups.

Donations management will remain flexible to appropriately address different sizes of disasters. Three phases of donations management, each suited to the particular scope of the disaster, allows the necessary flexibility. These phases are as follows:

- a. **Donations Management - Phase I:** This phase will be used in disasters that are small, limited or localized in nature. This would correspond generally with a Level III (See ESF 5) activation of the Emergency Operation Center (EOC). Donations are few and sporadic. In this phase, the DC or an Emergency Management Official would handle any matters regarding donations or provide donations management guidance to Emergency Management Director if necessary.
- b. **Donations Management - Phase II:** This phase is for disasters that range from small to large. The EOC is activated to a Level II or I. A state declaration and a federal declaration of a disaster are very possible. Based on the activity of donations, one to several people can manage the donations process without activating the entire plan. Some functions and or positions may be combined within this plan to fit the needs of the disaster or personnel on hand. See below for a brief description of Phase III operations.
- c. **Donations Management - Phase III:** This phase is for very large or catastrophic disasters or disasters that generate a great amount of media attention or public interest and therefore a great amount of donations.

## 2. **Acceptance of Donations**

- a. **Unsolicited or unneeded donations**

The City of Battlefield and the DC will attempt to limit the amount of unsolicited or unneeded donations being accepted. Receiving and sorting unneeded goods or services or disposing of large quantities of unneeded goods can be a lengthy and costly process.
- b. **Goods and Materials**
  - Donated goods may arrive in an area day or night without warning. Upon arrival, delivery drivers will want to know where they should off-load their cargo and will most likely expect personnel to be provided for unloading. Oftentimes it will be impossible to initially identify if the goods and materials arriving are solicited or unsolicited. As a result, it may be very difficult not to receive or accept some unsolicited goods and materials.
  - Upon activation of the Donations Management ESF, the DC will establish a facility early for staging and/or warehousing anticipated donated items. The primary facility for Greene County is Convoy of Hope.
  - All goods and materials that arrive to the area, both solicited and unsolicited, will be accepted and received by the Donations Coordination Team at Convoy of Hope or other established facility within the City of Battlefield.
  - This facility will act as the central location to receive, sort, organize, inventory, repackage if necessary, and temporarily store donated items and other goods.
  - An inventory list of donated goods will be created and submitted to the Operations Section of the EOC at minimum daily.

c. **Services**

- During a disaster event there is a high likelihood that offers for donated services, both solicited and unsolicited will arrive from across the region and possibly the country.
  
- **Unsolicited Services**
  - Offers for unsolicited services will be passed to the Operations Section of the EOC.
  - The Operations Section will coordinate with all Battlefield ESFs to determine if the service is a valid need that should be accepted.
  - If the Operations section determines that the service is not needed, the offer for donated service will not be accepted.
  - The vendor/organization offering the donated service will be tracked in the Finance/Admin Section of the EOC so that they can be contacted if the need arises in the future for this service.
  
- **Solicited Services**
  - Offers for solicited services will be passed to the Operations Section of the EOC which will accept the offer if it is determined that the service adequately meets the need that was requested.
  - The Operations Section will coordinate with the organization/vendor offering to donate the services requested and assign them to a lead agency from the corresponding ESF to perform the service.

d. **Personnel**

Volunteer personnel, both solicited and unsolicited, willing to donate their time could potentially come in from around the State, the Country, or the World, should a disaster affect Battlefield. The type of disaster or event will determine the number of volunteers needed for an effective response. In an event where a large number of volunteer personnel are needed, the City of Battlefield can request that the Springfield-Greene County Office of Emergency Management will activate the Volunteer Coordination Center (VCC). (see **ESF-20, Volunteer Management for additional information on personnel donations**)

e. **Financial Resources**

- The City of Battlefield emphasizes the preference for financial/cash donations.
- Battlefield makes no distinction between solicited and unsolicited financial donations and will facilitate acceptance of all financial resources that may be donated.
- Battlefield will connect the donor with one of the ESF partner non-profit organizations that assist with local response/recovery operations.

f. **Facilities**

- During a disaster, Battlefield may be presented with offers of donated facilities.
- **Unsolicited Facility Donations**
  - Unsolicited offers for donated facility use will be passed to the Operations Section of the EOC.
  - The Operations Section will coordinate with all Battlefield ESFs to determine if the facility is suitable to meet an identified need.
  - If the Operations section determines that the facility is not needed, the offer for the donated facility will not be accepted.
  - The vendor/organization offering to donate the facility will be tracked in the Finance/Admin Section of the EOC so that they can be contacted if the need arises in the future for use of this facility
- **Solicited Services**
  - Solicited offers for donated facility use will be passed to the Operations Section of the EOC which will accept the offer if it is determined that the facility adequately meets the need that was requested.
  - The Operations Section will coordinate with the organization/vendor offering to donate the facility requested and connect them to a lead agency from the corresponding ESF that needs the facility.
  - The EOC Finance/Admin Section will coordinate with Battlefield's city attorney on any contracts that may be required for usage of the donated facility.

3. **Management of Donations**

a. **Goods and Materials**

- All goods and materials that arrive in Battlefield, both solicited and unsolicited will be accepted and received by the Donations Coordination Team at the established facility.
- This facility will act as the central location to receive, sort, organize, inventory, repackage if necessary, and temporarily store donated items and other goods.
- The Donations Coordination Team will maintain a database for the tracking and inventory of all donated goods and materials.
- An inventory list of donated goods will be created and submitted to the Operations Section of the EOC at minimum daily.
- All requests for distribution of donated goods and services will be routed through the DC and the Donations Coordination Team.
- The DC or the Donations Coordination Team will work with support agencies, to maintain a complete database to assure:
  - prompt response to donors;
  - prompt allocation of donations; and
  - tracking of donations until it is received by the disaster victim or response agency

b. **Services**

- Services that are donated to Battlefield will be managed by the corresponding ESF to which that service has been assigned.
- ESF agencies utilizing donated services will be required to track and monitor the services performed and submit all applicable documentation associated with that service to the EOC (i.e. duty logs, injury reports, personnel associated with that service, consumables used)

c. **Personnel**

- Personnel donations will be managed by a volunteer coordinator within the City of Battlefield unless the need arises to request that the OEM activate the VCC, which will handle the coordination of professional, traditional, affiliated, and spontaneous volunteer personnel.
- The volunteer coordinator or VCC will be responsible for effectively organizing all types of volunteers identified above, registering them and assigning them to a local participating volunteer agency. (**see ESF-20, Volunteer Management for additional information on management of personnel donations**)

d. **Financial Resources**

- The City of Battlefield will not have direct control or management of financial resources that are donated.
- Donations of Financial Resources will be managed by the ESF partner non-profit organizations that assist with local response/recovery operations according to their policies and standard operating procedures.

f. **Facilities**

- Facilities that are donated to Battlefield will be managed by the corresponding ESF agency to which that facility has been assigned.
- ESF agencies utilizing donated facilities will be required to track and monitor all applicable costs that may be associated with the facility and submit all documentation to the EOC (i.e. utility costs, repairs, renovations).
- The responsible ESF may be required to assign a facility manager to ensure that operations at the donated facility are in compliance with any contracts or regulatory codes that may be in place.

4. **Distribution of Donations**

a. **Goods and Materials**

- All goods and materials that arrive in Battlefield, both solicited and unsolicited will be accepted and received by the Donations Coordination Team at the established facility.
- This facility will act as the central location to distribute goods and materials as assigned by the EOC which will be coordinated with ESFs to assess unmet needs.

- **Bulk Distribution:**  
Bulk distribution refers to items that are acquired in bulk or large quantities and given to disaster victims. Examples may include ice, water, canned goods, dry goods, grains, fresh produce, toiletry items, first aid supplies, work gloves, cleaning supplies, clothes, essential household items such as dishes, pots, pans, lanterns, water containers, blankets, cots, linens and tents.
  - The system for bulk distribution must be coordinated with donations management because bulk distribution largely relies upon donated goods to sustain itself.
  - Distribution sites, and to a lesser degree staging areas, are the prime locations for bulk distribution items. There are various methods for physically handing over bulk items to people in a disaster area.
  - The best method for doing so should be determined by the current situation and the agencies assigned to bulk distribution.
  - The EOC and the DC will help coordinate bulk distribution and donations management operations.

b. **Services**

- Services that are donated to Battlefield will be distributed to ESFs through the Operations Section of the EOC.
- Distribution of donated services will be prioritized by need.

c. **Personnel**

Personnel donations will be managed by a volunteer coordinator within the City of Battlefield unless the need arises to request that the OEM activate the VCC. In this case, personnel donations will be distributed through the VCC to local non-profit partnering agencies. (**see ESF-20, Volunteer Management for additional information on management of personnel donations**).

d. **Financial Resources**

- The City of Battlefield will not have direct control or management of financial resources that are donated.
- Donations of Financial Resources will be distributed to and managed by the ESF partner non-profit organizations that assist with local response/recovery operations according to their policies and standard operating procedures.

e. **Facilities**

- Facilities that are donated to Battlefield will be distributed to ESFs through the Operations Section of the EOC.
- Distribution of donated services will be prioritized by need.

5. **Additional Planning Considerations**

a. **Planning Components for Managing Goods**

Other components that must be considered as the Donations Management operation is established are as follows:

- Administration
- Risk management
- Receiving and unloading
- Materials handling
- Storage
- Shipping
- Accountability
- Security

Donations management officials should have expertise in planning and training in these components.

b. **Transportation**

The DC will work closely with **ESF-1 Transportation**. Transportation schemes will be developed in the State Emergency Operations Center and the local EOC. Critical needs items should not be delayed. Other less critical items, if designated and belonging to a voluntary agency, should be allowed to proceed to their destination. Pending special direction by local government, voluntary agencies expecting relief items they have solicited, purchased, or for which they have coordinated delivery should be allowed to immediately direct their shipments to their own established facilities. These goods should be treated like other shipments of goods being directed to the disaster area with specific and urgent missions.

Drivers should have contact with personnel at their destinations and should be carrying support documentation. Sponsors of designated goods should also be responsible for recruiting labor to unload their shipments. Shipments of designated relief goods should be well marked with the name of the voluntary agency.

State control over traffic traveling to the disaster area will affect vehicles shipping relief goods. Control/check points can be used to regulate trucks entering the disaster area through inspection of the cargo manifest and to check to see if the shipment is needed and expected by a particular voluntary agency. Trucks will be expected to have name and contact information for recipients of the shipment. The State may direct relief good shipments to a particular staging or distribution areas. Escort support may be needed.

6. **Phone Bank**

- a. The American Red Cross and 211 will coordinate management of donor phone calls through their respective phone banks. The OEM can also activate their phone bank if requested by the City of Battlefield to take donor phone calls.
- b. Calls can generally be classed into four types:

- Donors providing a donation, starting a “drive”, or wanting to know how best to donate.
- Vendors wanting to provide services or materials at a reduced cost to the disaster victim.

- Drivers, en route to the disaster area, desiring to know where they should deliver their cargo, and who will off-load it.
- Persons, including disaster victims, seeking disaster related information.

**7. Unmet Needs**

- During the recovery process, after all the disaster relief organizations, state and/or federal government have provided monetary and other assistance to disaster victims, there still may be individuals and families who, for various reasons need additional help in recovering from the disaster.
- The Greene County Long-Term Recovery Committee has a sub-committee under the Greene County COAD. This is a group of representatives (from community based relief organizations, established disaster relief agencies, clergy, council of churches, local foundations, local business, etc.) who meet together to consider individual cases where the victims’ needs are significantly greater than the assistance already provided.
- An “unmet needs request” is submitted to the committee by an “advocate agency” for that particular unmet needs case. Once the advocate agency has submitted the request, that agency will present the individual case to the committee. The committee will review the case and decide whether his or her agency can provide additional assistance on top of what has already been provided.

**C. Actions to be Taken by Operating Time Frames**

**1. Mitigation**

- Primary and support agencies will work to develop and maintain a list of available support services.
- Primary and support agency personnel will participate in disaster operations training, including training in donations management.

**2. Preparedness**

- Create and maintain a database for managing available resources and donations.
- Develop a mechanism by which to control transportation of goods into the city and transportation to the Staging and Distribution areas.
- Pre-develop or maintain a list of known items needed for each type of risk.
- Develop a plan for proper disposal of unwanted/unused items. Review what was disposed of previously, if anything, and determine if the waste could have been minimized.

**3. Response**

- Activate plan and notify all voluntary agencies of activation.
- Contact ESF- 20 team members and place on stand-by.
- Maintain records of expenditures and in-kind donations received.

**4. Recovery**

- Start drawing back response operations and initiate the preparations for demobilization.
- Continue the warehouse/distribution operations until needs are met for all disaster victims.

- c. Work with the Long-Term Recovery Committee to assess continuing needs of agencies involved in recovery and work with PIO to communicate those needs.

5. **Demobilization**

- a. Demobilization is an issue of obvious timing. Throughout the disaster the Donations Management operation will be gearing up or winding down. As calls for donations begin to come in less and less, hours will naturally be reduced. As donations drop off, the large reception center can be closed and consolidated with the staging areas or even the distribution centers. It is important, however, not to "dump" unwanted useless items on to the distribution centers.
- b. As demobilization gets well underway, survey the inventory and determine where items can be used most quickly and efficiently. If an item is unwanted or unneeded evaluate whether the item is worth storing for the future or if proper disposal is best. Additionally, remember that just because a disaster relief organization cannot use the item, it does not mean the item is unusable.

IV. **ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES**

A. **Primary Agency:**

**City of Battlefield**

1. Review and assess damage information to establish priorities of supplies.
2. Arrange for distribution of goods with help from Resource Management (**ESF-7**) and Transportation (**ESF-1**).
3. Keep an accurate accounting of the flow of goods from donors to recipients.
4. Establish other staging areas as needed.
5. Coordinate with Public Information (**ESF-15**) for the development of public information announcements including providing instructions for private individuals and groups desiring to donate items or services, and location of distribution points for pick-up of donated goods by victims.
6. Review and revise priority area designations as needed.
7. Coordinate with liaisons from OEM and Convoy of Hope.

B. **Support Agencies:**

**Springfield-Greene County Office of Emergency Management (OEM)**

The OEM will participate as a support agency of the City of Battlefield becomes overwhelmed by the size or scope of the event and at the request of the city. The OEM can offer the following assistance if requested:

1. Activation of the Volunteer Coordination Center
2. Activation of the Phone Bank to receive donations offers and needs requests
3. PIO assistance and public information dissemination

**Convoy of Hope**

1. Provide support for agencies on solicited and unsolicited goods and volunteers.
2. Provide a liaison between the EOC and donating agencies.
3. Provide EOC with donations status and availability.
4. Coordinate the warehousing and distribution of donated durable and non-durable items, including food.
5. Coordinate with private and public agencies to receive donated items.

### **Salvation Army**

1. Coordinate with warehousing and distribution points for durable and non-durable goods.
2. Establish and maintain liaison with EOC.

### **American Red Cross:**

Implement procedures and staff a telephone call-in point for information concerning volunteers and donations of goods if requested.

### **C. State Support Agency:**

#### **State Emergency Management Agency**

Works with the Statewide Volunteer Coordinator to assess the need for donations management and work with the MOVOAD organization to provide assistance.

### **D. Federal Support Agency:**

#### **Federal Emergency Management Agency**

FEMA supports the State Donations Coordinator and voluntary organizations through:

- a. Assisting with the Donations Coordination Team and Donations Coordination Center.
- b. Assisting with technical and managerial support.
- c. A national network of information and contacts to assist donations specialists.
- d. Providing donations management software and communications support.

## **V. DIRECTION AND CONTROL**

- A.** For incidents that have reached an emergency classification (**Basic Plan, Appendix 2**), overall direction and control will be from the EOC, however, the Convoy of Hope can staff this ESF, including the position of Donations Coordinator.
- B.** When a classified emergency occurs, normal operating procedures will be altered as necessary to ensure adequate direction and control.

## **VI. CONTINUITY OF OPERATIONS**

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Record Keeping**

1. All requests for assistance, all general messages, and all reports will be handled using the procedures and format set forth in this ESF. The use of reports will vary according to the type of emergency involved.
2. Federal resources may be needed to execute this donations management plan. Donations Coordination Team Requests for Federal Assistance (RFAs) are likely. The costs of RFAs are split among Federal, State and local government. The proportions of cost sharing vary.

Typically the Federal share of the cost is 75%. When such RFAs are needed, the Donations Coordination Team will develop an RFA based upon policy, operational needs and available Federal Resources. The Donations Coordination Team Leader will endorse the RFA and forward it on through the SEMA chain of command for processing.

3. Records of purchases, rentals, agreements, loans, etc., will be maintained, organized and monitored by the DCT.
4. Each agency is responsible for maintaining its own records of expenditures for later reimbursement.

**B. Operational Equipment Supplies and Transportation**

1. The City of Battlefield will provide "normal" amounts of office supplies to personnel of other agencies assigned to work in the EOC and the Donations Coordination Center. Unusual or extraordinary amounts must be secured by the individual organization.
2. The EOC has been adequately equipped to meet the needs of the procedures outlined in this ESF. If the equipment or physical capabilities of the EOC are not sufficient for a particular organization to meet its mission, this fact will need to be brought to the attention of the Emergency Management Director.
3. Each organization is responsible for furnishing its own transportation requirements for direction and control activities.

**C. Logistical Support**

Logistical support for the Donations Coordination Center must be coordinated through the Donations Coordination Team Leader.

**VIII. ESF DEVELOPMENT AND MAINTENANCE**

- A. This ESF was developed by the Springfield-Greene County Office of Emergency Management in coordination with the City of Battlefield and with the supporting documentation developed by American Red Cross, FEMA, SEMA and the participating departments/agencies.
- B. This ESF will be reviewed and updated annually. The City of Battlefield and the Springfield-Greene County Office of Emergency Management will instigate this review. Necessary updates will be accomplished by the responsible agencies.
- C. Tests, exercise and drills will be conducted regularly. The results of these activities will be incorporated in this ESF when so indicated.

**IX. REFERENCES**

- A. FEMA: FEMA 278, Donations Management Guidance Manual.
- B. American Red Cross: In-Kind Donations Information Packet, ARC 4039D (May 2005).
- C. American Red Cross, Gifts of Goods & Services for Disaster Relief Volunteers Brochure
- D. American Red Cross: Local Disaster Volunteers, ARC 30-3054 (September 1999).
- E. American Red Cross: Disaster Services Spontaneous Volunteer Management, ARC 30-3054, Annex M (July 2003)
- F. American Red Cross: Coordinator of Disaster Volunteers, ARC 30-3054 Annex L (November 2000)
- G. Missouri Revised Statutes: Chapter 44.
- H. State Emergency Operations Plan, as amended (2005).

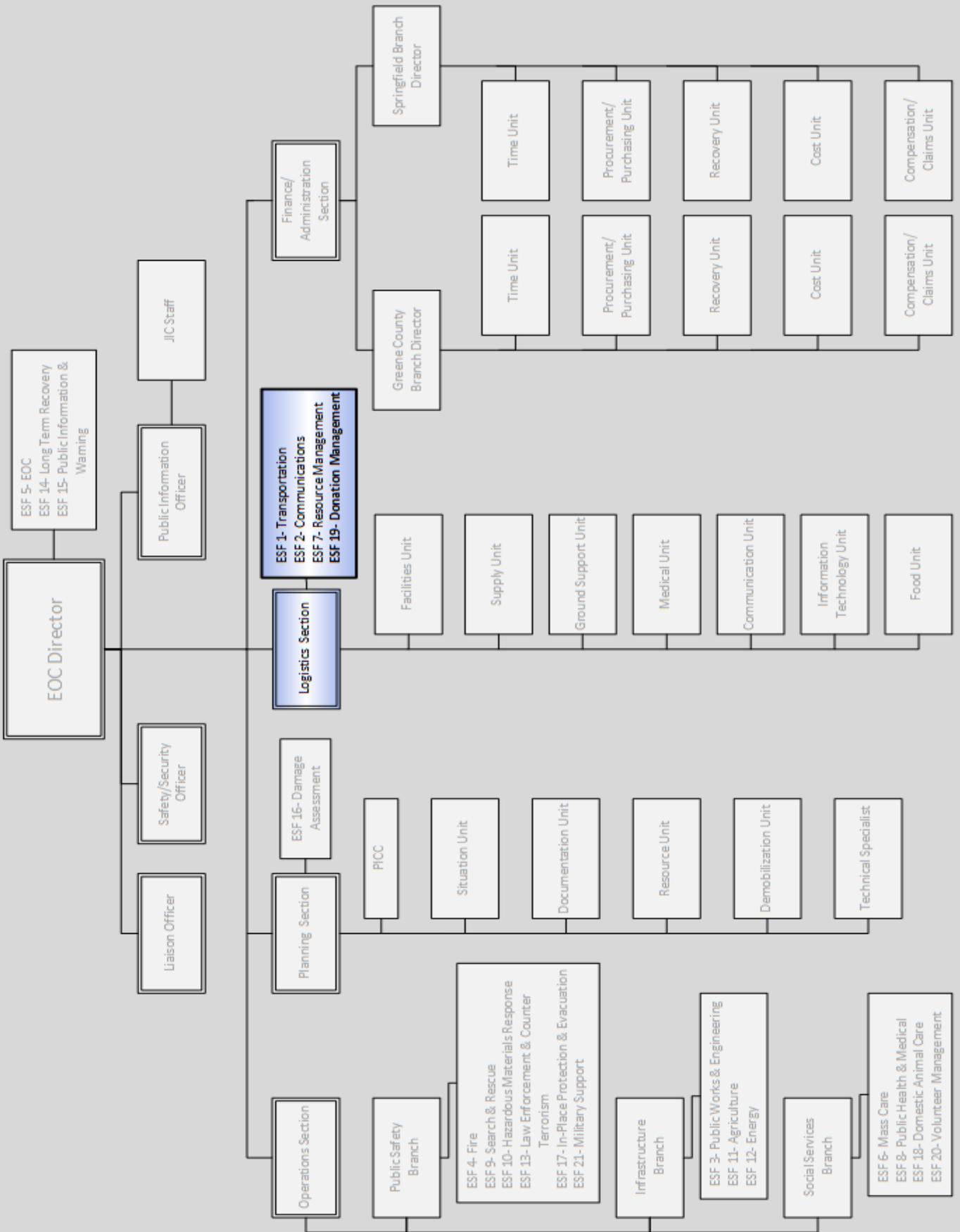
**ESF-19**  
**DONATION MANAGEMENT**  
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## **APPENDIX 1**

**This is a restricted document**

# APPENDIX 2 ORGANIZATIONAL CHART



## APPENDIX 3

### POINTS OF DISTRIBUTION (POD)

- The critical planning factor for ordering commodities is “**distribution**” capability, not people without power.
- Distribution planning must be a priority with local governments for the commodities mission to be successful.
- All levels of government must understand the distribution point concept.
- A Type III distribution point (DP) with one supply lane can serve 1,660 cars or 5000 people in one day.
- A Type II Distribution Point has two lanes
- A Type I Distribution Point has four lanes

APPENDIX 3

ATTACHMENT A

POINTS OF DISTRIBUTION (POD) FOOTPRINT

