# USER GUIDE
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2019 Springfield-Greene County Emergency Operations Plan

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## INTRODUCTION

This plan emphasizes the comprehensive approach to emergency management. Comprehensive Emergency Management (CEM) strives to integrate (1) all-hazards that pose a risk to Springfield-Greene County; (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 four 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.

4. The EOC Contact list provides phone numbers for local, state and federal agencies that may work agencies within the EOC during activations. This document also has the activation list for each ESF identified in the EOP.

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.

In March 1988, the Springfield-Greene County Emergency Management Office, in conjunction with the State Emergency Management Agency, drafted an Emergency Response Plan for Springfield and Greene County. This document represents the latest revision of that document.

## OFFICIAL APPROVAL (PROMULGATION STATEMENT)

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 Greene County, Missouri.

_____  11/26/19
Presiding Commissioner      Date
Greene County, Missouri

_____  1-26-2019
Commissioner, 1st District     Date
Greene County, Missouri

_____  11/26/2019
Commissioner, 2nd District    Date
Greene County, Missouri

_____  26NOV2019
County Administrator        Date
Greene County, Missouri

_____  11/26/19
Emergency Management Director  Date
Greene County, Missouri

ATTEST:

_____  December 02, 2019
County Clerk               Date
Greene County, Missouri

## OFFICIAL APPROVAL (PROMULGATION STATEMENT)

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 Springfield, Missouri.

Mayor            Date
Springfield, Missouri

City Manager        Date
Springfield, Missouri

Emergency Management Director      Date
Springfield, Missouri

ATTEST:

City Clerk          Date
Springfield, Missouri

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## FOREWARD

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 IX of the Basic Plan.

The EOP lays a framework that will allow Springfield-Greene County 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 Springfield-Greene County 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 is it concerned with 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.

The EOP establishes procedures for conducting effective and coordinated emergency operations using resources available to Springfield-Greene County. 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 Springfield- Greene County are inadequate or exhausted, state and federal resources will be requested as specified in the State and Federal Response Plans.

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## PLAN DISTRIBUTION LIST

**Individual/Agency**                                                                **Authorized Quantity**

| Greene County: | Binder | USB |
|---|---|---|
| County Assessor | 0 | 1 |
| County Clerk | 0 | 1 |
| County Commissioners/Administrator | 0 | 4 |
| County Highway Department | 0 | 1 |
| County Human Resources | 0 | 1 |
| County Information Systems | 0 | 1 |
| County Medical Examiner | 0 | 1 |
| County Purchasing | 0 | 1 |
| County Resource Management | 0 | 1 |
| County Sheriff | 0 | 1 |
| Springfield-Greene County Office of Emergency Management | 15 | 0 |
| **Totals** | 15 | 13 |

| City of Springfield: | Binder | USB |
|---|---|---|
| City Building Development | 0 | 1 |
| City Clerk | 0 | 1 |
| City Finance / Purchasing | 0 | 1 |
| City Manager | 0 | 2 |
| City Parks and Recreation | 0 | 1 |
| City Public Information Office | 0 | 1 |
| City Public Works | 0 | 1 |
| City Risk Management | 0 | 1 |
| City Workforce Development | 0 | 1 |
| Springfield Fire Department | 0 | 2 |
| Springfield Police Department | 0 | 1 |
| Springfield-Branson National Airport | 0 | 1 |
| Springfield-Greene County 911 Emergency Communications Dpt. | 0 | 1 |
| Springfield-Greene County Health Department | 0 | 1 |
| Transportation Management Center | 0 | 1 |
| **Totals** | 0 | 17 |

| Utility Providers: | Binder | USB |
|---|---|---|
| City Utilities | 0 | 1 |
| Empire Electric | 0 | 1 |
| Ozark Electric | 0 | 1 |
| Southwest Electric | 0 | 1 |
| Spire, Inc. | 0 | 1 |
| Webster Electric | 0 | 1 |
| **Totals** | 0 | 6 |

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## PLAN DISTRIBUTION LIST (cont)

| Fire Districts: | Binder | USB |
|---|---|---|
| Ash Grove Fire | 0 | 1 |
| Battlefield Fire | 0 | 1 |
| Bois D'Arc Fire | 0 | 1 |
| Brookline Fire | 0 | 1 |
| Ebenezer Fire | 0 | 1 |
| Fair Grove Fire | 0 | 1 |
| Logan-Rogersville Fire | 0 | 1 |
| Strafford Fire | 0 | 1 |
| Walnut Grove Fire | 0 | 1 |
| West Republic Fire | 0 | 1 |
| Willard Fire | 0 | 1 |
| **Totals** | 0 | 11 |

| Municipalities: | Binder | USB |
|---|---|---|
| City of Ash Grove | 0 | 1 |
| City of Battlefield | 0 | 1 |
| City of Fair Grove | 0 | 1 |
| City of Logan-Rogersville | 0 | 1 |
| City of Republic | 0 | 1 |
| City of Strafford | 0 | 1 |
| City of Walnut Grove | 0 | 1 |
| City of Willard | 0 | 1 |
| **Totals** | 0 | 8 |

| Additional Agencies: | Binder | USB |
|---|---|---|
| American Red Cross | 0 | 1 |
| Church of Jesus Christ of Latter-Day Saints, The | 0 | 1 |
| Convoy of Hope | 0 | 1 |
| Council of Churches | 0 | 1 |
| Cox Health Systems | 0 | 2 |
| Emergency Veterinary Clinic of SW Missouri | 0 | 1 |
| Empower: Abilities | 0 | 1 |
| Humane Society of Southwest Missouri | 0 | 1 |
| Lakeland Hospital | 0 | 1 |
| Mercy Hospital | 0 | 1 |
| Missouri Department of Conservation | 0 | 1 |
| Missouri Department of Natural Resources | 0 | 1 |
| Missouri Department of Transportation | 0 | 1 |
| Missouri Highway Patrol, Troop D | 0 | 1 |
| Missouri State Veterinarian | 0 | 1 |
| Salvation Army | 0 | 1 |
| State Emergency Management Agency | 0 | 1 |
| United Way | 0 | 1 |
| **Totals** | 0 | 19 |
| **Grand Totals** | **15** | **74** |

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## RECORD OF CHANGES

The Springfield-Greene County 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. When an update is received, all affected pages should be replaced and noted below.  The update bulletin should be inserted immediately behind this page for future reference.

| REVIEW DATE | ESF REVIEWED | CONTENT CHANGED | CHANGED BY |
|---|---|---|---|
| 10/04/18 | All | Updated footer to "2019" | L. Mericle |
| 09/30/19 | All | Completed final edits to new format | L. Mericle |
| 11/27/19 | Activation Lists | Added new Deputy Director | L. Mericle |
| 11/21/18 | All ESF's | Updated Organization Charts | L. Mericle |
| 03/19 | User Guide | Updated new format | L. Mericle |
| 12/10/19 | User Guide | Added updated Promulgation Statement | L. Mericle |
| 03/19 | Basic Plan | Updated format | L. Mericle |
| 12/06/18 | ESF 1 | Updated staging areas | L. Mericle |
| 02/06/19 | ESF 1 | Updated to new format | L. Mericle |
| 10/14/19 | ESF 1 | Updated Southwest Center for Independent Living's name to *empower:abilities* | L. Mericle |
| 02/13/19 | ESF 2 | Updated to new format | L. Mericle |
| 02/13/19 | ESF 3 | Updated to new format | L. Mericle |
| 02/20/19 | ESF 4 | Updated Greene County Fire Districts map | L. Mericle |
| 02/20/19 | ESF 4 | Updated to new format | L. Mericle |
| 08/20/19 | ESF 4 | Updated fire station list | L. Mericle |
| 12/6/18 | ESF 5 | Updated EOC Planning P | L. Mericle |
| 02/20/19 | ESF 5 | Removed Traffic Management Center in support agency list on page 1 | L. Mericle |
| 02/20/19 | ESF 5 | Added Incident Support Team (IST) contact on activation list | L. Mericle |
| 02/20/19 | ESF 5 | Added colors to EOC Activation Levels appendix | L. Mericle |
| 05/10/19 | ESF 6 | Updated to new format | L. Mericle |
| 05/16/19 | ESF 7 | Updated to new format | L. Mericle |
| 09/10/19 | ESF 7 | Updated Emergency Vendor Contract List | L. Mericle |
| 05/16/19 | ESF 8 | Updated to new format | L. Mericle |

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| 05/16/19 | ESF 8 | Removed Ozarks Community Hospital | L. Mericle |
|---|---|---|---|
| 06/10/19 | ESF 9 | Updated to new format | L. Mericle |
| 06/10/19 | ESF 10 | Updated to new format | L. Mericle |
| 11/27/19 | ESF 10 | Updated new watershed map to 2019 version | L. Mericle |
| 06/18/19 | ESF 11 | Updated to new format | L. Mericle |
| 06/18/19 | ESF 11 | Updated State Veterinary District to #8 | L. Mericle |
| 06/20/19 | ESF 12 | Updated to new format | L. Mericle |
| 06/20/19 | ESF 12 | Updated Energy Suppliers Chart | L. Mericle |
| 06/20/19 | ESF 12 | Updated Water Districts Chart | L. Mericle |
| 08/13/19 | ESF 13 | Updated to new format | L. Mericle |
| 08/14/19 | ESF 14 | Updated to new format | L. Mericle |
| 12/6/18 | ESF 15 | Updated Appendices | L. Mericle |
| 08/15/19 | ESF 15 | Updated to new format | L. Mericle |
| 12/6/18 | ESF 16 | Updated Damage Assessment Criteria and Org Chart | L. Mericle |
| 08/15/19 | ESF 16 | Updated to new format | L. Mericle |
| 12/5/18 | ESF 17 | Updated Public Assistance Figures for 2019 | L. Mericle |
| 08/15/19 | ESF 17 | Updated to new format | L. Mericle |
| 08/15/19 | ESF 18 | Updated to new format | L. Mericle |
| 08/19/19 | ESF 19 | Changed OEM to Primary and made Emergency Vet Clinic Support | L. Mericle |
| 08/19/19 | ESF 19 | Updated to new format | L. Mericle |
| 08/19/19 | ESF 20 | Updated to new format | L. Mericle |
| 10/14/19 | ESF 20 | Removed The American Red Cross and replaced with The Church of Latter-Day Saints; revised content of ESF | L. Mericle |

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## ACRONYMS

| | | | | |
|---|---|---|---|---|
| **AAR** | After-Action Report | | **DMT** | Disaster Medical Team (MO) |
| **AHJ** | Authority Having Jurisdiction | | **DNR** | Department of Natural Resources (MO) |
| **ARC** | American Red Cross | | **DOC** | Department Operations Center |
| **APHIS** | Animal and Plant Health Inspections Service (USDA) | | **DOD** | Department of Defense (U.S.) |
| | | | **DOE** | Department of Energy (U.S.) |
| **AVIC** | Area Veterinarian in Charge | | **DOJ** | Department of Justice (U.S.) |
| **B-NICE** | Biological, Nuclear, Incendiary, Chemical, and Explosive | | **DOT** | Department of Transportation (MO & U.S.) |
| **BERT** | Greene County Bioterrorism Emergency Response Team | | **DRC** | Disaster Recovery Center (FEMA) |
| | | | **DSCA** | Defense Support of Civil Authorities (DOD) |
| **BOP** | Bureau of Prisons (Dept. of Justice) | | **DWI** | Disaster Welfare Inquiry (ARC) |
| **CAD** | Contagious Animal Disease | | **EAS** | Emergency Alert System |
| **CBO** | Community Based Organization | | **ECC** | Springfield-Greene County Emergency Communications Center |
| **CBRNE** | Chemical, Biological, Radiological, Nuclear, and Explosive | | **EMAC** | Emergency Management Assistance Compact |
| **CDC** | Center for Disease Control (HHS) | | | |
| **CEM** | Comprehensive Emergency Management | | **EMPG** | Emergency Management Performance Grant |
| **CEO** | Chief Elected Official | | **EMS** | Emergency Medical Services |
| **CEPF** | Chemical Emergency Preparedness Fund | | **EOC** | Emergency Operations Center |
| **CERCLA** | Comprehensive Environmental Response Compensation and Liability Act | | **EOP** | Emergency Operations Plan |
| | | | **EPA** | Environmental Protection Agency (U.S.) |
| **CERT** | Community Emergency Response Team (FEMA) | | **EPCRA** | Emergency Planning and Community Right-to-Know Act |
| **CFR** | Code of Federal Regulations | | **EPP** | Emergency Planning Program |
| **CMA** | Chemical Manufacturer's Association | | **ER** | Emergency Room |
| **COAD** | Community Organizations Active in Disasters | | **ESF** | Emergency Support Function |
| | | | **FAD** | Foreign Animal Disease |
| **COG** | Continuity of Government | | **FADD** | Foreign Animal Disease Diagnostician |
| **COOP** | Continuity of Operations Plan | | **FBI** | Federal Bureau of Investigation |
| **COP** | Common Operating Picture | | **FCO** | Federal Coordinating Officer (FEMA) |
| **CP** | Command Post | | **FDA** | Food and Drug Administration |
| **CSR** | Code of State Regulations (MO) | | **FEMA** | Federal Emergency Management Agency |
| **CST** | Civil Support Team - (MOANG) | | **FMD** | Foot and Mouth Disease |
| **CTP** | Counter-Terrorism Plan | | **FOG** | Field Operations Guide |
| **DCC** | Donation Collection Center | | **FOSC** | Federal On-Scene Coordinator (also OSC) |
| **DFO** | Disaster Field Office (FEMA) | | **FPD** | Fire Protection District |
| **DHS** | Department of Homeland Security | | **FRC** | Federal Resource Coordinator |
| **DHSS** | Department of Health and Senior Services (MO) | | **FSA** | Farm Service Agency |
| **DMAT** | Disaster Medical Assistance Team (HHS) | | | |
| **DMORT** | Disaster Mortuary Response Team (HHS) | | | |

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| | | | | |
|---|---|---|---|---|
| **GSA** | Government Services Agency (U.S.) | **NDPO** | National Domestic Preparedness Office (FBI) |
| **HAN** | Health Alert Network | **NFPA** | National Fire Protection Agency |
| **HHS** | Health and Human Services (U.S.) | **NIMS** | National Incident Management System (U.S.) |
| **HIRA** | Hazard ID Risk Assessment | | |
| **HSAS** | Homeland Security Advisory System | **NIRT** | Nuclear Incident Response Team (DHS) |
| **HSEEP** | Homeland Security Evaluation and Exercise Program | **NMRT** | National Medical Response Team (FEMA) |
| | | **NOAA** | National Oceanic and Atmospheric Administration |
| **HSIN** | Homeland Security Information Network | | |
| **HSOC** | Homeland Security Operations Center (DHS) | **NPO** | Non-Profit Organization |
| | | **NRC** | National Response Center |
| **HSPD** | Homeland Security Presidential Directive | **NRP** | National Response Plan (U.S.) |
| **HSRT** | Homeland Security Response Team | **NRT** | National Response Team (EPA) |
| **IAP** | Incident Action Plan | **NSSE** | National Special Security Event |
| **ICP** | Incident Command Post | **NTED** | National Training and Exercise Division |
| **ICS/IMS** | Incident Command System/Incident Management System | **NWS** | National Weather Service |
| | | **OEM** | Office of Emergency Management |
| **IGA** | Intergovernmental Agreement | **OEP** | Office of Emergency Preparedness (HHS) |
| **IP** | Improvement Plan | **OSC** | On-Scene Coordinator |
| **IST** | Incident Support Team (MO) | **OSHA** | Occupational Safety & Health Administration |
| **JFO** | Joint Field Office (U.S.) | | |
| **JIC** | Joint Information Center | **OSLGCP** | Office of State and Local Government Coordination and Preparedness |
| **JOC** | Joint Operations Center | | |
| **LEPC** | Local Emergency Planning Committee | **PDA** | Preliminary Damage Assessment |
| **MACC** | Multi-Agency Coordination Center (Region D) | **PDD** | Presidential Decision Directive |
| | | **PFO** | Principle Federal Official |
| **MADDL** | Missouri Animal Disease Diagnostic Laboratory | **PIO** | Public Information Officer |
| | | **POC** | Point of Contact |
| **MCI** | Mass Casualty Incident | **RERT** | Radiological Emergency Response Team (EPA) |
| **MDA** | Missouri Department of Agriculture | | |
| **MDC** | Missouri Department of Conservation | **RETCO** | Regional Emergency Transportation Coordinator (DOT) |
| **MERC** | Missouri Emergency Response Commission | | |
| | | **RHSOC** | Regional Homeland Security Oversight Committee |
| **MIAC** | Missouri Information Analysis Center | | |
| **MRC** | Medical Reserve Corps. (DHSS) | **RSF** | Recovery Support Function |
| **MSHP** | MO State Highway Patrol | **RsMO** | Revised Statue of Missouri |
| **MONG** | Missouri National Guard | **SCO** | State Coordinating Officer |
| **MOU** | Memorandum of Understanding | **SEMA** | State Emergency Management Agency (MO) |
| **NBC** | Nuclear, Biological, and Chemical | | |
| **NCS** | National Communications System | **SEOC** | State Emergency Operations Center |
| **NDMS** | National Disaster Medical System (U.S.) | **SEOP** | State Emergency Operations Plan |
| **NDCP** | National Domestic Preparedness Consortium | **SFLEO** | Senior Federal Law Enforcement Official |

| | | | | |
|---|---|---|---|---|
| **SIOC** | Strategic Information and Operations Center (US) | | **TRS** | Trunked Radio System |
| **SFO** | Senior Federal Official | | **TSA** | Transportation Security Administration |
| **SME** | Subject Matter Expert | | **UC** | Unified Command |
| **SOG** | Standard Operating Guidelines | | **USACE** | U.S. Army Corps of Engineers |
| **SOP** | Standard Operating Procedures | | **USAR** | Urban Search & Rescue Team (FEMA) |
| **SRT** | Special Response Team (Springfield PD) | | **USSS** | U.S. Secret Service |
| **TEP** | Training and Exercise Program | | **USDA** | Department of Agriculture (U.S.) |
| **TEPW** | Training and Exercise Planning Workshop | | **WMD** | Weapons of Mass Distruction |
| **THIRA** | Threat and Hazard Identification and Risk Assessment | | **WPS** | Wireless Priority Service (FEMA) |
| | | | **VMAT** | Veterinary Medical Assistance Team (FEMA) |

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## 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.

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**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.

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**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.

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**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.

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**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 (EMD):** 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.) and 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.

# USER GUIDE

**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, Newcastle's 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.

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**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.

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**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.

# USER GUIDE

**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.

# USER GUIDE

**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:** 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.

# USER GUIDE

## 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 it's political, economic, social, or religious significant, 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 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.

# USER GUIDE

**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.

# USER GUIDE

**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.

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**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 (UC):** 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.

## PURPOSE

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## APPENDICES
1. Springfield-Greene County Primary and Support Charts
2. Missouri Revised Statues-Chapter 44 RsMO
3. Greene County Court Order (2011-ACR-768)
4. Springfield City Code Chapter 34
5. Greene County NIMS Adoption Resolution
6. City of Springfield NIMS Adoption Resolution
7. City of Springfield Declaration of Local Emergency
8. Greene County Declaration of Local Emergency
9. State Assistance Request
10. Greene County Elected Officials
11. Annex "O" – Catastrophic Event Plan
12. Region D Mutual Aid Agreements
13. Memorandums of Understanding (MOU)

## PURPOSE

The Springfield-Greene County Emergency Operations Plan (EOP) is, in its entirety, an all-hazards plan designed to coordinate the community response to disasters. This plan establishes policies and procedures that will allow the respective governments of Springfield 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 it 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, technological and human-caused, will be considered from the standpoint of the mission areas of emergency management: (1) Prevention, (2) Protection, (3) Mitigation, (4) Response, and (5) 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.

## SCOPE

This Emergency Operations Plan is applicable to the government organizations of the City of Springfield and Unincorporated Greene County. The plan, in its entirety, provides the framework for emergency response procedures for Springfield and Greene County personnel, key officials, and partnering agencies.  It is the official Emergency Operations Plan for Springfield and Greene County 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 appendices and annexes contained within.

## SITUATIONS AND ASSUMPTIONS

### Situations

1.  Greene County is a Class 1 county under State statutory authority.

2.  The city of Springfield has a "Charter" form of government as assigned under municipal authority and authorized by Section 19, Article VI of the Missouri Constitution.

3.  Springfield and Greene County are located in Southwest Missouri. The city of Springfield, the third largest city in Missouri, is the largest trade and industrial force in the area. It serves the entire southwestern portion of the State and the extreme northwestern portion of Arkansas. Counties that border Greene County are Christian to the south, Polk and Dallas to the north, Dade and Lawrence to the west, and Webster to the east.

4.  The 2014 estimated population, the latest estimation provided, for Greene County was 285,865. Greene County has an average of 423.32 persons per square mile. The largest community and county seat is Springfield with a population of approximately 164,122 (2013). It should also be noted however, that there are approximately 100,000 or more additional people commuting daily to and from Springfield for work, education, tourism, and other reasons.

5.  Much of the growth occurring outside the Springfield urbanized area is occurring in the small communities surrounding Springfield. Other communities in Greene County include Ash Grove, Battlefield, Bois D'Arc, Fair Grove, Republic, Rogersville, Strafford, Walnut Grove, and Willard.

6.  Greene County hazard potentials are well defined, but can vary in scope and magnitude. This plan has been specifically designed to address 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 Springfield-Greene County:

| Natural | Technological | Human-Caused |
|---|---|---|
| Weather: <br> • Damaging Wind <br> • Drought <br> • Extreme Cold <br> • Extreme Heat <br> • Flood <br> • Hail <br> • Ice and Snow <br> • Lightning <br> • Tornado <br><br> Other: <br> • Animal Disease <br> • Communicable Disease <br> • Earthquake <br> • Land Subsidence (Sinkholes) <br> • Wildfire | • Aircraft Crash <br> • Cave/Mine Collapse <br> • Dam Failure <br> • Hazardous Materials <br> • Power Failure <br> • Train Derailment <br> • Urban Fire | • Biological <br> • Chemical <br> • Civil Unrest <br> • Cyber <br> • Explosives <br> • Nuclear <br> • Radiological <br> • Sabotage <br> • Targeted Violence <br> • Waste |

7.  There will be times that Springfield-Greene County 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.

    • In an earthquake or any large-scale disaster, residents of counties affected may be forced to evacuate to the Springfield-Greene County area.
    • Coastal areas devastated by hurricanes may relocate to other areas around the country, including the Springfield-Greene County area.

8.  If they are effectively and promptly employed, the resources of Springfield-Greene County 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.

9.  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).

10. 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 County and surrounding area and are used as necessary (see Appendix 12).

- Primary areas of responsibility for mutual aid within Springfield and Greene County are assigned to the following agencies who maintain and activate the established mutual aid agreements and memoranda of understanding within their respective disciplines:

    - Springfield-Greene County Office of Emergency Management
    - Springfield Fire Department
    - Springfield Police Department
    - Greene County Sheriff's Office

- These agreements assist in providing additional equipment, supplies, facilities, and/or personnel when local shortfalls in resources exist.
- The city of Springfield and Greene County also participate in the Region D Mutual Aid agreements (see Appendix 13).

## 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 of Springfield and Greene County 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 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.

## CONCEPT OF OPERATIONS

### General

All potential severity levels of disasters requiring activation of this plan correlate with the four levels of activation for the Emergency Operations Center (see *ESF 5, Emergency Operations Center*).

| OPCON LEVEL | CONDITION |
|:---:|:---|
| **4** | **Monitoring Activation (Watch Steady)**: Normal daily operations.  Watch Officers and Operations Section monitoring conditions. |
| **3** | **Situational Activation**: This activation is for an incident that can be managed by Watch Officers supplemented by other OEM operational staff. |
| **2** | **Branch Activation**: This activation addresses an ongoing single operational period event with initially, non-complex involvement.  The potential does exist for the incident to grow into a more complex incident. Additional Branch activations should be anticipated. |
| **1** | **Full Activation**: This activation assumes an ongoing complex, multi-operational period incident; requiring a multi-agency response with resource commitments exceeding those available locally. State and/or Federal resource may be required to stabilize the situation. |

When the emergency exceeds the local government's capability to respond, the chief elected official of the affected jurisdiction present, will request assistance from State government. If additional assistance is needed beyond State capabilities, the State will coordinate requests to the proper federal agencies.

This plan is based on the concept that the emergency functions assigned to the various groups, organizations, and individuals involved 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.

The city of Springfield and Greene County has formally adopted the use of the National Incident Management System (NIMS) in accordance with Presidential Policy Directive (PPD)-8, *National Preparedness*. 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, but 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.

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.

The city of Springfield, Greene County, and several other municipalities in Greene County (Battlefield, Fair Grove, Ash Grove, Republic, Rogersville, Strafford, Walnut Grove, and Willard) have created emergency management organizations 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.

## Local Disaster Declarations

The Emergency Management Director, or designee, will recommend to the Mayor and/or Presiding Commissioner a local disaster declaration when conditions warrant.

Conditions that may warrant a local disaster declaration may occur when a threatened or actual disaster occurs which may or has resulted in large-scale loss of life, injury, property damage, and/or destruction. The declaration confirms that the disaster is beyond the capacity of the City and/or County to adequately meet the needs and State and/or Federal assistance is necessary to supplement local efforts to save lives and protect property, public health and safety, or to avert or lessen the threat of a disaster.

When the Mayor and/or Presiding Commissioner issue a local disaster declaration, an official "Declaration of Local Emergency" will be signed and then filed with the Office of Emergency Management and the appropriate office of records for each jurisdiction when able (see Appendix 8 and Appendix 9).

The local declaration will be communicated with the citizens of the affected area using the best means possible at the time. The declaration will also be communicated with the Missouri State Emergency Management Agency by whatever means available at the time.

## Detection and Monitoring

The Springfield-Greene County Emergency Management Program 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.

Detection and monitoring of potential and actual hazards, risks, and emergencies is crucial to all aspects of the prevention, protection, mitigation, response and recovery functions of the Springfield-Greene County Emergency Management Program.
Multiple agencies have been assigned specific areas of responsibility for the function of detection and monitoring within Springfield and Greene County. 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 Springfield and Greene County includes, but is not limited to:

1. **Springfield Police Department** and **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:

     o **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. Springfield-Greene County participates as a partner with the MIAC in this intelligence gathering and sharing.
     o **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.
     o **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).
     o 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 Springfield-Greene County and several have access to this portal and utilize it for intelligence gathering.
     o **Investigative Criminal Activities Database (ICAD) Report**: This Springfield 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.

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

- Engages in detection and monitoring of health-related threats such as biological hazards.
- Participates in and monitor intelligence gathering networks such as:

  o **Show Me 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.
  o 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 Show-Me-Response system for alerting trained health related responders able to assist in an emergency.

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

- On routine cycles, the Springfield-Greene County Office of Emergency Management creates documents (Situation and Infrastructure Reports) with input from internal and external stakeholders for the prevention of natural, technological, and human-caused incidents.
- Monitors natural hazards that have the potential to affect the Springfield-Greene County area.
- Coordinates with local partner agencies such as 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.

## Mission Areas

The plan accounts for activities before, during, and after emergency operations. With this in mind, the following mission areas were established for the various actions to be performed within the scope of this plan: Prevention, Protection, Mitigation, Response, Recovery.

**Prevention**

Prevention includes those capabilities necessary to avoid, prevent, or stop a threatened or actual act of terrorism. Prevention focuses specifically on imminent terrorist threats, including on-going attacks or stopping imminent follow-on attacks.

Prevention also includes activities such as intelligence, law enforcement, and homeland defense as examples of activities conducted to address and resolve the threat.

The Prevention mission area relies on ongoing support activities from across all mission areas that prepare the community in preventing an imminent terrorist threat. These activities include information sharing efforts that directly support local communities in preventing terrorism and other activities that are precursors or indicators of terrorist activity and violent extremism.

**Protection**

Protection safeguards against acts of terrorism and man-made or natural disasters. It focuses on actions to protect the community, our vital interests.

This may include defense against WMD threats; defense of agriculture and food; critical infrastructure protection; protection of key leadership and events; transportation security; immigration security; and cybersecurity.

**Mitigation**

Mitigation includes resources to reduce loss of life and property by lessening the impact of disasters. It is focused on the premise that individuals, the private and nonprofit sectors, communities, critical infrastructure, are made more resilient when the consequences and impacts, the duration, and the financial and human costs to respond to and recover from adverse incidents are all reduced.

Across community planning, housing, information systems, critical infrastructure, public health, healthcare, and future land use, Mitigation is an understanding of the threats and hazards that feed into the assessment of risk and disaster resilience in the community. Mitigation links the long-term activities of the community to reduce or eliminate the risk of threats and hazards developing into disasters and the impacts of the disasters that occur.

The establishment of trusted relationships among leaders in a community prior to a disaster can greatly reduce the risks to life, property, the natural environment, and well-being.

**Response**

Response includes resources necessary to save lives, protect property and the environment, and meet basic human needs after an incident has occurred. It is focused on ensuring that the county is able to effectively respond to any threat or hazard, including those with cascading effects. Response emphasizes saving and sustaining lives, stabilizing the incident, rapidly meeting basic human needs, restoring basic services and technologies, restoring community functionality, establishing a safe and secure environment, and supporting the transition to recovery. Catastrophic incidents require a broader range of partners to deliver equal access other than those routinely addressed. Community involvement is a vital link to providing additional support to response personnel and may often be the primary source of manpower in the first hours and days after an incident. Community members should be encouraged to train, exercise, and partner with emergency management officials.

A catastrophic incident with cascading events may impact the execution of applicable laws and policies. Certain circumstances may trigger legal and policy exceptions that better aid delivery of response needs. Local government should identify applicable laws and policies with their respective counsel in the pre-planning phase.

**Recovery**

Recovery includes resources necessary to assist communities to recover effectively. Support for recovery ensures a continuum of care for individuals to maintain and restore health, safety, independence and livelihoods, especially those who experience financial, emotional, and physical hardships. Recovery capabilities support well-coordinated, transparent, and timely restoration, strengthening, and revitalization of infrastructure and housing; an economic base; health and social systems; and a revitalized cultural, historic, and environment.

Community and government leaders have primary responsibility for planning and coordinating all aspects of their recovery and ensuring that the Community Organizations Active in Disasters (COAD) that play a key role in recovery are included and actively engaged. Following an incident, a well-coordinated management process allows recovery and community leaders to maintain open and transparent communication, share decision making, expand and engage traditional and non-traditional partners, identify needs and priorities more effectively, reallocate and share existing resources, and identify other potential resources and expertise from both inside and outside the community.

# BASIC PLAN                                               ESF 0

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### Organization

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 Springfield-Greene County will be set up along the following (20) functional lines:

| | | | | |
|---|---|---|---|---|
| **ESF 1** | Transportation | | **ESF 11** | Agriculture |
| **ESF 2** | Communications | | **ESF 12** | Energy/Utilities |
| **ESF 3** | Public Works and Engineering | | **ESF 13** | Law Enforcement |
| **ESF 4** | Fire | | **ESF 14** | Long-Term Recovery |
| **ESF 5** | Emergency Operations Center | | **ESF 15** | Public Information & Warning |
| **ESF 6** | Mass Care & Sheltering | | **ESF 16** | Damage Assessment |
| **ESF 7** | Resource Management | | **ESF 17** | In-Place Protection & Evacuation |
| **ESF 8** | Public Health & Medical | | **ESF 18** | Domestic Animal Care |
| **ESF 9** | Search & Rescue | | **ESF 19** | Donations Management |
| **ESF 10** | Hazardous Materials | | **ESF 20** | Volunteer Management |

Both the city of Springfield and Greene County have 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.). Incorporated jurisdictions within Greene County should develop a plan to deal with the same areas as needed.

### Assignment of Responsibilities

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 County official or agency, while others to City agencies or a combination thereof. 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.

A primary/support responsibility chart, which makes these assignments, has been developed for Greene County and the city of Springfield (see Appendix 1).

The specific tasks to be performed in each function are found in detail in each emergency support function and appendices thereto.

### Primary Agencies:

1. **Greene County Commission**
2. **Springfield Mayor**
3. **Springfield City Council**

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

- o The Greene County Presiding Commissioner delegates authority for emergency management coordination and response to the Director of the Springfield-Greene County Office of Emergency Management (OEM).
- o At no time will the County Commission supersede the authority of the elected officials of any of the incorporated subdivisions unless: (1) requested to do so by those elected officials, (2) the local subdivisions governmental body is incapacitated or ceases to exist, or (3) delegated authority by the Governor under the authority of Chapter 44, RSMo. Although incorporated entities may participate in the execution of the plan, they should develop their own local plans.
- o The Mayor of Springfield delegates authority for emergency management coordination and response to the Director of the Springfield-Greene County Office of Emergency Management (OEM).

## Support Agencies:

1. **Emergency Management Director**

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

2. **Greene County Administrator**

   - Support coordination activities of Greene County departments.
   - Coordinate all situational awareness and disaster related intelligence to the Commissioners and other Greene County Office Holders as needed.
   - Participate in media related activities as requested and coordinated by the Public Information Officer.

3. **Springfield City Manager**

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

4. **City/County Legal Department**

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

# BASIC PLAN                                                ESF 0

## DIRECTION AND CONTROL

All ESF operations will be controlled from the EOC to ensure effective operations. 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.

## 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.

### Succession of Leadership

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.

- The line of succession for the Greene County Commission is from the Presiding Commissioner through the two Associate Commissioners in order of their seniority.
- The line of succession for the city of Springfield is from the Mayor, to the Mayor Pro Tem, to the City Council in order of their seniority and finally the City Manager/Deputy City Manager.
- The line of succession for the Office of City Manager is from the City Manager to Deputy City Managers, to Assistant City Manager by seniority and then to designated department heads.
- In the absence of the County Administrator, the Greene County Commission will assume the identified responsibilities, following the Commission line of succession as described above.
- The line of succession for the Springfield-Greene County Emergency Management Director will be to the Deputy Director then by designee.
- 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.

### 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:

- Certain records and documents are vital to the continuance of government following a major disruption of normal activities such as a major disaster.
- These records and documents are to be identified by officials responsible for their day-to-day maintenance.
- Resources from local government will be allocated to provide for one or more of the following options:

    1. Duplication of all such records, with off-site storage of the duplicate set.
    2. Timely movement to secure or safe areas outside the County or City in times of emergency/disaster.
    3. Development of secure and safe storage areas in Springfield-Greene County.

- Most of Greene County's records (court, tax, County Commission records, and other legal documents) are stored at either the Greene County Courthouse (940 Boonville) or in the Greene County Archives Building (1126 Boonville). The remaining records are put on microfiche and sent to the State Archives in Jefferson City.

## ADMINISTRATION AND LOGISTICS

### Administration

- <u>Emergency Authority</u> (see Section IX, Authorities and References)
- <u>Reports and Records</u> as required will be submitted to proper authorities in accordance with the instructions in the individual annexes.
- <u>Agreements and Understandings</u> 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 Springfield-Greene County. 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.
- <u>Discrimination</u> 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.
- <u>Disaster Assistance</u> 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 regardless of what type of assistance is required.

### Logistics

- Whenever possible, procurement of necessary resources will be accomplished using normal day-to-day requisition channels.
- 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 *ESF 7, Resource Management*).
- Procedures have been developed for the following:

    1. Upon activation of the Emergency Operations Center (EOC) and in accordance with NIMS, a Logistics Section will be established.
    2. The Logistics Section is tasked with obtaining and using facilities, materials, services, personnel and other resources required that support emergency operations.
    3. Receiving and managing donations and services of individual citizens, private sector organizations and others not included in the formal response structure.
    4. Identifying, as appropriate, special or critical resources required for radiological and chemical analysis, environmental assessment, biological sampling, etc.
    5. Inventorying, storing, maintaining and replacement of administrative and logical support items used during emergency conditions.
    6. Identifying the availability and accessibility of resources from neighboring jurisdictions, military installations, the State and Federal government.

## EMERGENCY OPERATIONS PLAN (EOP) DEVELOPMENT AND MAINTENANCE

The Springfield-Greene County Office of Emergency Management (OEM) will ensure appropriate officials are briefed on their roles in Emergency Management. The OEM will ensure newly employed officials are briefed as soon as possible after they assume their duties.

Review and written concurrence of this plan will be accomplished as follows: Each agency or department with assigned responsibilities will review this plan. They will report their concurrence to the OEM. The Mayor and City Council of Springfield and the Greene County Commission will sign the promulgation document for all departments.

All agencies/departments will be responsible for the development and maintenance of their respective segments of the plan (see Section IV, Organization and Assignment of Responsibilities).

Through the planning process, the 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.

Every five years the OEM will instigate a thorough analysis of the plan and signed MOUs, organizing all primary and support agencies to review and rewrite relevant portions of the plan. Reformatting options will be considered at this time. This was last completed in 2015.

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.

This plan, or portions thereof, shall be activated by order of the Director of Emergency Management or the chief elected official of the affected jurisdiction.

This plan will be updated as required based on deficiencies identified through drills and exercises, changes in local government structure, technological changes, etc.

To safeguard critical documents, files will be printed as a PDF to prevent any unauthorized changes.

## AUTHORITIES AND REFERENCES

1. Federal Public Law 93-288, Robert T. Stafford Disaster Relief and Emergency Act
2. Federal Public Law 99-499, SARA, Title III
3. National Response Framework (Enacted 2008)
4. FEMA planning guidance CPG 101: Developing and Maintaining Emergency Operations Plans, V2.0
5. Presidential Decision Directives (PDD) 39 and 63
6. Presidential Policy Directive (PPD) 8-National Preparedness, includes NIMS
7. Revised Statutes of Missouri, Chapter 44
8. Revised Statues of Missouri, 49.070
9. Missouri Code of Regulations, Title XI, Division 10 Chapter XI
10. State of Missouri Emergency Operations Plan
11. 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).Sum
12. Springfield City Code Chapter 34, Ordinance No 6171
13. Greene County Court Order (2011-ACR-768)

## APPENDICIES

**APPENDIX 1:**    Springfield-Greene County Primary and Support Chart

**APPENDIX 2:**    Missouri Revised Statues – Chapter 44 RsMO

**APPENDIX 3:**    Greene County Court Order – 2011-ACR-768

**APPENDIX 4:**    Springfield City Code Chapter 34

**APPENDIX 5:**    Greene County NIMS Adoption Resolution

**APPENDIX 6:**    City of Springfield NIMS Adoption Resolution

**APPENDIX 7:**    City of Springfield Declaration of Local Emergency

**APPENDIX 8:**    Greene County Declaration of Local Emergency

**APPENDIX 9:**    State Assistance Request

**APPENDIX 10:**    Greene County Elected Officials

**APPENDIX 11:**    Annex "O" Catastrophic Event Plan

**APPENDIX 12:**    Region D Mutual Aid Agreements

**APPENDIX 13:**    Memorandum of Understandings (MOU)

## APPENDIX 1

## Springfield-Greene County Primary and Support Chart

These charts assign departments, agencies, and organizations the responsibility to prepare for and to perform each of the twenty (20) identified Emergency Support Functions (ESFs) and also whether their responsibility toward the ESF is in a primary or supporting role.

| 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 | Law Enforcement & Counter Terrorism | Long Term Recovery (See Annex IV.) | Public Information & Warning | Damage Assessment | In-Place Protection & Evacuation | Domestic Animal Care | Donations Management | Volunteer Management |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Springfield Agencies** | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| City Manager | | | | | S | | | | | | | | | | | | | | | |
| City Utilities | P | S | | | | | | | | | | P | | | | | | | | |
| Finance/Purchasing | | | | | | | P | | | | | | | | | | | | | |
| Legal Department | | | | | S | | | | | | | | | | | | | | | |
| Planning and Zoning | | | P | | | | | | | | | | | | | S | | | | |
| Public Information Office | | | | | | | | | | | | | | | P | | | | | |
| Public Works | P | | P | | | | | | | | | S | | | | | | | | |
| Springfield Fire | | | | P | S | | | | P | P | | | | | | | | | | |
| Springfield Police | | | | | | | | | P | S | | | | | | | | | | |
| Springfield-Branson National Airport | S | | | S | | | | | | | | | | S | | | | | | |
| Traffic Management Center | | | | | S | | | | | | | | | | | | | | | |
| Workforce Development | | S | | | | | | | | | | | | | | | | | | |
| **County Agencies** | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| County Administrator | | | | | S | | | | | | | | | | | | | | | |
| County Assessor | | | | | | | | | | | | | | | | S | | | | |
| Building Regulations | | | P | | | | | | | | | | | | | S | | | | |
| Finance / Purchasing | | | | | | | P | | | | | | | | | | | | | |
| Highway | P | | P | | | | | | | | | | | | | | | | | |
| Legal Department | | | | | S | | | | | | | | | | | | | | | |
| Public Information Office | | | | | | | | | | | | | | | P | | | | | |
| Sheriff's Office | | | | | | | | | P | | | | P | | | | | | | |
| **City-County Agencies** | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 911 Emergency Communications Department | | P | | | | | | | | | | | | | S | | | | | |
| Emergency Management | S | S | S | S | P | P | S | S | S | S | P | P | S | P | P | P | P | P | P | P |
| Medical Examiner | | | | | | | S | | | | | | | | | | | | | |
| Parks | | | S | | | | S | | | | | S | | S | | | | | | |
| Public Health | | | | | | S | | P | | | | S | S | | | | | | S | |
| **Additional Jurisdictions** | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| Municipal Police Departments | | | | S | | | | | S | | | | S | | | | | | | |
| Fire Protection Districts | | | | S | | | | | S | S | | | | | | | | | | |
| Springfield Public Schools | S | | | | | | | | | | | | | | | | | | | |
| Public Schools-Police | | | | | | | | | | | | | | S | | | | | | |
| **State Agencies** | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| Missouri Department of Conservation | | | | S | | | | | | | | | | | | | | | | |
| Missouri Department of Natural Resources | | S | | | | | | | | S | | | | | | | | | | |

| 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 | Law Enforcement & Counter Terrorism | Long Term Recovery | Public Information & Warning | Damage Assessment | In-Place Protection & Evacuation | Domestic Animal Care | Donations Management | Volunteer Management |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **State Agencies** | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| Missouri Department of Transportation | S | | S | | | | | | | | | | | | | S | | | | |
| Missouri National Guard | | | S | | | | | | | | | | S | | | | | | | |
| Missouri Department of Conservation | | | | S | | | | | | | | | | | | | | | | |
| Missouri Department of Natural Resources | | | | | | | | | | S | S | | | | | | | | | |
| Missouri State Highway Patrol | S | | S | | | | | | | | | | S | | | | | | | |
| Missouri State Veterinarian (District 9) | | | | | | | | | | | S | | | | | | | S | | |
| Missouri Fire Marshal | | | | S | | | | | S | S | | | | | | | | | | |
| Missouri Department of Family Services | | | | | | S | | | | | | | | | | | | | | |
| Incident Support Teams | | | | | S | | | | | | | | | | | | | | | |
| State Emergency Management Agency | | S | | | S | | S | | | | | | S | | | | | | | |
| **Non-Governmental Agencies** | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| American Red Cross | | | | | | **P** | | | | | | | | | | S | | | S | S |
| ARES/RACES | | S | | | | | | | | | | | | | | | | | | |
| BNSF | S | | | | | | | | | | | | | | | | | | | |
| CERT | | | | | | | | | S | | | | | | | S | | S | | |
| Church of Jesus Christ of Latter-Day Saints | | | | | | | | | | | | | | | | | | | | S |
| Civil Air Patrol | S | | | | | | | | S | | | | | | | S | | | | |
| COAD | | | | | | | | | | | | | | S | S | | | | | |
| Convoy of Hope | | | | | | | | | | | | | | | | | | | S | |
| Council of Churches | S | | | | | | | | | | | | | | | | | | | |
| CoxHealth Hospital | | | | | | | | S | | | | | | | | | | | | |
| Emergency Medical Services - Cox | | | | | | | | S | | | | | | | | | | | | |
| Emergency Medical Services - Mercy | | | | | | | | S | | | | | | | | | | | | |
| Emergency Veterinary Clinic of Southwest MO | | | | | | | | | | | | | | | | | | S | | |
| Independent Energy Suppliers | | | | | | | | | | | | S | | | | | | | | |
| Jordan Valley Community Health | | | | | | | | S | | | | | | | | | | | | |
| Lakeland Regional Hospital | | | | | | | | S | | | | | | | | | | | | |
| Mercy Hospital | | | | | | | | S | | | | | | | | | | | | |
| PIO Officers (Individual, Non-Profit, & Private) | | | | | | | | | | | | | | | S | | | | | |
| Empower:Abilities | S | | | | S | | | S | | | | | | | S | | | | | |
| Salvation Army | | | | | | | | | | | | | | | | | | | S | |
| United Way | | | | | | | | | | | | | | | S | | | | | S |
| MO-211 | | | | | | | | | | | | | | S | S | | | | | |

## APPENDIX 2

## Missouri Revised Statutes – Chapter 44 – Civil Defense Index

**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

## Greene County Court Order

*2011- ACR- 768*

### ORDER REGARDING EMERGENCY MANAGEMENT FOR GREENE COUNTY, MISSOURI

WHEREAS, the Missouri Revised Statues Chapter 44.080 gives authority for organization of local emergency management agencies to be organized and perform emergency management functions,

WHEREAS, to protect the health and safety of persons and property during an emergency or disaster resulting from man-made or natural causes,

There is hereby created within and for the territory of Greene County, Missouri, an emergency management agency to be known as the Springfield-Greene County Office of Emergency Management.

#### Section 1. Regulations Continued in Effect

All ordinances, resolutions, motions, and orders pertaining to civil defense, emergency management, and disaster relief, which are not in conflict with this chapter, are continued in full force and effect. Such ordinances, etc., are on file in the office of the County Clerk.

#### Section 2. Emergency Management and Response Powers

I) <u>Departmental Standards.</u>

   A) ***Functions of the Office of Emergency Management.*** The Springfield-Greene County Office of Emergency Management (OEM) shall perform emergency management functions as directed by local procedural standards, orders, and ordinances as directed by the County Commission.

   B) ***Membership of the Office of Emergency Management.*** The Springfield-Greene County OEM shall consist of a director and additional members sufficient to carry out departmental duties. These additional members will be appointed by the director.

   C) ***Oath.*** No person shall be employed or associated, in any capacity, with the Springfield-Greene County OEM who advocates or has advocated a change by force or violence in the constitutional form of the government of the United States or in this state or the overthrow of any government in the United States by force or violence. No person shall be employed or associated with the Springfield-Greene County OEM who has been convicted of or is under indictment or information charging any subversive act against the United States. Each person who is appointed to serve in a capacity with the Springfield-Greene County OEM shall, before entering upon his/her duties, take an oath, in writing, before the Clerk of Greene County. The oath shall be substantially as follows:

      *I, _____ do 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 will bear true faith and*

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*allegiance to the same; that I take this obligation freely, without any mental reservation or purpose of evasion; and that I will well and 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 a political party or organization that advocates the overthrow of the government of the United States or of this state by force or violence; and that during such a time as I am a member of the Springfield-Greene County Office of Emergency Management, I will not advocate the overthrow of the government of the United States or of this state by force or violence.*

D) ***Appointment and Duties of the Emergency Management Director.*** The Director of the Springfield-Greene County OEM will be appointed by the Greene County Commission with the concurrence of the Springfield City Manager. Duties of the Director include, but are not limited to:

1) Coordinate daily community mitigation and preparedness activities, localized emergency response activities, recovery coordination efforts, and the participation in regional emergency management activities.

2) Direct responsibility for the organization, administration, and operation of all local emergency management activities and coordination of those activities with all county departments.

3) Maintain all relevant disaster preparedness planning documents for the community.

4) Activate the Emergency Operations Plan (EOP), as deemed necessary for the community-wide coordination of resources in the event of a threatened or actual incident.

5) Maintain continual state of readiness of the central disaster community coordination center known as the Emergency Operations Center (EOC).

6) Activate the EOC as deemed necessary for the community-wide coordination of resource in the event of a threatened or actual incident.

7) Maintain liaison and cooperate with emergency management agencies and organizations both governmental and non-governmental in other cities, counties, states, and the federal government.

8) Maintain records and the accounting for the use and disposal of all equipment placed under the jurisdiction of the Springfield-Greene County OEM.

9) Maintain records and the accounting of grants placed under the jurisdiction of the Springfield-Greene County OEM.

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10) Serve as the County Coordinator for implementation of the National Incident Management System (NIMS), which is the federal system to coordinate emergency preparedness and response for all levels of government.

**E) *Declaration of Local Emergency.***

1) *Grant of Authority.* In the event of a threatened or actual disaster or emergency, which may result in the large-scale loss of life, injury, property damage or destruction, or major disruption of the routine community affairs, businesses, or governmental operations in Greene County, and which is sufficient in severity and magnitude to warrant extraordinary assistance by federal, state, and/or local departments and agencies to supplement the efforts of available public and private resources the Presiding Commissioner or designee may declare a local emergency for Greene County, Missouri. The form of the declaration shall be similar to that provided in this document.

2) *Commission Line of Succession.* In the event that the Presiding Commissioner is unavailable or incapacitated by the emergency event, the Associate Commissioners, in order of seniority, shall serve as the designee. If both Associate Commissioners are available, the declaration will be made in concurrence from both Associate Commissioners. If there are no Commissioners available to make a local emergency declaration, the responsibility will be that of the Sheriff. If there are no Commissioners or Sheriff available to make a local emergency declaration, then the responsibility will be that of the Director of the Springfield-Greene County Office of Emergency Management.

3) *Request for State Assistance.* Consistent with a declaration of local emergency, the Presiding Commissioner or designee may request the Governor to provide assistance. This may be done provided the disaster or emergency is beyond the capacity of the County to adequately meet and State assistance is necessary to supplement local efforts to save lives and protect property, public health and safety, or to avert or lessen the threat of a disaster.

4) *Continuance.* The declaration of local emergency shall continue until the Presiding Commissioner or designee finds that emergency conditions no longer exist. No state of local emergency shall continue for longer than 30 days, unless renewed by the Presiding Commissioner or designee. The County Commission may end a state of local emergency at any time.

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5) *Effect of Declaration of Local Emergency.*

(a) *County Business.* Upon declaration of an emergency or disaster by the Presiding Commissioner, the affairs and business of the county may be conducted at places other than the regular location, when it is not prudent, expedient, or possible to conduct business at the regular location.

In accordance with Missouri Revised Statutes 610.020, if the incident prevents posting notice 24 hours in advance or prevents a meeting from being held at a convenient time or in a place reasonably accessible to the public, the reasons should be stated in the meeting's minutes. When such meetings occur, all actions taken by the County Commission shall be as valid and binding as if performed at or during regular proceedings. Such meetings may be called by the Presiding Commissioner or any two members of the County Commission.

(b) *Purchasing.* Upon declaration of an emergency and in accordance with Missouri Revised Statute 50.780, the County Commission may waive the requirement of competitive bid or proposals for supplies when immediate expenditure is necessary. Emergency procurements shall be made with as much competition as practicable during the emergency incident. As soon as possible, a record of each emergency procurement shall be made and include the contractor's name, the amount and type of the contract, and a listing of the item(s) procured under the contract.

(c) *Code Enforcement.* Upon declaration of a state of emergency or disaster by the Presiding Commissioner, the County Commission may temporarily suspend the enforcement of the orders of the county, or any portion thereof, where the emergency is of such nature that immediate action outside the code is required, such suspension is consistent with the protection of the public health, safety and welfare, and such suspension is not contradictory with any deferral or state statues or regulations.

(d) *Fees.* Upon declaration of a state of emergency or disaster by the Presiding Commissioner, the County Commission may temporarily reduce or suspend any permit fees, application fees, or other rate structures as necessary to encourage the rebuilding of the areas impacted by the disaster or emergency. The term "fees" include fees or rates charged by the county for building permits, land disturbance permits, zoning applications, special land use permits, temporary land use permits, and other fees relating to the reconstruction, repair, and clean up the areas impacted by the disaster or emergency. The term "fees" does not include fees collected by the county on behalf of the state or federal government of fees charged by the county pursuant to a state or federal statute or regulation.

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*(e) Temporary Dwellings.* Upon the declaration of a state of emergency or disaster by the Presiding Commissioner, the county or its designees may issue temporary permits for a mobile home, trailer, recreational vehicle, or other temporary dwelling structures in any zoning district, even though not otherwise permitted by county regulations, while the primary dwelling is being repaired. The temporary permit shall not exceed six months in duration. Upon expiration of the temporary permit and/or extension, the temporary dwelling must be removed.

*(f) Emergency Management Director.* Following a declaration of emergency, the Emergency Management Director or designee is authorized to have and may exercise for such period as the declared emergency exists or continues, the following additional emergency powers:

- To implement local emergency measure which protect life and property or to bring the emergency situation under control. In exercising this authority, the Emergency Management Director or designee may cause to become effective the authorities of this order as appropriate.

- To activate the local EOP and shall be the authority for the deployment of personnel and use of any forces to which the plan applies and for use or distribution of any supplies, equipment, materials, and facilities assembled, stockpiled, or arranged to be made available pursuant to the RSMO Chapter 44 or any other laws, orders, or ordinances applicable to emergencies or disasters.

- To enter at a reasonable time upon any property, for the purpose of damage assessment and inspecting sites involved in or damaged by a declared disaster.

- To arrange agreements to use property for the purposes of emergency management activities on behalf of the County; however, any such document shall be later presented for ratification by the County Commission.

- To direct and compel the evacuation of all or part of the population from any stricken or threatened area, for the preservation of life or other disaster mitigation, response, or recovery.

- To prescribe routes, modes of transportation, and destinations in connections with evacuation.

- To make provision for the availability and use of temporary emergency housing, emergency shelters, and/or emergency medical shelters.

- To transfer the direction, personnel, or functions of any county departments and agencies, or units thereof, for the purpose of performing or facilitating emergency services.

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- To utilize all available resources of the county and subordinate agencies over which the county has budgetary control as reasonably necessary to cope with the emergency or disaster.

- To obtain or utilize public or private property when necessary to cope with the emergency or disaster of when there is compelling necessity for the protection of lives, health and welfare, and/or the property of citizens.

- To suspend any order, code provision, or regulation prescribing the procedures for conduct of county business, or the orders, rules, or regulations of any county agency, if strict compliance with any ordinance, resolution, order, rule, or regulation would in any way prevent, hinder, or delay necessary action in coping with the emergency or disaster, provided that such suspension shall provide for the minimum deviation from the requirements under the circumstances and further provided that, when possible, specialists shall be assigned to avoid adverse effects resulting from such suspension.

- To provide welfare benefits to citizens upon execution of an intergovernmental agreement for grants to meet disaster-related, necessary expenses or serious needs of individuals or families adversely affected by an emergency or disaster in cases where the individuals or families are unable to meet the expenses or needs from other means, provided that such grants are authorized only when matching state or federal funds are available for such purposes.
- To perform and exercise such other functions, powers, and duties as may be deemed necessary to promote and secure the safety and protection of the civilian population, including individuals with household pets and service animals prior to, during, and following a major disaster of emergency.

II) Form of Declaration

Upon the declaration of local emergency, an official "Declaration of Local Emergency," in substantially the same form set forth below, shall be signed and filed in the office of the County Clerk and shall be communicated to the citizens of the affected area using the most effective and efficient means available. The declaration shall state the nature of the emergency or disaster and the conditions that require the declaration.

## DECLARATION OF LOCAL EMERGENCY

WHEREAS, the County of Greene, State of Missouri has experienced an event of critical significance as a result of *[Description of Event]* on *[Date]*; and

WHEREAS, in the judgment of the Presiding Commissioner of the County of Greene, there exists emergency circumstances located in [Describe Geographic Location] requiring extraordinary and immediate corrective actions for the protection of the health, safety, and

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welfare of the citizens of the County of Greene, including individuals with household pets and service animals; and

WHEREAS, to prevent or minimize injury to people and damage to property resulting from this event;

NOW, THEREFORE, pursuant to the authority vested in my by local and state law;

WHEREFORE, IT IS ORDERED:

1) That the local Emergency Operations Plan is hereby activated;

2) That all necessary sections of the County of Greene Emergency Management Order will be implemented; and

3) That the following measures also be implemented: *[If deemed appropriate, add items.]*

ENTERED at *[Time]* on *[Date]*.

*[Signed]*
Presiding Commissioner, County of Greene, State of Missouri or designee

III) Contracts with Local Government

In addition to the normal agreements embodied in the local EOP for mutual emergency assistance, the county may contract with any municipality or county for the administration of a local emergency response.

## Section 3. Closed or Restricted Areas and Curfews During an Emergency

I) To preserve, protect, and sustain the life, health, welfare, or safety of persons, or their property, within a designated area under a declaration of emergency, it shall be unlawful for any person to travel, loiter, wander, or stroll in or upon the public streets, highways, roads, lanes, parks, or other public grounds, public places, public buildings, places of amusement, eating places, vacant lots, or any other place during a declared emergency between hours specified by the Presiding Commissioner until curfew is lifted.

II) To promote order, protect lives, minimized the potential for looting and other crimes, and facilitate recovery operations during an emergency, the Presiding Commissioner shall have discretion to impose re-entry restrictions on certain areas. The Presiding Commissioner shall exercise such discretion in accordance with the local EOP, which shall be followed during emergencies.

III) The provisions of the section shall not apply to persons acting in the following capacities:

A) Authorized and essential law enforcement personnel;

B) Authorized and essential health care providers;

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C) Authorized and essential personnel of the County as approved by the County Commission or Emergency Management Director;

D) Authorized National Guard or federal military personnel;

E) Authorized and essential firefighters;

F) Authorized and essential emergency response personnel;

G) Authorized and essential personnel or volunteers working with or through an Emergency Management Agency;

H) Authorized and essential utility repair crews;

I) Other authorized and essential persons as designated on a list compiled by the Springfield-Greene County OEM.

## Section 4. Special Events

I) <u>Definition</u>

Special events are defined as an event, or series of related events, of cultural, civic, economic, social, recreational, or educational in nature, sponsored by an individual or individuals, a non-profit organization or community group, charitable organization of for-profit organization or group, that is (1) held wholly or partially on property owned or maintained by the County; or (2) held on any other property, and that requires, for its successful execution, the partial or complete closure of streets, sidewalks or the provision and coordination of government services to a degree over and above the level that the County normally provides. Special events also include any other organized activity that involves the use of, or has a direct or indirect impact on, public property or facilities or that can reasonably be foreseen to have such an impact on, or to require a higher level of public safety services or other municipal services, including advance planning services, that are normally provided by the County.

II) <u>Authority of the Office of Emergency Management</u>

Any special event, as defined above, shall require the OEM to conduct an evaluation of the need for coordinated planning and the potential for on-site public safety coordination operations. During such an event, organizational authority is mandated to participate and utilize the following:

A. Pre-event planning, to include but not limited to meetings and planning sessions.

B. On-site public safety resource coordination during the duration of the event as determined by the pre-event planning process.

C. Post-event after action reporting.

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III) <u>Funding Reimbursement</u>
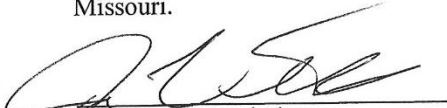
All activities related to planning, coordination, and response to the special event may be charged (using established departmental cost specifications) to the event organizational authority to be reimbursed to appropriate Greene County departmental budgets.

## Section 5. Registration of Building and Repair Services

In accordance with County regulations, before building, constructing, repairing, renovating, or making improvements to any real property, including dwellings, homes, buildings, structures, or fixtures within an area in the county designated in a declared emergency or disaster, any person, firm, partnership, corporation, or other entity must follow County protocols and regulations.

BE IT FURTHER ORDERED that is this document shall become effective upon its approval.
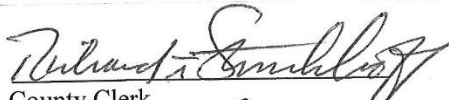
So ordered this 20<sup>th</sup> day of ___JUNE___, ___2011___ County of Greene, State of Missouri.
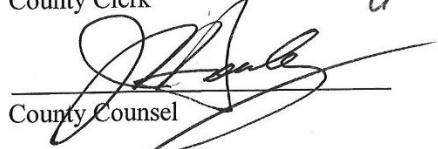
_____
Presiding Commissioner

_____
Associate Commissioner

_____
Associate Commissioner

ATTEST:

_____
County Clerk

_____
County Counsel

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## APPENDIX 4

## Springfield City Code Chapter 34 – Civil Defense

Springfield, MO Code of Ordinances          Page 1 of 6

### Chapter 34 - CIVIL EMERGENCIES[1]

> *Footnotes:*
> *--- (1) ---*
> ***Cross reference***— *Administration, ch. 2; courts, ch. 42; emergency services, ch. 50; fire prevention and protection, ch. 54; law enforcement, ch. 66.*

### ARTICLE I. - IN GENERAL

Secs. 34-1—34-30. - Reserved.

### ARTICLE II. - CIVIL DEFENSE AND EMERGENCY MANAGEMENT[2]

> *Footnotes:*
> *--- (2) ---*
> ***Editor's note***—*G.O. No. 6171, § 1, adopted February 23, 2015, amended article II in its entirety to read as herein set out. Formerly, article II, §§ 34-31—34-38, pertained to civil defense, and derived from the Code of 1981, §§ 10-1—108.*
>
> ***State Law reference***— *Civil defense generally, RSMo 44.010 et seq.*

Sec. 34-31. - Penalty.

Any person violating any of the provisions of this article shall, upon conviction thereof, be subject to the penalties set forth in section 1-7.

(G.O. No. 6171, § 1, 2-23-2015)

Sec. 34-32. - Office of emergency management established.

There is hereby created within and for the city an emergency management organization, to be known as the Springfield-Greene County Office of Emergency Management, under the provisions of Section 2.10 of the Charter and in accordance with RSMo ch. 44 and the Missouri Emergency Operations Plan adopted thereunder. Such agency is to be responsible for the preparation and implementation of emergency functions required to prevent, minimize and repair injury and damage due to emergencies or disasters, to include emergency management of resources and administration of such economic controls as may be needed to provide for the welfare of the people, and emergency activities, excluding functions for which military forces are primarily responsible, in accordance with RSMo ch. 44 and the Missouri Emergency Operations Plan adopted thereunder. Implementation of emergency functions and disaster response shall not be dependent upon a proclamation issued in accordance with section 78-132 of this Code

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provided (1) the mayor or his designee are not available, and (2) the actions taken are authorized within the Springfield-Greene County Emergency Operations Plan, the Charter, state or federal law or this article.

(G.O. No. 6171, § 1, 2-23-2015)

Sec. 34-33. - Membership of office of emergency management.

The Springfield-Greene County Office of Emergency Management shall consist of a director appointed by the city manager and Greene County Commission to conform to the state organization and procedures for the conduct of emergency operations as outlined in the most current Missouri Emergency Operations Plan. Other members may be appointed by the city manager upon request of the director.

(G.O. No. 6171, § 1, 2-23-2015)

Sec. 34-34. - Functions of the office of emergency management.

The office of emergency management shall perform emergency management functions within the territorial limits of the city, and may conduct these functions outside the territorial limits as directed by the governor during the time of emergency pursuant to the provisions of RSMo ch. 44, or in conjunction with Greene County emergency management operations should the emergency or disaster impact both Greene County and the city as provided for in an interlocal governmental agreement, the Springfield-Greene County Emergency Operations Plan, a mayoral declaration, or by direction of the city manager or his designee.

(G.O. No. 6171, § 1, 2-23-2015)

Sec. 34-35. - Appointment and duties of emergency management director.

(a) The director of the office of emergency management will be appointed by the Greene County Commission with the concurrence of the city manager and shall serve during the pleasure of the Greene County Commission or as provided within an interlocal governmental agreement between the county and the city. He shall have direct responsibility for the organization, administration and operations of the local emergency management activities and will coordinate the office of emergency management and activities of all city departments, and shall maintain liaison with, and cooperate with, emergency management agencies and organizations of other cities, counties and states and the federal government.

about:blank                                                                    8/15/2016

(b)   The director shall be responsible for maintaining records and accounting for the use and disposal of all items of equipment placed under the jurisdiction of the emergency management office.

(c)   The director shall be responsible for carrying out such duties as are delegated to him pursuant to sections 34-34, and 34-36 of this article and as provided within the emergency operations plan of the city. All city employees, officials and agents shall cooperate fully with the director while carrying out such duties.

(d)   The director may participate in preplanning for events such as presidential visits or large assemblages within the city upon the request of the city manager.

(G.O. No. 6171, § 1, 2-23-2015)

Sec. 34-36. - Authority of city manager and emergency management director.

The city manager and the director of the office of emergency management, upon approval of, or delegation of the enumerated duties herein by, the city manager, or his designee, may do the following, in accordance with RSMo ch. 44 and the city's emergency operations plan, upon the occurrence of, or imminent threat of, a disaster, enemy attack or emergency as defined in this article, state and federal law:

(1)   Expend funds, make contracts, obtain and distribute equipment, materials and supplies for emergency management purposes, provide for the health and safety of persons, including emergency assistance to victims of an enemy attack, and the safety of property, and direct and coordinate the development of disaster plans and programs in accordance with the plans of the federal and state emergency management services provided that expenditure of funds shall be limited to those the director of finance, or his designee, shall signify in writing are available for such use.

(2)   In the event of enemy attack or natural or manmade disaster, waive the provisions of statutes requiring advertisements for bids for the performance of public work or entering into contracts, and may, enter into mutual aid agreements with other public and private agencies within and without the state for reciprocal emergency aid.

(3)   Accept services, materials, equipment, supplies or funds granted or loaned by federal, state and local governments for emergency planning and operations purposes.

(4)   Obtain vital supplies, equipment and such other properties found lacking for the protection of the life and property of the people, and bind the city for the fair value thereof, and, if required immediately, commandeer such property for public use.

(5) Require emergency services of any officials employed under his, or the city manager's, control.

(6) Requisition necessary material of any city department.

(7) Make such studies and surveys of the industries, resources and facilities in this city as may be necessary to ascertain the capabilities of the city for emergency management and to plan for the most efficient emergency use thereof.

(8) Delegate such duties as are authorized in this article for the purpose of implementing and directing the emergency management program.

(G.O. No. 6171, § 1, 2-23-2015)

Sec. 34-37. - Emergency measures.

(a) The city manager and/or the emergency management director, in order to protect life and property in the city and provide for the safety of the inhabitants thereof, is authorized to carry out curfews, evacuations, blackouts and enemy attack protection measures at such times and for such periods as may be authorized or ordered by the proper federal, state or local authorities in accordance with RSMo ch. 44 and the Missouri Emergency Operations Plan and the Springfield-Greene County Emergency Operations Plan. The city manager and the emergency management director, in accordance with the Springfield-Greene County Emergency Operations Plan are also authorized to promulgate such orders, rules and regulations, and establish such signaling devices, as may be necessary to ensure the success of the protection measures, and to protect life and property during such periods. Such actions may be ratified by city council at a later date should the Charter, state or federal law require same, and if so ratified shall be considered to have the same legal effect as if affirmed at the time of the action by said city council.

(b) To facilitate the response to a disaster, emergency, or event described within this article, the mayor, or the person authorized to act in the event of the absence or inability to act of the mayor under section 78-132, may issue a proclamation declaring a civil emergency to exist pursuant to section 78-132, and may use or delegate the use of the power and authority described within section 78-132 in the response to such a disaster, emergency, or event as necessary to protect the peace, health and safety of the people and property, and the environment of the city. Such proclamations may be ratified by city council at a later date should the Charter, state or federal law require same, and if so ratified shall be considered to have the same legal effect as if affirmed at the time of the action by said city council.

(G.O. No. 6171, § 1, 2-23-2015)

Sec. 34-38. - Exemption from liability.

This article is an exercise by the city of its police powers or governmental function for the public peace, health and safety of the people and property, and the protection of the environment during emergency response periods in accordance with the Springfield-Greene County Emergency Operations Plan. Neither the city, the agents and representatives of the city, nor any other person in good faith carrying out, complying with or attempting to comply with any order, rule or regulation promulgated pursuant to the provisions of this article shall be liable for any damages sustained by any person or property as the result of such activity.

(G.O. No. 6171, § 1, 2-23-2015)

Sec. 34-39. - Definitions.

For purposes of this article, the following terms shall have the following meanings:

*Director* means the city's emergency management director appointed pursuant to section 34-33.

*Disaster* means any emergency or hazard event or incident that has occurred requiring assistance from outside the city and which will exceed the city's own resources immediately available to protect life, property and the environment in an expeditious manner so as to reduce injuries or the loss of life, and harm or destruction to property and the environment.

*Emergency* means any event or series of events or an incident or series of incidents which require a response by the city to protect life, property and the environment from imminent harm which may result from terrorism, including bioterrorism, or from fire, wind, flood, earthquake, or other natural or man-made causes or other hazards.

*Enemy attack* means any event or incident resulting in property damage, injury to persons or loss of life that is initiated or caused to be initiated by a nation with which the United States is at war or engaged in active combat or by any group or individual who has declared themselves to be an enemy of the United States.

*Hazard* means a threat from a naturally occurring or potential man-made event that potentially could have a negative impact on life, property or the environment.

*Manager* means the city manager of Springfield, Missouri.

(G.O. No. 6171, § 1, 2-23-2015)

## APPENDIX 5

## Greene County NIMS Adoption Resolution

**GREENE COUNTY NIMS ADOPTION RESOLUTION**

Greene County Commission

**NOW, THEREFORE, BE IT RESOLVED BY**

**WHEREAS,** the President in Homeland Security Presidential Policy Directive-8 (PPD-8), directed the Secretary of the Department of Homeland Security, to develop, and administer, a National Preparedness Goal to include the National Incident Management System (NIMS), which could provide a consistent nationwide approach for Federal, State local and tribal governments to work together more effectively and efficiently to prevent, protect, mitigate, 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 desirable that all Federal, State, and 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, and local and tribal organizations utilize standardized terminology, standardized organizational structures, interoperable communications, consolidated action plans, unified command structures, uniform personnel qualifications 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 resources will further improve the County's ability to utilize funding to enhance local agency readiness, maintain first responder safety and streamline incident management processes; and

**WHEREAS,** the Incident Command System components of NIMS are already an integral part of various incident management activities throughout the county, including current emergency management training programs; 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 Sheriffs Associations, and the National Emergency Management Association (NEMA) have all recommended adoption of a standardized Incident Command System.

**NOW, THEREFORE,** We, the County Commission of Greene County, Missouri, do hereby adopt the National Incident Management System (NIMS) as the county standard for incident management.

_____     2-5-16
Presiding Commissioner            Date

_____     2-5-2016
Commissioner, 1st District          Date

_____     2/5/16
Commissioner, 2nd District         Date

## APPENDIX 6

## City of Springfield NIMS Adoption Resolution

One-rdg: _____X_____
P. Hrngs:_____
Pgs. _____172_____
Filed: __2-16-16_____

Sponsored by: _____Fulnecky_____

COUNCIL BILL NO.: _____2016- 049_____      RESOLUTION NO.: __10260_____

A Resolution

1
2 ADOPTING the National Incident Management System (NIMS) to serve as a policy
3          guideline allowing the City to integrate the process into their everyday working
4          environment.
5          _____
6
7       WHEREAS, the Secretary of Homeland Security has developed a NIMS and
8 requires each city to adopt and implement the use of said NIMS; and
9
10       WHEREAS, this Council desires to adopt the attached NIMS as a tool in the City of
11 Springfield, Missouri.
12
13       NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF
14 SPRINGFIELD, MISSOURI, as follows, that:
15
16       Section 1 − The NIMS, attached hereto as "Exhibit A," and incorporated herein by
17 reference, is hereby adopted as a tool to be used in developing a strategy for statewide
18 compliance with the NIMS.
19
20       Section 2 − This resolution shall be effective immediately upon adoption.
21
22
23 Passed at meeting: _February 22, 2016_____
24
25                         _Robert L Stephen_____
26                                    Mayor
27
28 Attest: _____Anita J Cotter_____, City Clerk
29
30
31 Filed as Resolution: _February 22, 2016_____
32
33
34 Approved as to form: _____, City Attorney
35
36
37 Approved for Council Action: _____, City Manager

1 of 172

## APPENDIX 7

## City of Springfield Declaration of Local Emergency

**Declaration of Local Emergency**

WHEREAS, the City of Springfield, State of Missouri has experienced an event of critical significance as a result of *[Description of Event]* on *[Date]*; and

WHEREAS, in the judgment of the Mayor of the City of Springfield, there exists emergency circumstances located in [Describe Geographic Location] requiring extraordinary and immediate corrective actions for the protection of the health, safety, and welfare of the citizens of the City of Springfield, including individuals with household pets and service animals; and

WHEREAS, to prevent or minimize injury to people and damage to property resulting from this event;

NOW, THEREFORE, pursuant to the authority vested in me by local law;

WHEREFORE, IT IS ORDERED:

1) That the local Emergency Operations Plan is hereby activated;

2) That all necessary sections of the City of Springfield Charter Chapter 34 will be implemented;      and

3) That the following measures also be implemented: *[If deemed appropriate, add items.]*

> ENTERED at *[Time]* on *[Date]*.
> *[Signed]*
> Mayor, City of Springfield, State of Missouri or designee

## APPENDIX 8

## Greene County Declaration of Local Emergency

**Declaration of Local Emergency**

WHEREAS, the County of Greene, State of Missouri has experienced an event of critical significance as a result of *[Description of Event]* on *[Date]*; and
WHEREAS, in the judgment of the Presiding Commissioner of the County of Greene, there exists emergency circumstances located in [Describe Geographic Location] requiring extraordinary and immediate corrective actions for the protection of the health, safety, and welfare of the citizens of the County of Greene, including individuals with household pets and service animals; and
WHEREAS, to prevent or minimize injury to people and damage to property resulting from this event;
NOW, THEREFORE, pursuant to the authority vested in me by local and state law;
WHEREFORE, IT IS ORDERED:

1) That the local Emergency Operations Plan is hereby activated;

2) That all necessary sections of the County of Greene Emergency Management Order will be implemented; and

3) That the following measures also be implemented: *[If deemed appropriate, add items.]*

> ENTERED at *[Time]* on *[Date]*.
> *[Signed]*
> Presiding Commissioner, County of Greene, State of Missouri or designee

## APPENDIX 9

## State Assistance Request

*Date*

*Director's Name*
Missouri State Emergency Management Agency

Re:  *Event*

*Director ??*

The Springfield-Greene County Office of Emergency Management has activated the local Emergency Operations Center in response to a ??.  The [*Mayor and/or Presiding Commissioner*] for Springfield and Greene County has formally declared a local disaster.  This was done at ??

We are requesting state assistance in responding to and recovering from this event.  We will submit all of our requests through the established logistical process established by the State Emergency Management Agency.  We will also be sending you the Situational Reports as they become available.

If you should have any questions or need any further information, please feel free to contact me at the EOC or on my cell phone.

Sincerely,


Larry Woods
Director, Springfield-Greene County Office of Emergency Management

## APPENDIX 10

## Greene County Elected Officials

**County Commission**
-----------
Administers the County budget and directs the
administrative offices of the County
(417) 868-4112

**Assessor**
----------
Establishes appraised property values, prepares tax
lists, and conducts assessment of property
(417) 868-4101

**Auditor**
----------
Directs accounting system and prepares financial
statements for County audit offices performing
monetary transactions
(417)868-4120

**Collector of Revenue**
----------
Collects taxes, distributes tax money, and conducts
sales of property for overdue taxes
(417)868-4036

**County Clerk**
----------
Conducts election process and maintains official
County records
(417)868-4061

**Circuit Clerk**
----------
Maintains Circuit Court records and collects and
disburses monies from court case and child support
(417)868-4074

**Prosecuting Attorney**
----------
Prosecutes civil and criminal cases, bad checks,
DWI program, and maintains public records
(417)868-4068

**Public Administrator**
----------
Establishes appraised property values, prepares tax
lists, and conducts assessment of property
(417) 868-4101

**Recorder of Deeds**
----------
Maintains records of land purchases, issues
marriage licenses, and maintains public records
(417)868-4068

**Sheriff**
----------
Enforces laws, serves warrants and summons,
conducts criminal investigations, and operates jail
(417) 868-4040

**Treasurer**
----------
County banker who maintains records of
disbursements, investment of monies, and pays
County's bills
(417)868-4051

**Court En Banc**
----------
Circuit Courts, Associate Circuit Courts, Probate Court,
and Juvenile Court
(417)868-4000

## APPENDIX 11

Annex "O" Catastrophic Event Plan is kept on filed at the OEM

## APPENDIX 12

## Region D Mutual Aid Agreements

As of February, 2012

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/FPD)
- 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 (5)
- Nixa Fire Protection District
- Ozark Fire Protection District
- Christian County Government
- Nixa-Fremont Hills,  Mo
- Christian County Emergency Services

Dade County (1)
- Dade County Emergency Operation Plan

Dallas County (3)
- Dallas County
- City of Buffalo
- Dallas County Fire Protection District

Greene County (6)
- Greene County Mutual Aid Policy
- Greene County Commissioners
- City of Springfield
- Mercy Regional Health Center
- City of Willard
- City of Ash Grove

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 (4)
- Stone County Emergency Services
- Central Crossing Fire Protection District, Shell Knob
- City of Kimberling City
- Stone County Government

Taney County (3)
- City of Hollister
- Taney County Health Department
- Taney County

Vernon County (6)
- Compton Junction Fire District, INC
- Sheldon Fire Department
- Shell City Rural Fire Department
- Milo Rural Fire Department
- Richards Rural Fire Department
- Vernon County Commission

Webster County (6)
- Webster County Health Dept.
- Elkland Fire Protection District
- City of Seymour Fire Department
- Webster County Commission
- Webster County Sheriff's Office
- Fordland Clinic, INC

Springfield Missouri National Guard

## APPENDIX 13

## Memorandums of Understanding (MOU)

*Copies are on file with the Office of Emergency Management*

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# TRANSPORTATION                                            ESF 1

PURPOSE

SCOPE

SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions

CONCEPT OF OPERATIONS
- General
- Mission Areas

ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies

DIRECTION AND CONTROL

CONTINUITY OF OPERATIONS

ADMINISTRATION AND LOGISTICS

ESF DEVELOPMENT AND MAINTENANCE

APPENDICES
1. Activation List
2. Organizational Chart
3. Transportation Support
4. Highway Closing Procedures
5. Greene County Major Intersections
6. Greene County Staging Areas

# TRANSPORTATION                                               ESF 1

PRIMARY AGENCIES:          Springfield City Utilities
                           Greene County Highway Department
                           Springfield Public Works

SUPPORT AGENCIES:          Springfield-Greene County Office of Emergency Management
                           Council of Churches
                           Springfield Public Schools
                           Empower: Abilities
                           BNSF Railway Company
                           Springfield-Branson National Airport

## 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.

## SITUATION AND ASSUMPTIONS

### Situations

A significant disaster will require transport of functional needs people to hospitals and mass care shelters. The following demands must be addressed during the initial disaster period:

- Transportation to and from mass care centers.
- Consolidation of shelter populations with Mass Care (**ESF-6**).
- Transportation of functional needs residents in cooperation with Public Health (**ESF-8**).
- Transportation support and assistance to all other ESF agencies.
- Transportation of supplies, equipment, tools and other logistical resources to designated areas.

## 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.**

## CONCEPTS AND OPERATIONS

### General

The only provider of public transportation in Greene County is Springfield City Utilities which only services the city of Springfield.  There are several private transportation providers in the Greene County area. All school districts within Greene County have transportation resources at their disposal, as do several churches.

### Mission Area - Response

*   Coordination will be established with the EOC or Incident Commander to prioritize and develop strategies for any initial responses.
*   Identified primary and support personnel will send liaison to EOC if activated.
*   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**).
*   Establish communications with field personnel and ensure that communications links are intact.
*   The Mass Care Coordinator (**see ESF-6**) will coordinate ground transportation to mass care shelters.
*   The Public Health and Medical Coordinator (**see ESF-8**) will coordinate with this ESF for the evacuation of functional needs populations.
*   Notify EOC of roadways that need clearance to allow emergency access.
*   Move resources and materials to pre-designated locations for distribution to and throughout the affected area(s).
*   Priorities will continually be reassessed to address the most critical transportation needs and develop strategies.
*   Ensure railroad crossings and tracks are clear and functioning.

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITES

### Primary Agencies

1. **Springfield City Utilities**
2. **Greene County Highway Department**
3. **Springfield Public Works**

- Implement emergency-related functions to include prioritization and allocation and/or tasking of all public sector transportation capacity.
- Coordinate the provision of transportation capacity in support of disaster relief and recovery efforts.
- Act as liaison and point of contact for the Transportation ESF at the EOC.
- Direct ESF resources and personnel in support of assigned missions.
- Set up fuel supply priority for securing operating supplies during events.
- Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

### Support Agencies

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

- Ensure proper message handling.
- Maintain EOC readiness in the event of a disaster involving the use of this ESF.
- Coordinate with all support agencies to ensure agencies have all appropriate and needed resources.
- Coordinate records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

2. **Springfield Public Schools**

- Provide large capacity vehicles and drivers for use in evacuations and group movements.
- 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.
- Assist with coordination of transportation and shelters.
- Provide oversight and dispatch to vehicles.
- Provide representative to EOC.

3. **Springfield-Branson National Airport**

- Assist with coordination of air transportation.
- Update the Transportation Liaison as to the status of the Springfield-Branson National Airport, and Downtown Airport (if known).

4. **Council of Churches**

- Provide ground transport as requested.

5. **Empower: Abilities**

- Provide ground transport as requested for citizens with functional needs.

6. **Burlington Northern Santa Fe Railway Company (BNSF)**

- Transport supplies and equipment into and out of disaster region as needed.

## State Support Agencies

1. **Missouri Department of Transportation (MoDOT)**

- Coordinate with the EOC and First Responders to clear priority routes of debris first.  Secondly,
- Assist in transporting supplies and equipment as the needs are established and coordinated through the EOC.
- Coordinate closures of state and Federal highways.

2. **Missouri State Highway Patrol (MSHP)**

- Provide aerial and ground support as needed.
- Coordinate closure of State and Federal highways.

3. **Missouri Air National Guard**

- Provide aerial transport as requested.

4. **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).

## Federal Support Agencies

1. **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.

## DIRECTION AND CONTROL

All Transportation assets will be controlled and assigned from the EOC. The position of Ground Transportation Liaison will be appointed by the Logistics Section Chief in the EOC and 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. 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.

# TRANSPORTATION                                          ESF 1

## 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.

## ADMINISTRATION AND LOGISTICS

### Administration

Resources for this function will be requested through Direction and Control as explained in the Basic Plan.

### Logistics

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**). 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.

## ESF DEVELOPMENT AND MAINTENANCE

It is the responsibility of the Springfield-Greene County Office of Emergency Management and the Transportation Liaison to support the maintenance of this ESF and will be done on an annual basis. They will participate in regularly conducted drills and exercises and incorporate the results into the ESF. The SOPs/SOGs will be maintained by the sub-department heads that have been assigned the task.

## APPENDICIES

**APPENDIX 1:**       Activation List

**APPENDIX 2:**       Organizational Chart

**APPENDIX 3:**       Transportation Support

**APPENDIX 4:**       Highway Closure Procedures

**ANNEXES**
    A.   Intersections
    B.   Staging Areas

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## APPENDIX 2

## ICS Organizational Chart

**EOC Director**

- Liaison Officer
- Safety/Security Officer
- Public Information Officer
  - ESF 14-Long Term Recovery
  - ESF 5-EOC
  - JIC Staff
  - ESF 15-Public Information & Warning

**Finance/Administration Section**
- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

**Logistics Section**
(ESF 1-Transportation, ESF 2-Communications, ESF 7-Resource Management, ESF 19-Donations Management)
- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

**Planning Section**
- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

**Operations Section**
- ESF 16-Damage Assessment
- Public Safety Branch
  - ESF 4-Fire
  - ESF 9-Search & Rescue
  - ESF 10-Hazardous Materials Response
  - ESF 13-Law Enforcement & Counterterrorism
  - ESF 17-In-Place Protection & Evacuation
- Infrastructure Branch
  - ESF 3-Public Works & Engineering
  - ESF 11-Agriculture
  - ESF 12-Energy
- Human Services Branch
  - ESF 6-Mass Care
  - ESF 8-Public Health & Medical
  - ESF 18-Domestic Animal Care
  - ESF 20-Volunteer Management

## APPENDIX 3

## Transportation Support

**EMPOWER:ABILITIES (Phone 886-1188)**

General Population:
    Number of Buses Available:    3
    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:    28 (25 people per bus)
    Capacity:    700 Adults

Special Population (Disabled):
    Number of Buses Available:    6
    Capacity:    4 wheelchairs and 6 handlers per bus
        Total capacity: 60 adults.

**SPRINGFIELD PUBLIC SCHOOL SYSTEM (Phone 523-0500)**

General Population:
    Number of Buses Available:    124
    Capacity    6,300 Adults (total all buses)

Special Population (Handicapped):
    Number of Buses Available:    28
    Capacity:    see above

**GREENE VALLEY STATE SCHOOL**

General Population:
    Number of Buses Available:    10 (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)

## APPENDIX 4

## MoDOT Highway Closure Procedures
## Greene County

**PRIMARY AGENCY:** **Missouri Department of Transportation (MoDOT)**

**SUPPORT AGENCIES:**
**Springfield-Greene County Office of Emergency Management**

| | |
|---|---|
| **Springfield Police Dept.** | **American Red Cross** |
| **Missouri State Highway Patrol** | **Traffic Management Center** |
| **Greene County Sheriff's Office** | **Springfield Fire Dept.** |

**Missouri National Guard**
**State Emergency Management Agency**
**Fire Protection Districts**
**Springfield Public Works**

## PURPOSE

This plan defines the roles and responsibilities of the agencies listed below for conducting operations following various incidents on major highways in the Greene County area that may strand motorists along these highways. This plan also documents procedures used to establish a satisfactory mechanism for meeting the needs of those stranded motorists due to inclement weather or an emergency event.

## SCOPE

The scope of this plan will focus on the following transportation arteries: Interstate 44, Highway 65, James River Expressway and U.S 160 that traverse through the Greene County Area. The urban/city streets will be the responsibility of the local jurisdictions.

## SITUATIONS AND ASSUMPTIONS

### Situations

1. Springfield and Greene County has, at times, severe winter storms that can produce a large amount of ice and snowfall which can overwhelm the Missouri Department of Transportation's (MoDOT) ability to clear the highways for safe passage of traffic.

2. During these severe storms the temperature may drop into a dangerous zone putting at risk anyone who may be in the outdoors.

3. Motorist may become stranded on the highways, during these severe storms, unable to access fuel or obtain food or water.

4. Local jurisdictions may be burden with the number of stranded motorists to shelter.

## Assumptions

1. Stranded motorist in these severe storms run the risk of hypothermia due to being exposed to the elements.

2. Most motorists will have very little, if any food, water, or possibly medications, in their vehicles and their fuel levels may be low due to running their vehicles for prolonged periods of time to keep warm.

3. Compounding the problem may be the risk of carbon monoxide poisoning from running their vehicles to supply heat. The vehicles exhaust may not being properly vented due to the snow.

4. The local law enforcement agency may be overwhelmed by the number of motorists stranded and local law enforcement agencies may not able to gain access to them.

5. Local agencies and the state would have the resources to conduct a search and rescue operation to locate all motorists along the highway.

## CONCEPT OF OPERATIONS

### General

It is intended for the closure or evacuation of the interstate (s) during severe weather or other potential emergencies. Staging and sheltering areas have been identified along or near the roadways. These areas will provide either a place for the stranded motorists for sheltering or staging areas for large vehicles until roadways have become clear or safe for travel.

### Mission Area – Response

This plan will be activated by notification from MoDOT of highway closure and will be implemented by MoDOT and MSHP. Notification of highway closure will be triggered by MoDOT on a per-incident basis and closure and controlling access to highways will commence. Emergency Human Services will be provided such as:

- Food and water
- Emergency Medical Services (EMS)
- Reception/Shelters/Warming Centers
- Staging Areas

Transportation services for stranded motorists to and from the warming centers/shelters may need to be provided during the event. These transportation services shall coordinate through the OEM and the local jurisdictions.

ESF 9 Search and Rescue, in the Springfield-Greene County Emergency Operations Plan, provides the planning for search and rescue operations.

- The focus of search and rescue (SAR) may be toward those individuals with access and functional needs stranded on the highways.
- Variations of health and wellness check operations may be required and coordinated by the Human Services Branch.
- Once the needs of SAR operational resources at the local jurisdictional level are exceeded then state SAR resources can be requested.

- Health and wellness checks are currently coordinated by emergency human services branch.

Highway closure would most likely occur at major intersections along I-44 and Highway 65. Law Enforcement may be needed to provide assistance at each intersection to control access. Possible intersections that may be impacted:

**Springfield Area**
I-44 & PP/K
I-44 & N/T
I-44 & 60/360
I-44 & Chestnut Exp.
I-44 & 160
I-44 & 13
I-44 & Glenstone
I-44 & 65
65 & Chestnut
65 & Sunshine
"D" Hwy (Sunshine) & 125
65 & 60

**Strafford Area**
I-44 & Mulroy Road
I-44 & 125

**Fair Grove Area**
65 & CC

**North Greene County**
13 & WW

**Logan Rogersville Area**
60 & 125

## Mission Area – Staging Areas, Warming Centers and Shelters

In the event of a severe winter storm or other emergency event (Hazardous Materials Spill, etc…), staging areas, warming centers and shelters have been identified along and near the major highways in Greene County. A list of staging areas and shelters are on file with OEM and the American Red Cross.

Motorist may be directed to the staging areas in the event of an immediate evacuation and closure of the highways in the Greene County Area. Additional transportation from the staging areas to and from shelter(s) may also be needed.

The use of Staging Area Managers may be needed to assist in notifying OEM when a staging area may become full or about to become full. This will allow for use of additional staging areas.

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITES

## Primary Agency

1. **Missouri Department of Transportation (MoDOT)**

   - In conjunction with MSHP, the determination will be made for the need to close state, public roadways in Greene County.
   - Will provide any available barricades to MSHP and local Law Enforcement to block highways where closing is imminent and direct motorist to warming centers and/or lodging to prevent motorist from becoming stranded. MoDOT's highest priority will be to continue clearing roadways.
   - Will coordinate assessment and highway closings with the support agencies.
   - Will coordinate with OEM on all public information throughout the event

- Will make every effort to clear staging areas. This may result in providing funding to the staging areas, warming centers, and shelters to have snow removed if unable to do so.

## Support Agencies

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

    - The OEM will maintain liaisons with MoDOT, MSHP, local law enforcement and other responders to ensure a coordinated response for the staging, transportation and sheltering of stranded motorists.

2.  **The American Red Cross**

    - The American Red Cross (ARC) has identified warming centers/shelters that can be opened for stranded motorists.
    - ARC shall support feeding and the reception of displaced travelers at the warming centers/shelters along the designated highways during severe weather or an emergency event.
    - ARC is responsible for opening and maintaining the shelters in Springfield-Greene County (see ESF 6 – Mass Care).

3.  **Springfield Fire Department and Fire Protection Districts**

    - Assist with the Search and Rescue efforts of stranded motorist on the Interstates and Highways.

4.  **Greene County Sheriff's Office and Springfield Police Department**

    - Assist in the closure of highways at the request of MoDOT, MSHP and OEM.
    - Identification for positioning of the agency or department will be made at the time of request to assist with the closure of the Interstate or Highways.

5.  **Traffic Management Center (TMC)**

    - Springfield's Traffic Management Center, in coordination with MoDOT, work together to monitor traffic flow. Several types of monitoring may be used such as computerized traffic signal system, closed circuit real-time traffic cameras, vehicle accidents such as crashes or stalled vehicles, and 911 live data dispatch feed.
    - During EOC activation, the Missouri Department of Transportation (MoDOT) has authorized the use of Dynamic Message Boards; to provide preloaded mass communication messages as might be directed by the EOC during response and recovery phases.
    - Custom messages can be created and could include staging area information, donation locations, and volunteer info. Signs in the metro area can accommodate 14 characters per line, up to 3 lines of information. Signs on I-44, US 60 and US-65 can accommodate 18 characters per line, up to 3 lines of information. **(see ESF 15 Public Information and Warning)**
    - Additional signage boards (portable) may be utilized next or near the Dynamic Message Boards. These will provide additional information to the traveling motorist on further instructions.

# TRANSPORTATION                                                  ESF 1

## State Support Agencies

1. **Missouri State Highway Patrol**

   - The MSHP, in conjunction with MoDOT will determine the need to close state, public roadways in Missouri.
   - The MSHP, via Missouri Information Analysis Center, (MIAC,) will provide communication, situational awareness, assessments, traffic control, emergency response and law enforcement.

2. **State Emergency Management Agency**

   - Will coordinate with OEM to provide resources as requested.

## Federal Support Agencies

1. **Missouri National Guard**

   - May be called upon for search and rescue operations, delivery of emergency supplies, transportation of stranded motorists and health and wellness checks.

## DIRECTION AND CONTROL

MoDOT is the overall lead agency for this plan. The OEM will coordinate with additional agencies and jurisdictions deciding, in conjunction with MoDOT and MSHP, what and when this plan should be implemented in order to ensure the health and welfare of motorists. SEMA will support the local jurisdictions at the State Emergency Operations Center.

## CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations (COOP) 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.

## ADMINISTRATION AND LOGISTICS

The 911 Emergency Communications Department (911ECD) will provide one or several common operating channel(s) that may be utilized during an event to provide maximum communication link between participating agencies. (see *ESF 2 - Communications*)

## ESF DEVELOPMENT AND MAINTENANCE

It will be the responsibility of MoDOT and the Office of Emergency Management to initiate a review and update of this plan. A minimum of one member from each departments/agencies will participate in the update process on an annual basis.

## INTERSECTIONS / STAGING AREAS

## ANNEXES

### Annex A – Intersections

### Annex B – Staging Areas

## ANNEX A - INTERSECTIONS

**I-44 & Hwy's PP/K (Exit 61)**

**I-44 & Hwy's N/T (Exit 67)**

**I-44 & 360/60 (Exit 69)**
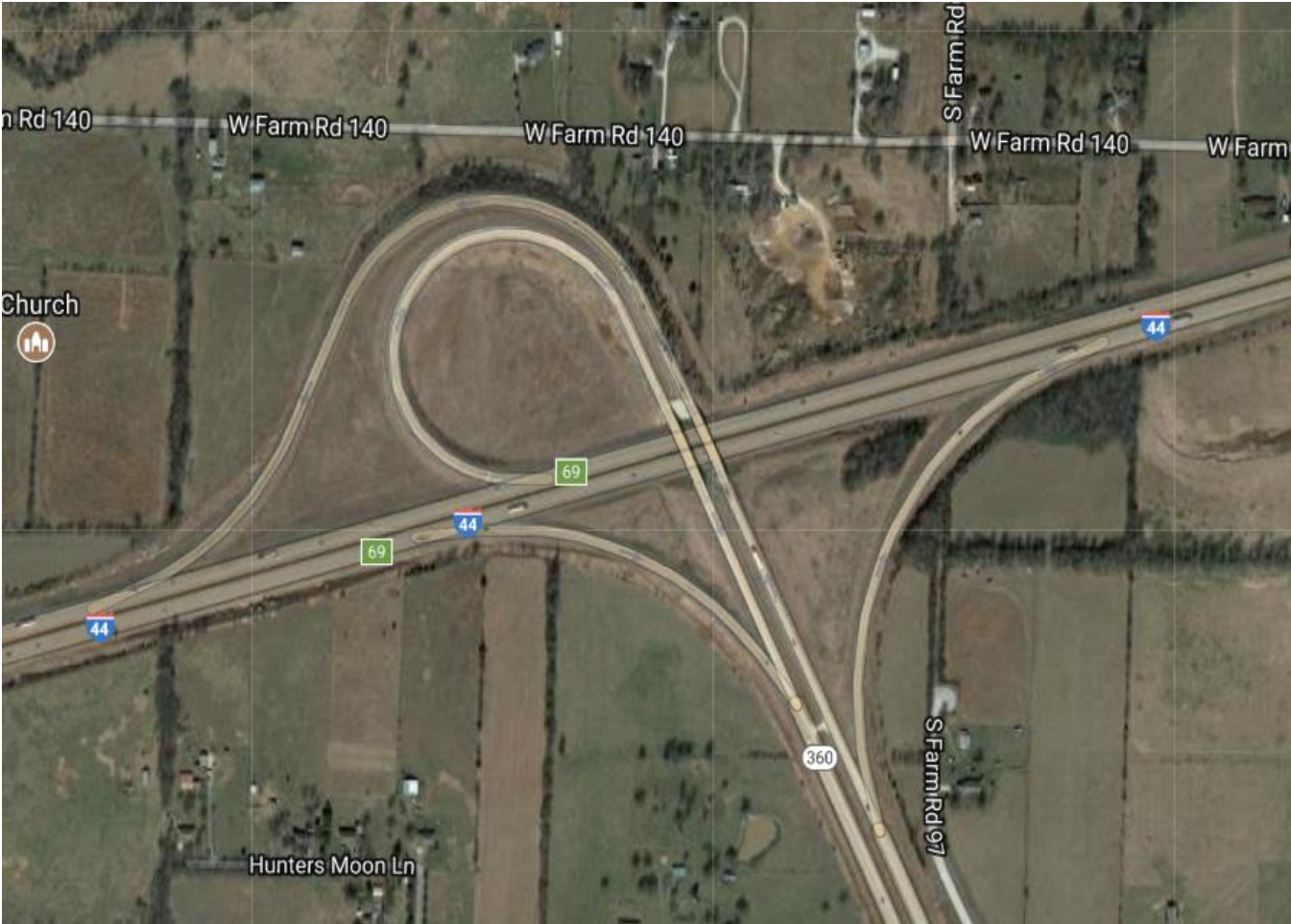
**I-44 & Hwy 266 (Chestnut Exp) (Exit 72)**
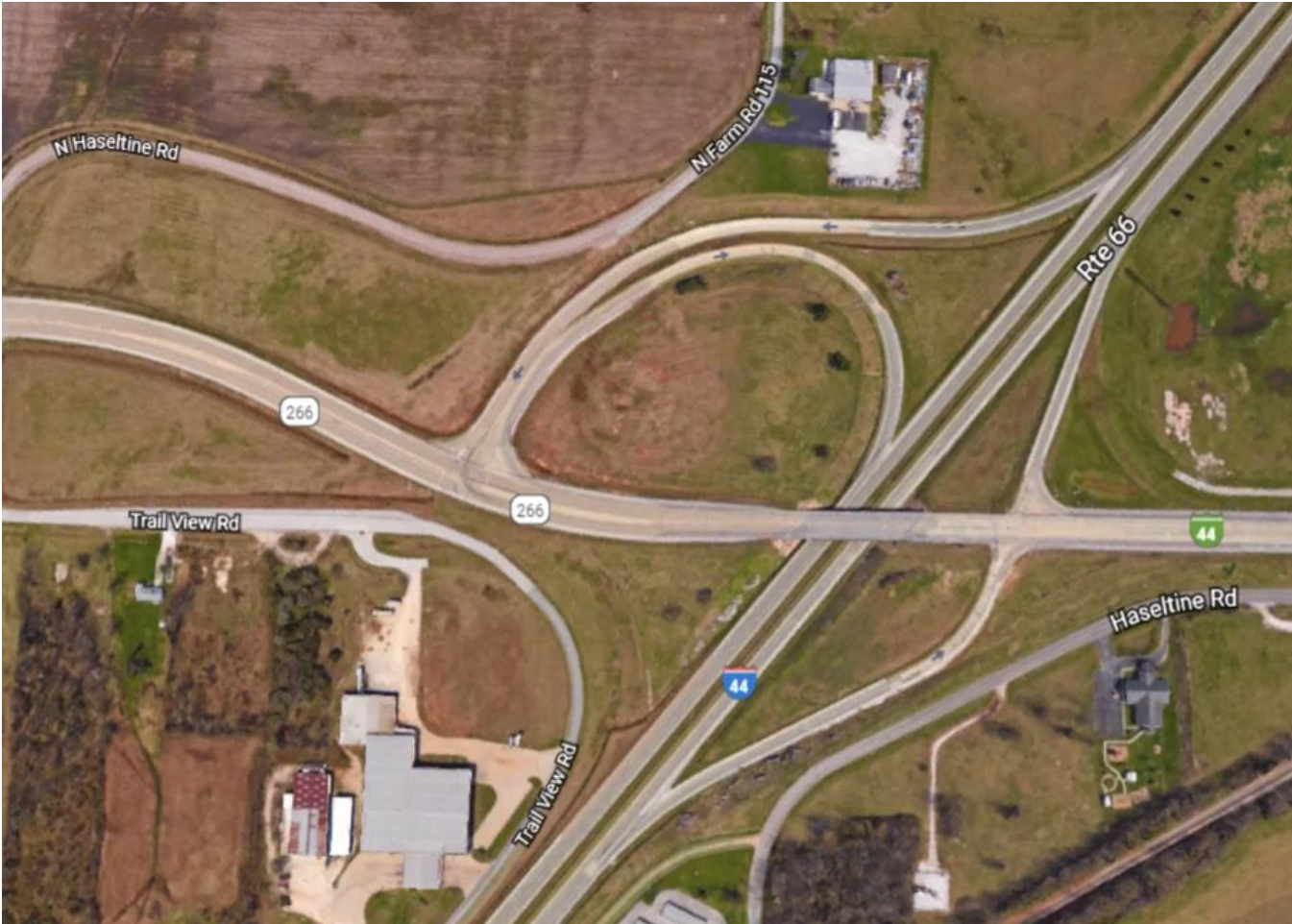
**I-44 & Hwy 160 (Exit 75)**
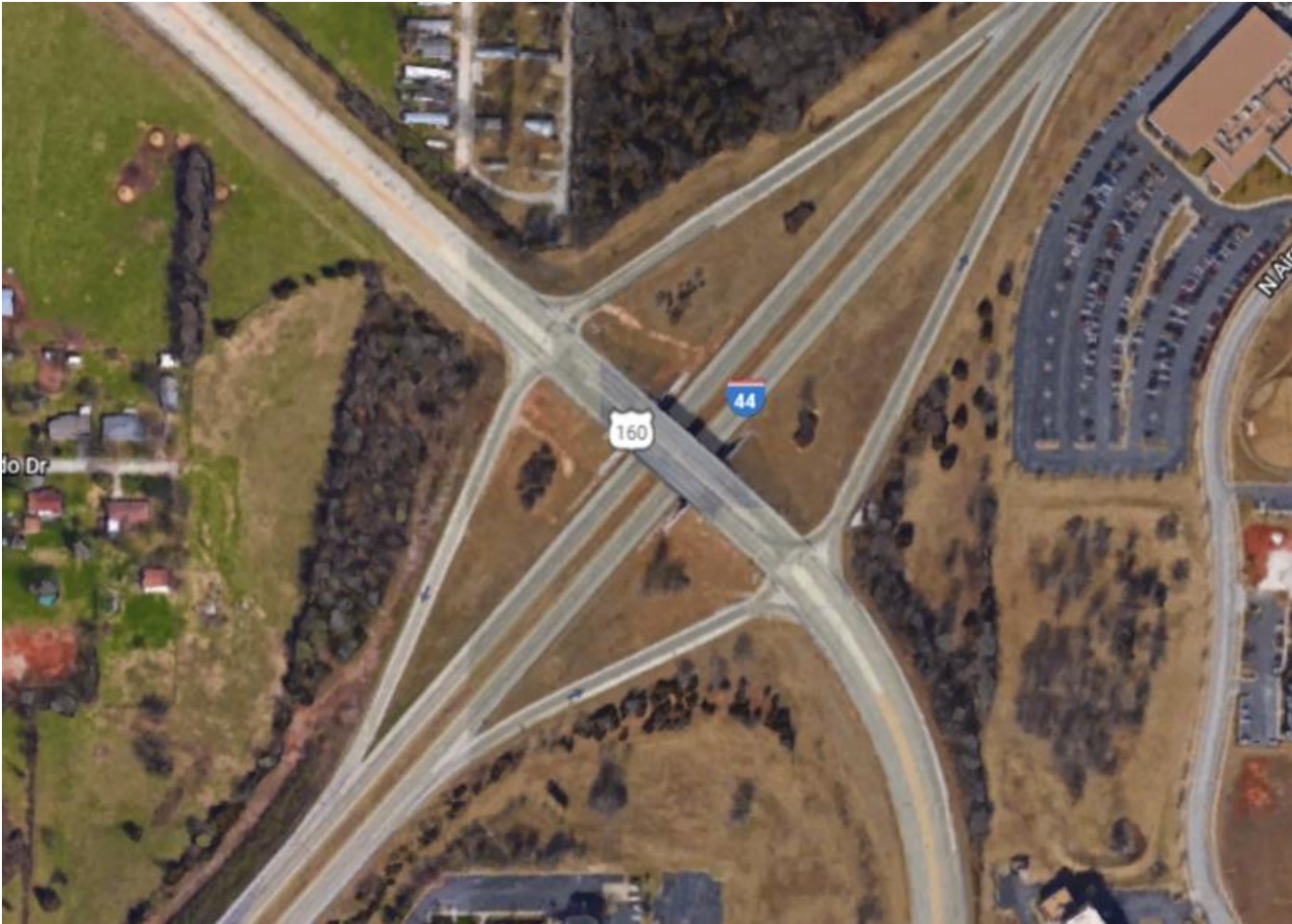
**I-44 & Hwy 13 (Exit 77)**
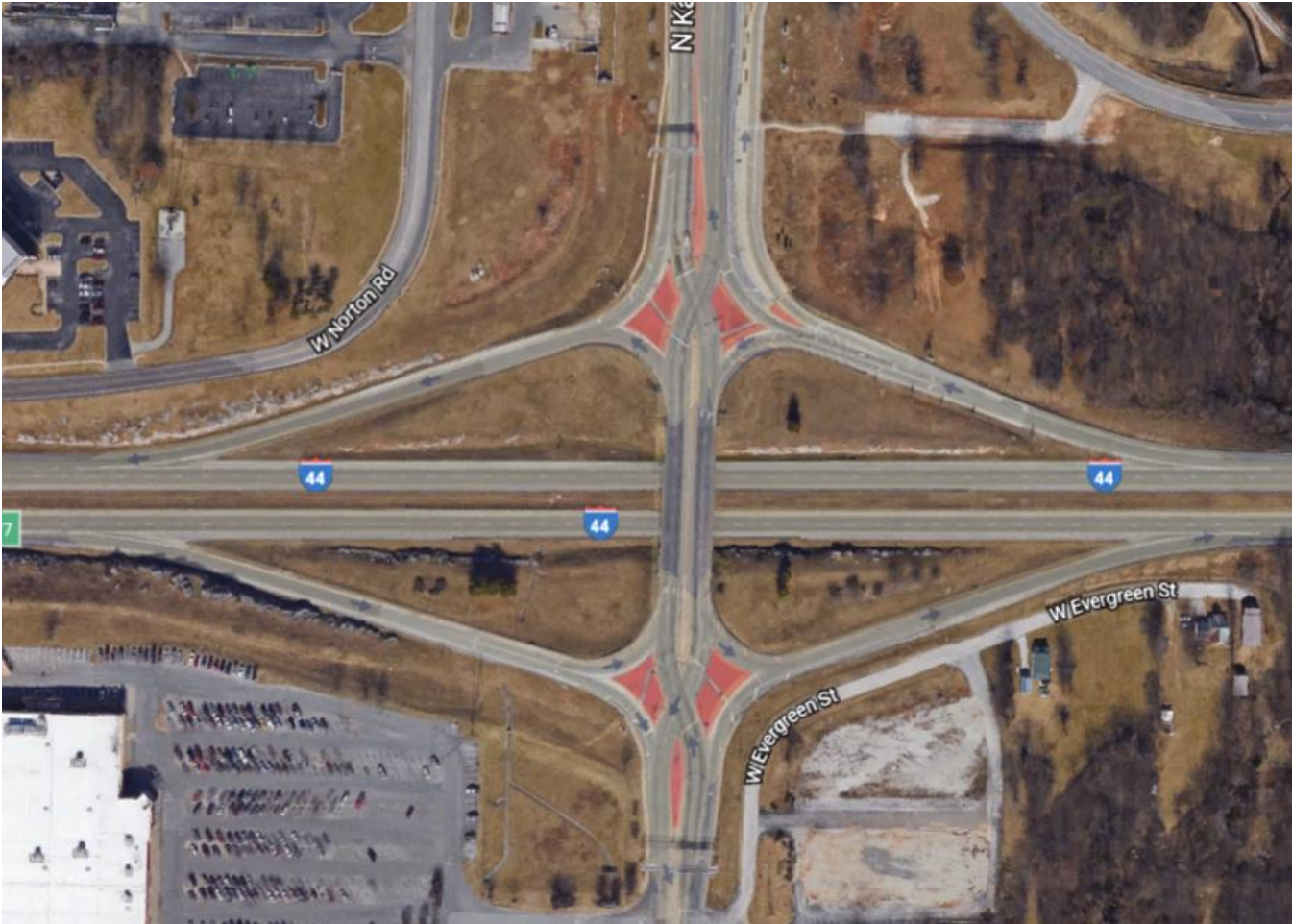
**I-44 & Hwy H (Glenstone) (Exit 80)**
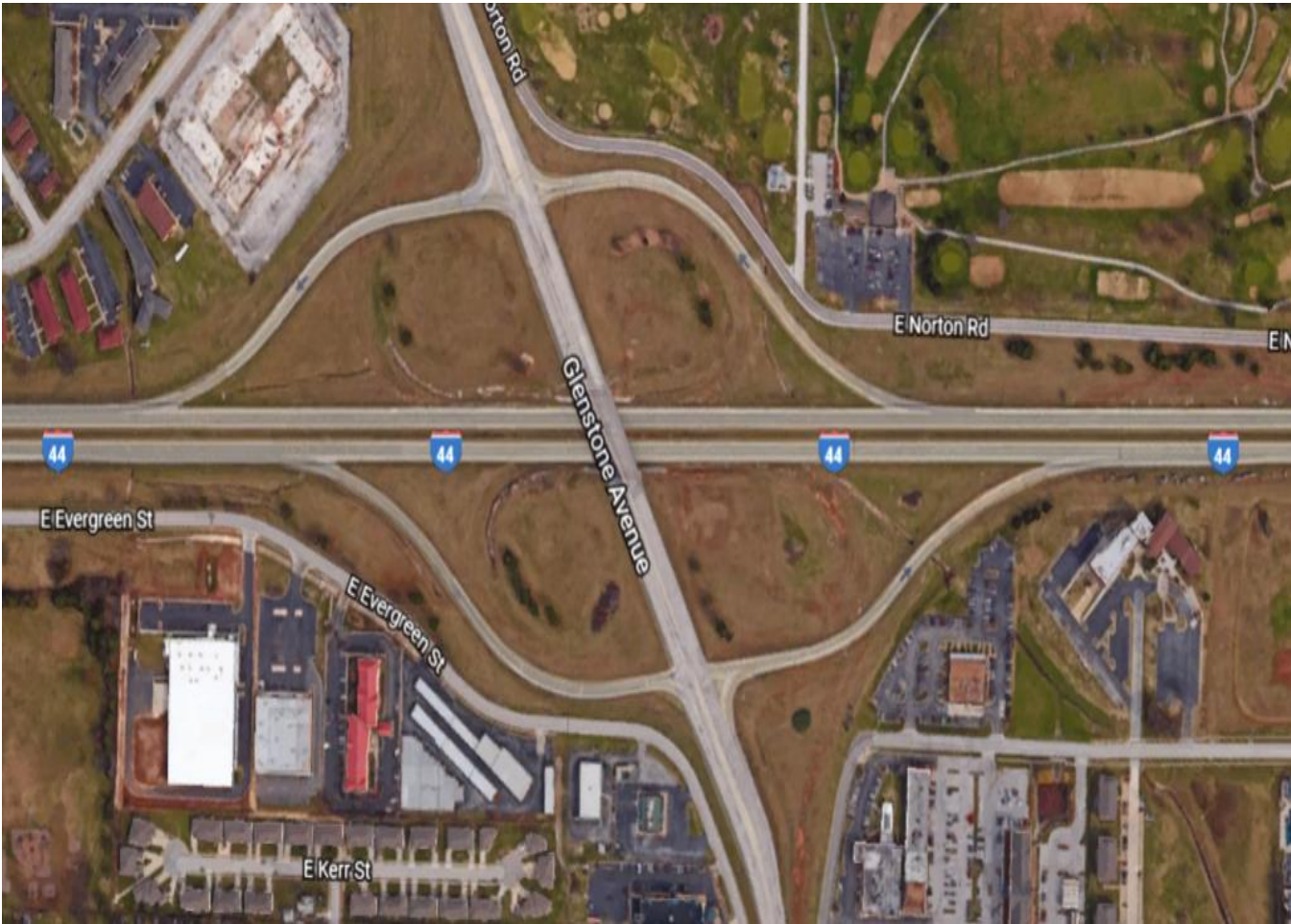
**I-44 & Hwy 65 (Exit 82)**

**I-44 & Mulroy (Exit 84)**
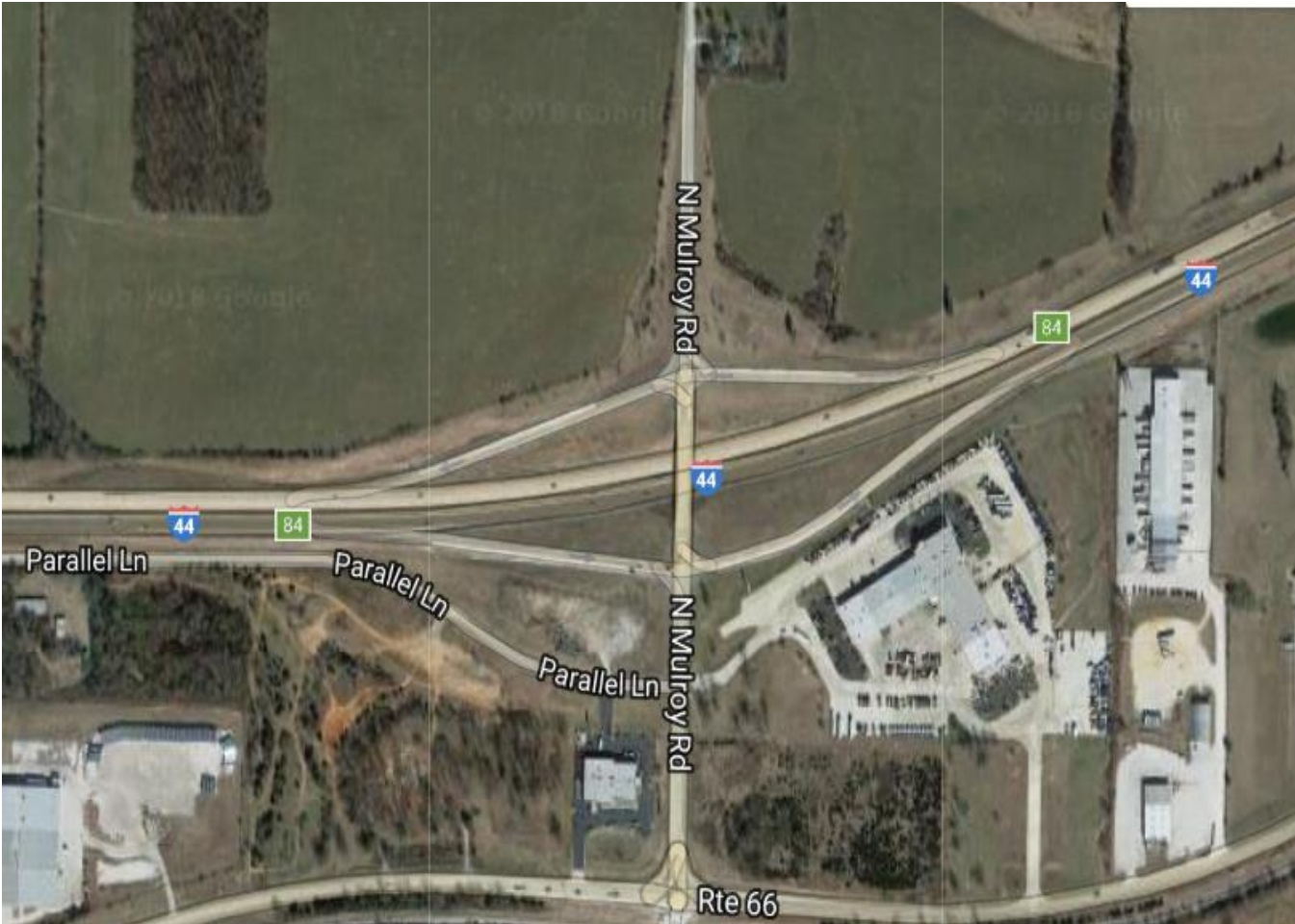
**I-44 & Hwy 125 (Exit 88)**

**Hwy 65 & Chestnut Exp.**

**Hwy 65 & Sunshine (D)**
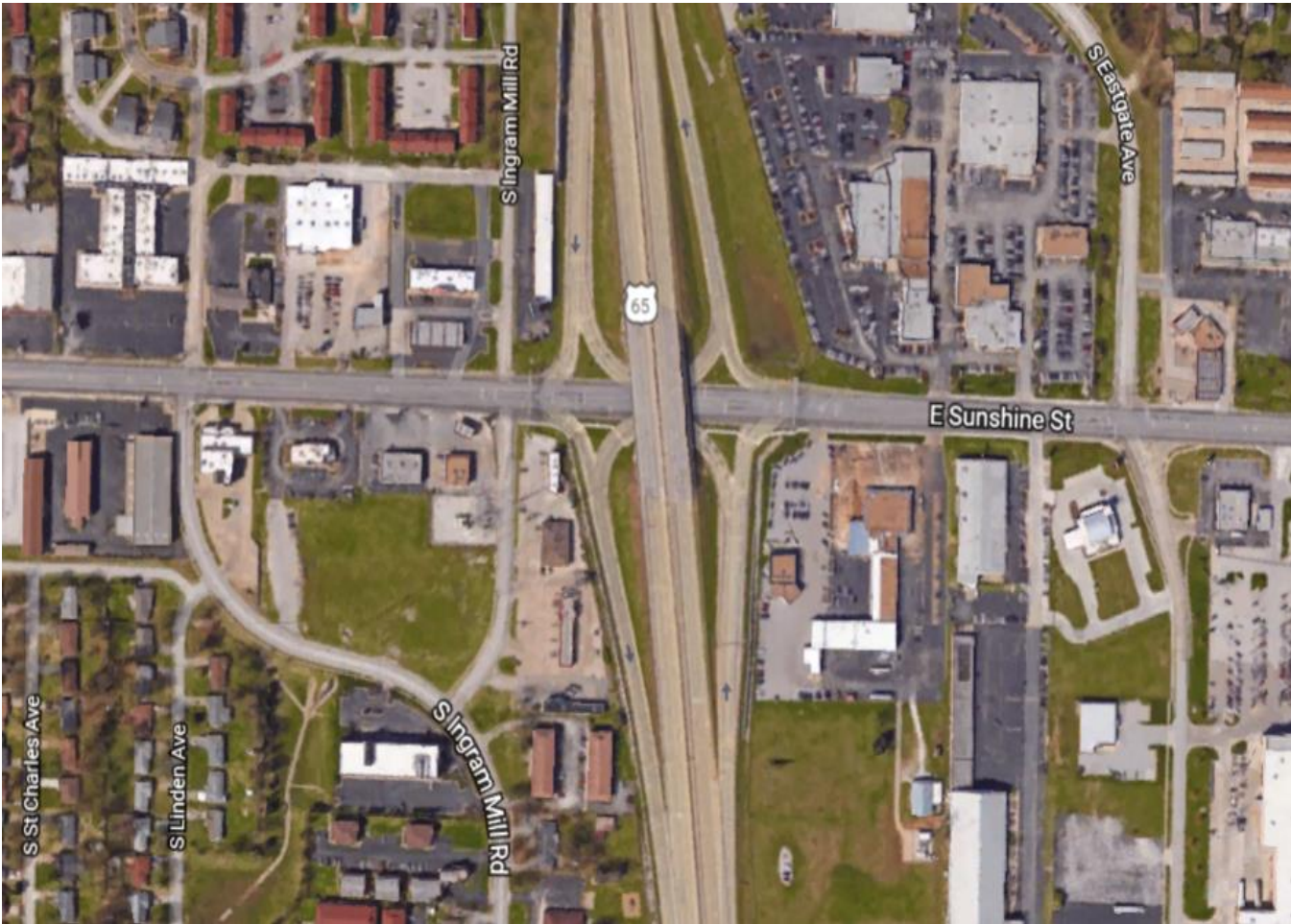
**Hwy 65 & Hwy 60**

**Hwy 125 & Hwy D**

**Hwy 65 & 125 (CC) (Fair Grove)**

**Hwy 13 & WW (Northwest Greene County)**

**Highway 60 & D (125)**

## ANNEX B – STAGING AREAS

Bass Pro Shops Corporate Headquarters (Base Camp)                    1.35
Bass Pro Shops                                                       1.36
Battlefield Mall                                                     1.37
City Utilities – McCartney Power Station                             1.38
City Utilities – John Twitty Energy Center (JTEC)                    1.39
Conco Quarries – Galloway                                           1.40
Conco Quarries – Willard                                            1.41
Grizzly Industrial, Inc.                                             1.42
Loves Travel Stop - Strafford                                       1.43
O & S Trucking                                                      1.44
Peterbuilt - Strafford                                              1.45
Springfield Remanufacturing Corp                                    1.46
Walmart Supercenter - W. Sunshine                                   1.47
Walmart Supercenter - E. Independence                               1.48
Walmart Supercenter- E. Kearney                                     1.49
John Q. Hammons (JQH) Arena                                         1.50
Kum & Go (Fair Grove)                                              1.51
MFA Farm and Home (Fair Grove)                                      1.52

**Bass Pro Shops Corporate Headquarters (Base Camp)**
2500 E. Kearney
Springfield, MO 65803
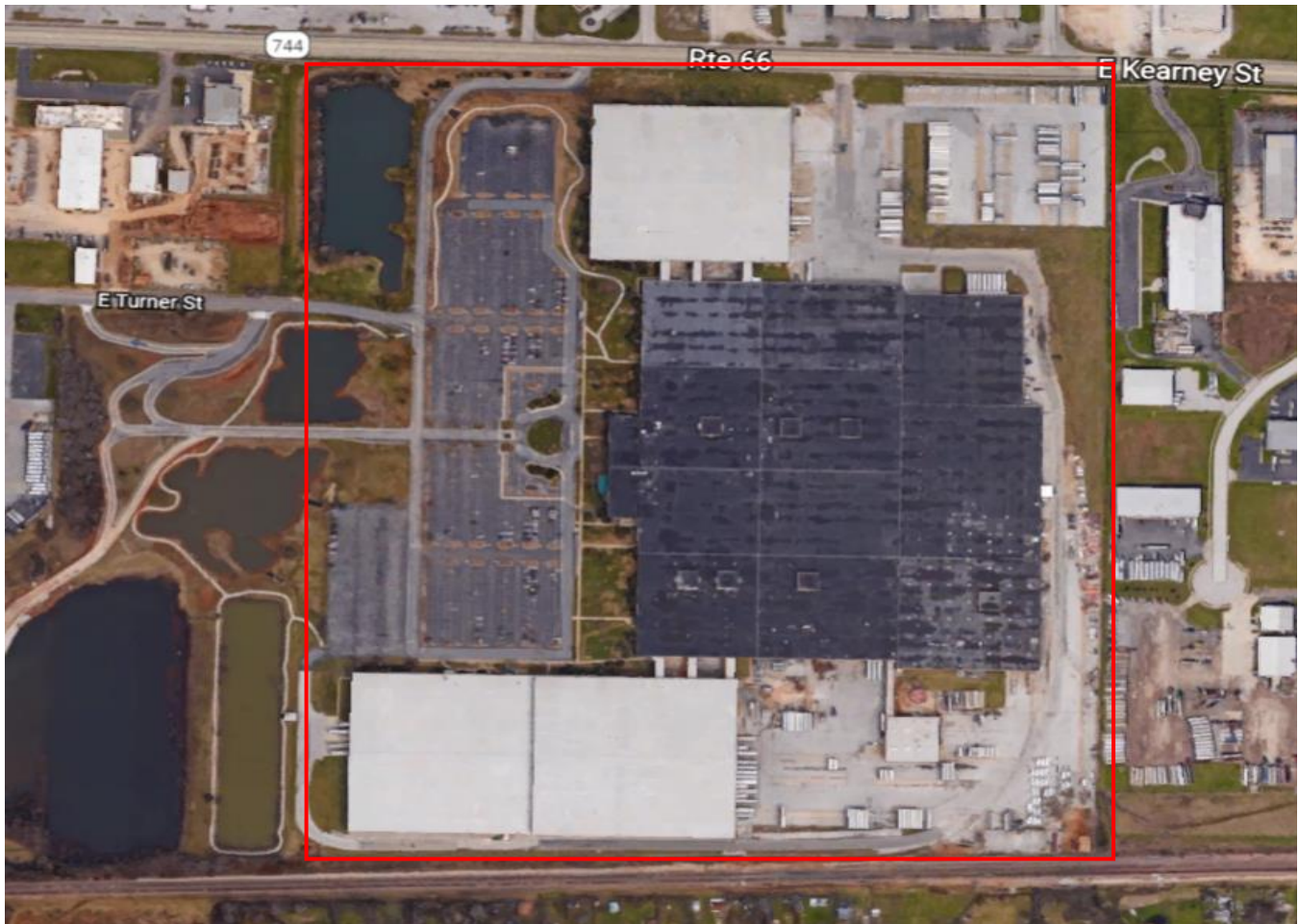
**Bass Pro Shops Outdoor World**
1935 S. Campbell
Springfield, MO 65807
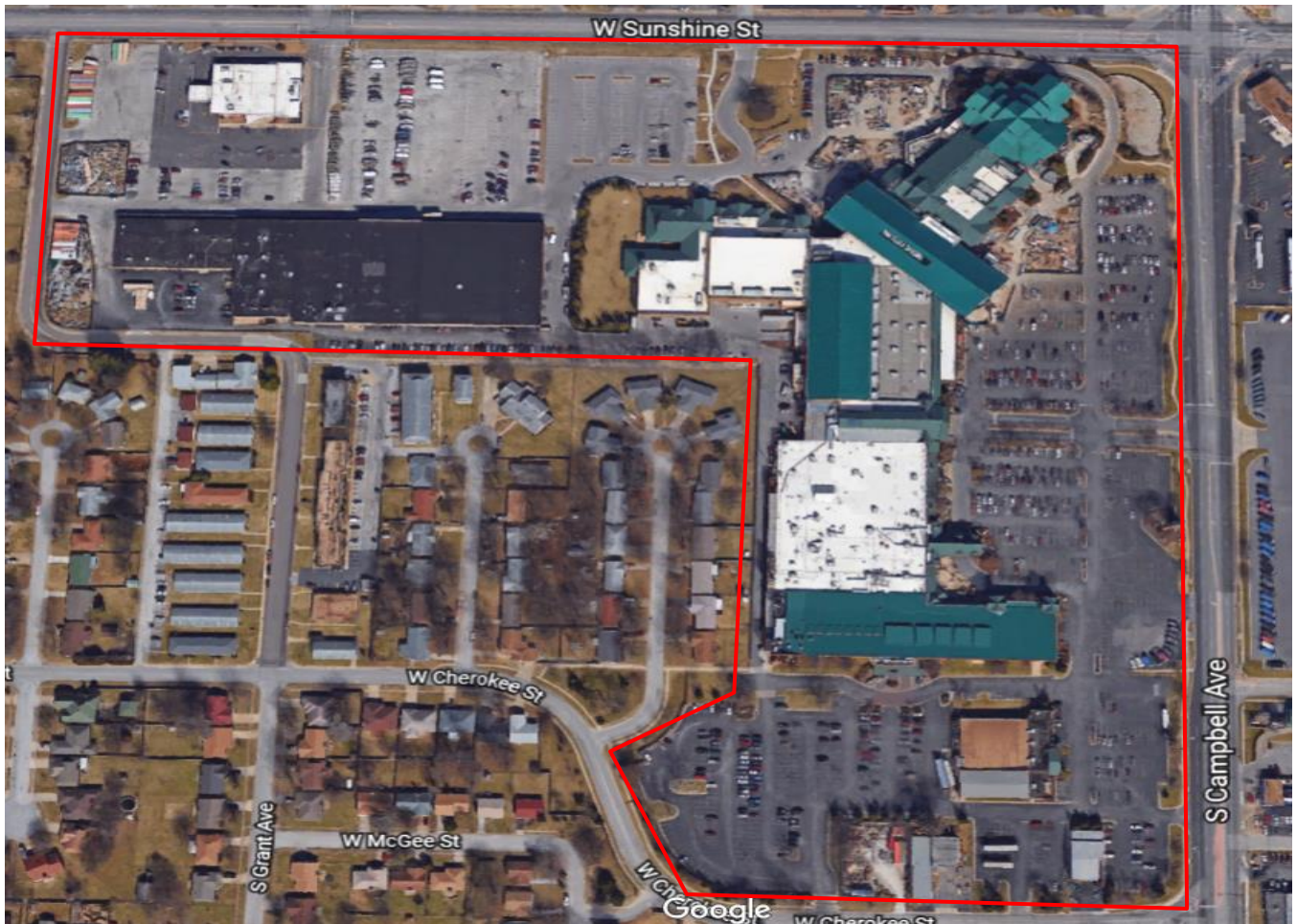
**Battlefield Mall**
2825 S. Glenstone
Springfield, MO 65804
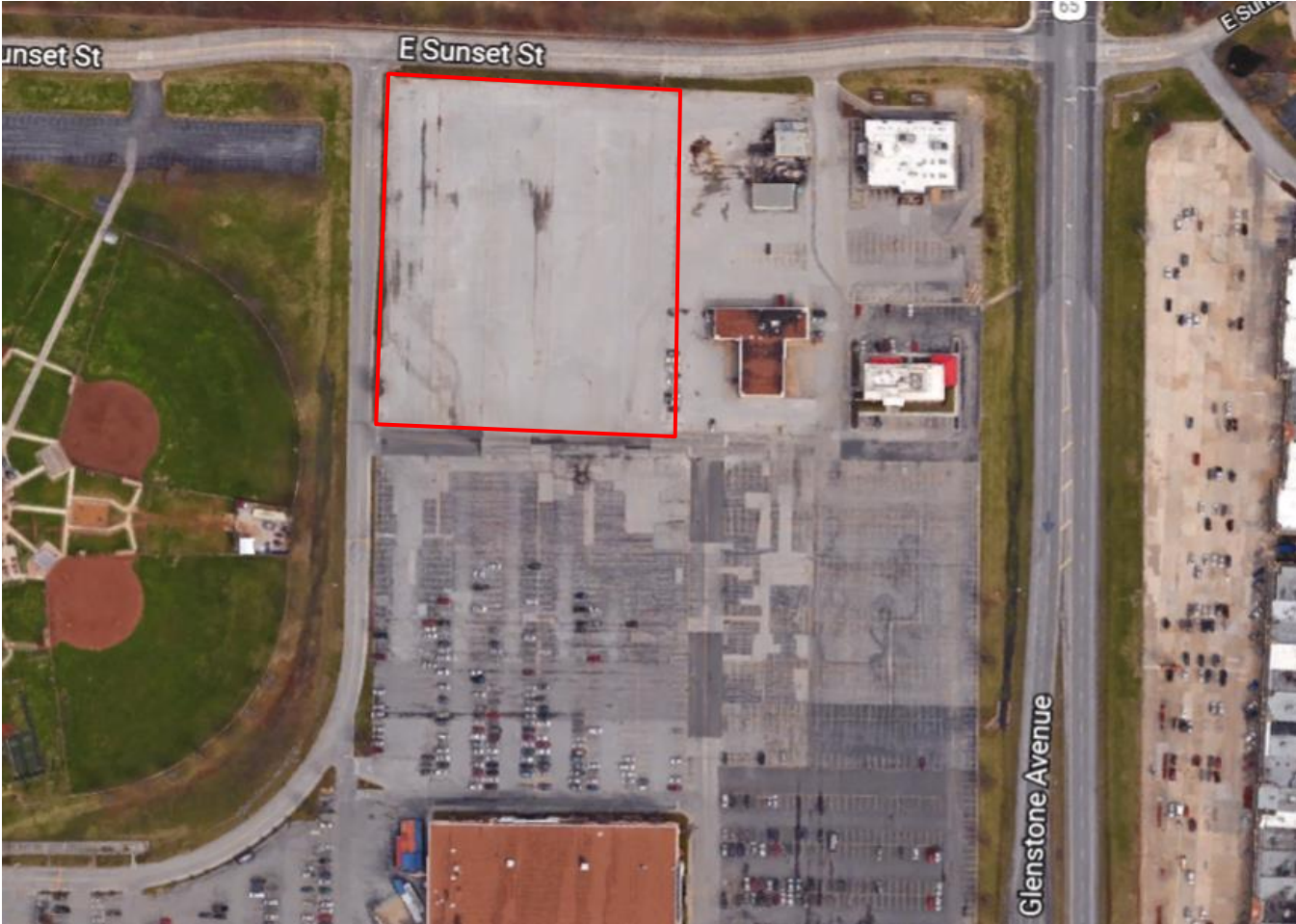
**City Utilities**
**McCartney Power Station**
5701 E. Farm Road 112
Strafford, MO 65757



PARKING

**City Utilities**
**John Twitty Energy Center**
5050 Farm Road 164
Brookline, MO 65619

**Conco Quarries - Galloway**
3825 S Lone Pine Ave
Springfield, MO 65804

**Conco Quarries - Willard**
902 S Quarry Rd
Willard, MO 65781

**Grizzly Industrial, Inc.**
1815 W. Battlefield
Springfield, MO 65807

**Loves Travel Stop**
400 N. State Hwy 125
Strafford, MO 65757

**O & S Trucking**
3769 E. Evergreen St.
Springfield, MO 65803

**Peterbuilt Trucking**
3026 N Mulroy Rd
Strafford, MO 65757

**Springfield Remanufacturing Corp.**
650 N Broadview Ave.
Springfield, MO 65802

**Walmart Supercenter**
3520 W. Sunshine
Springfield, MO 65807

**Walmart Supercenter**
2021 E. Independence
Springfield, MO 65804

**Walmart Supercenter**
1923 E. Kearney
Springfield, MO 65803

**John Q. Hammons (JQH) Arena**
685 S. John Q Hammons Parkway
Springfield, MO 65807

**Kum & Go**
103 W Old Mill Rd
Fair Grove, MO 65648

**MFA Farm and Home**
300 Eagle Ridge Rd
Fair Grove, MO 65648

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# COMMUNICATIONS                                                    ESF 2

PURPOSE

SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions

COMMUNICATIONS SYSTEMS
- Primary Communications Systems
- Alternate Communications Systems (ARES, RACES)
- Alternate Missouri Statewide Interoperability Network (MOSWIN)

NOTIFICATION SYSTEMS
- Primary Notification System (Immediate Response Information Systems - IRIS)
- Emergency Operations Plan Call List

CONCEPT OF OPERATIONS
- General
- Mission Areas

ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies

DIRECTION AND CONTROL

CONTINUITY OF OPERATIONS

ADMINISTRATION AND LOGISTICS

ESF DEVELOPMENT AND MAINTENANCE

REFERENCES

APPENDICES
1. Activation List
2. Organizational Chart
3. Authorized RACES Frequency List
4. National Warning System (NAWAS)

# COMMUNICATIONS                                                    ESF 2

**PRIMARY AGENCIES:**          Springfield-Greene County 911 Emergency Communications Center

**SUPPORT AGENCIES:**          Springfield-Greene County Office of Emergency Management
                               Radio Amateur Civil Emergency Service
                               Amateur Radio Emergency Services
                               City Utilities
                               Mobile Career Center/Workforce Development

## 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 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 and the development and use of interoperable communications processes and architectures.

The ability of Springfield-Greene County and other County municipalities 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 Springfield-Greene County, 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.

## SITUATIONS AND ASSUMPTIONS

### Situations

1.  Springfield-Greene County 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.  Springfield-Greene County 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 Springfield-Greene County will be controlled by the Springfield-Greene County 911 Emergency Communications Department (ECD) and supported by the Emergency Operations Center (EOC). These organizations closely monitor and coordinate communications.

10. Springfield-Greene County maintains and utilizes the IRIS™ (Immediate Response Information System) notification system to relay information and warnings to key decision makers and emergency personnel. IRIS™ can broadcast notifications through multiple forms of communications utilizing e-mail, text messaging and phone delivery.

11. 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.

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

> City of Springfield – City Hall ......................................................................864-1555
> Cox Health Systems ....................................................................................269-8116
> Cox Paramedic Dispatch .............................................................................269-8742
> Emergency Communications Center ................................................................. 911
> Greene County Court House.........................................................................868-4000
> Greene Count Sheriff's Office - Records .....................................................829-6235
> Lakeland Hospital ........................................................................................865-5223
> Mercy/Mercy Paramedics ...........................................................................820-3636
> Relay Missouri - Voice Line ................................................................. 1-800-735-2466 or 711

## Assumptions

1.  The Primary communication and notification systems are adequate to deal with most emergency/disaster situations in Springfield-Greene County, 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 Springfield-Greene County:

| Natural | Technological | Human-Caused |
|---|---|---|
| Weather:<br>• Damaging Wind<br>• Drought<br>• Extreme Cold<br>• Extreme Heat<br>• Flood<br>• Hail<br>• Ice and Snow<br>• Lightning<br>• Tornado<br><br>Other:<br>• Animal Disease<br>• Communicable Disease<br>• Earthquake<br>• Land Subsidence (Sinkholes)<br>• Wildfire | • Aircraft Crash<br>• Cave/Mine Collapse<br>• Dam Failure<br>• Hazardous Materials<br>• Power Failure<br>• Train Derailment<br>• Urban Fire | • Biological<br>• Chemical<br>• Civil Unrest<br>• Cyber<br>• Explosives<br>• Nuclear<br>• Radiological<br>• Sabotage<br>• Targeted Violence<br>• Waste |

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 Springfield-Greene County.

4. Amateur Radio (HAM) operators with equipment and skills are available in the area and will 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**).

## COMMUNICATION SYSTEMS

### Primary Communications System – Greene County 800 MHz Trunk Radio System (TRS)

**General Operations – Internal Communications**

Primary communications for internal Springfield and Greene County agencies during times of emergency or disaster will be done through the use of the 800 MHz. Trunk Radio System (TRS). 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.

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).

Most radios in the system have profiles which are split up into 3 zones of talk groups: A, B and C.

- Zone A is used for 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.

A Talk-Around Channel (TAC) channel may by requested by a responding agency. The 911 Emergency Communications Center (911 ECC) is responsible and authorized to implement these County Wide TAC channels.

It is the responsibility of the responding agencies to utilize the channels assigned and for the Incident Commander or designated Communications Unit Leader (COML) to request additional channels as determined by event growth. Compliance with this directive is <u>required</u> by all participating agencies.

The EOC will communicate with City Utilities during utility emergencies on 800 MHz radio system **(CU/STORM).**

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:

| Law Enforcement | Fire Protection | Emergency Medical Services | Other |
|---|---|---|---|
| <ul><li>Ash Grove</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 Marshal Service</li><li>Walnut Grove</li><li>Willard</li><li>BNSF Police</li><li>DEA</li><li>MSHP</li></ul> | <ul><li>Ash Grove</li><li>Battlefield</li><li>Bois D'Arc</li><li>Brookline</li><li>Ebenezer</li><li>Fair Grove</li><li>Logan-Rogersville</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><li>Cox EMS</li><li>Mercy EMS</li></ul> | <ul><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 Pubic Works</li><li>Springfield Schools</li><li>Surrounding Counties Communications Centers</li><li>Willard Public Works</li></ul> |

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 two caches of radios (Response Readiness Area of OEM) while CU maintains one cache. These may be assigned to support ESFs for response and recovery that may not have a radio. Spare radios may be provided to established points of contact from primary and support agencies involved in emergency response and recovery operations.

**Interoperability – Zone B Capabilities**

*CWCALL* is the calling channel that users outside the primary dispatch responsibility of Springfield-Greene County 911 ECC will use to contact Springfield dispatch.  All TRS participating agencies have access to this talk group on every radio on the TRS System and communication centers in counties that border Greene County.
Users outside the TRS system can make a request directly to the 911 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 911 ECC at all times.

- *ICALL* is *8CALL90*
- *ITAC1* is *8TAC91*
- *ITAC2D* is *8TAC92D*
- *ITAC3D* is *8TAC93D*
- *ITAC4D* is *8TAC94D*

*CWTAC1* through *CWTAC8* are system-wide interoperability talk groups located in Zone B that appear on all radios with 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 incident. The talk groups are assigned by ECC upon request and are available for emergent or pre-planned events.

*ICALL* is a National Public Safety Planning Advisory Committee (NPSPAC) 800MHz national mutual aid calling channel (*8CALL90*). Most 800 MHz public safety users have access to this channel across the country. It is a conventional channel with a repeater located at the Springfield Center radio site, which is adjacent to the Springfield-Police Department. *ICALL* Channel is NOT the same as the VHF Law Enforcement Mutual Aid utilized by the Missouri State Highway Patrol. For most TRS radios to be able to contact other agencies on this channel, that region must have a working repeater on their channel.

*ITAC1* or *8TAC91* 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.

*ITAC2D* through *ITAC4D* are simplex channels within the TRS. Outside the area they are known as *8TAC02D* through *8TAC94D*. These *ITAC* channels are also NPSPAC mutual aid channels, but they are conventional channels with no repeaters. They would most likely be used by Greene County units that are operating outside the range of the Greene County 800Mhz TRS. They 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.

- CrossComm boxes are available through the following agencies; OEM, LR Fire, Springfield Fire, Springfield Police, Mercy & Cox EMS.
- Other available communication resources to assist with this are the Region D Mobile Communications Vehicle (Skylab) , Incident Command Radio Systems (ICRI) boxes, and Cox and MERCY Communications Trailers.
- Springfield Fire Battalion
- Chief vehicles have crossband capability.
- Console Patches are available at ECC, Cox and MERCY EMS Dispatch centers

Weather Net (*WxNet*) is utilities 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 911 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.

**Outside Agencies – Communicating with higher (State and Regional) and lateral (between other counties) emergency personnel and key stakeholders**

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/ECC 911, Springfield Fire, Springfield Police, Logan-Rogersville Fire, Cox EMS, Mercy EMS, Mobile Communications Unit (Skylab) and ICRI box).  It is expected that state and regional entities responding to disasters and events in Greene County will primarily utilize this method for communication.

Multi-agency Coordination (MAC) policies and procedures will apply when multiple agencies are involved or during simultaneous multiple incidents that require resource coordination.

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.

Springfield and Greene County have provided 800MHz base stations to include the full B-Zone, to the 911 Emergency Communications Departments 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.

**Built-in Redundancies / Fail Safe Capabilities**

The Greene County 800 Mhz. Trunked Radio System (TRS) is built with three different fail safe features:

1. **Level One - Site Trunking:**  When the system switches to this mode, 911 ECC loses consoles, and radios lose features such as call alerting. Otherwise end users will see little difference.
2. **Level 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:

| FAILSOFT: Agency/Jurisdiction Groupings | Channel Assigned |
|---|---|
| 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 |

3. **Level 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 (911 ECC).  The following procedures will be utilized post 800 Mhz. system failure:

   o All 800 Mhz. trucked system users will immediately turn their radios to Zone B, Talk- Group B-10 (ICALL/8CALL90).
   o The users will them standby for instructions from the 911 ECD on further channel usage.
   o The 911 ECC will make regular outage announcements and give instructions to users via ICALL.
   o 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.

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. In the event the primary EOC's communications becomes inoperable, the regional Mobile Communications Vehicle (Skylab) will provide backup support communications.

**Testing/Maintenance**

The Greene County 800 Mhz. Trunked Radio System (TRS) is regularly tested in order to maintain a state of readiness. The results of these tests are documented digitally and any discovered problems are addressed.

Testing and maintenance for the TRS is the responsibility of Springfield City Utilities.

A power system test is performed monthly at all primary radio tower sites as well as the radio Central Electronics Facility. These tests provide opportunity for backup generators to be tested to ensure that a power outage will not result in system failure.

A system optimization test will be performed annually to ensure that all radio infrastructures are operating properly and within allowed limits.  Completed results for all tested sites are documented and saved digitally.

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.

# Alternate (redundant) Communications System - Amateur Radio Emergency Services (ARES) / Radio Amateur Civil Emergency Services (RACES)

**General Operations**

The Director of the OEM or his/her designee will 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
• Testing and drills

Within the MOU (see Appendix 12 of Basic Plan), The Director of the OEM or his/her designee will 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)

The OEM 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.

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. All ARES members are expected to carry their identification badges.

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.

During Wartime Emergency Situations, RACES members will only communicate with other RACES members and may utilize the designated frequencies outlined in Appendix 3 of this ESF

The Director of the OEM or his/her designee will be assigned responsibility for the demobilization of all ARES members through the ARES Coordinator.

**Interoperability**

Interoperability is vitally important for ensuring continued operations of Amateur radio communication. Interoperability in this document refers to the ability of ARES groups and individuals involved in a coordinated response to communicate with each other.

In the event of an emergency or exercise, an interoperability plan can address connectivity issues and increase the effectiveness and speed of the response.

Greene County ARES follows the State-wide Missouri ARES Interoperability Plan, which is designed to augment the existing Greene County ARES structure. A copy of this 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.

A copy of the Region D ARES Interoperability Plan can be found at the Office of Emergency Management.

**Testing/Maintenance**

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. Representatives checking in on the net will be logged by net control and equipment will be evaluated for serviceability. Any known issues such as frequency interference or repeater issues will be relayed and documented.

# COMMUNICATIONS                                                    ESF 2

## Alternate (redundant) Communications System - Missouri Statewide Interoperability Network (MOSWIN)

**General Operations**

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 (PSAP's) is equipped with a control station that can access statewide and regional interoperable talk groups. This allows the PSAP's dispatched agencies access to MOSWIN via a console patch. Region D PSAP's 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.

**Interoperability**

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. 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. All talkgroup members are responsible for developing their own protocol for talkgroup use.

- 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.

- 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 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.

    - 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.

- 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.

    o    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.

**Testing/Maintenance**

The State of Missouri maintains the MOSWIN network and connectivity; while subscriber units are the responsibility of the owning agencies.

Region D conducts a Regional Roll Call on MOSWIN on a quarterly basis. Any known issues be relayed to the MOSWIN Helpdesk at 855-466-7946.

## NOTIFICATION SYSTEMS

### Primary Notification System – Immediate Response Information System (IRIS™)

**General Operations**

The IRIS™ Alert system is the primary system employed by Springfield and Greene County to initiate, relay, and receive notifications and warnings to key decision makers and emergency personnel.

IRIS™ is a high–speed notification service, which electronically sends emergency messages from officials, department heads and emergency managers to key decision makers and emergency personnel throughout the county, region, and state. Message recipients get the facts of any given situation using a broad range of receiving communications devices.  IRIS™ logs and records the time each message was sent and received.

The IRIS™ system enables notification messages to be sent by a variety of methods.  The ability of Springfield-Greene County to utilize an array of redundant methods is critical to insuring that the system will have the highest likelihood of operating as intended during any potential change in the operating environment. The methods that can be utilized for notification by the IRIS™ system include but not limited to the following:

- Landline or cellular telephone call to multiple registered phone numbers.
- Text (SMS) messages sent to cellular telephones.
- Alpha Numeric Paging Systems.
- Email Messages.

- Fax Messages.

Voice and text notifications are delivered in up to ten languages as specified by recipients of the notification messages.

The IRIS™ System can be utilized to initiate alert messages from a secure web-based interface or through a toll-free call center.

Initiation of IRIS™ alert messages is the responsibility of the Springfield-Greene County Office of Emergency Management (OEM).  Notifications may be initiated by one of the following:

- Emergency Management Director or designee
- Watch Manager

The IRIS™ alert system may be utilized during any potential or perceived threat as deemed appropriate by the OEM. Additional information specific to sending notifications through the IRIS™ system is contained in the ***Springfield-Greene County Standard Operating Guideline: IRIS™ Notification*** and is on file at the OEM.

**IRIS™ Organizational Structure**

The Greene County IRIS™ notification system is divided into groups to accommodate selective notifications to both internal and external stakeholders and emergency personnel. Individuals are assigned to a group based on their potential or assigned roles during an emergency. Contact information for personnel is collected and entered into the database by the OEM. Notification messages can be sent to one or multiple groups simultaneously.

Groups established within the IRIS™ system include but are not limited to:

**IRIS™ Organizational Structure**

| Local Agency Groups | Regional Groups | State Groups |
|---|---|---|
| • All Greene County<br>• All Greene County EOC<br>• EOC Command Staff<br>   o ESF 15<br>   o ESF 5<br>• EOC Finance<br>• EOC Logistics<br>   o ESF 1<br>   o ESF 2<br>   o ESF 18<br>   o ESF 19<br>• EOC Operations<br>   o ESF 3<br>   o ESF 4<br>   o ESF 6<br>   o ESF 8<br>   o ESF 9<br>   o ESF 10<br>   o ESF 11<br>   o ESF 12<br>   o ESF 13<br>   o ESF 16<br>   o ESF 17<br>   o ESF 20<br>• EOC Planning<br>• Greene County Policy<br>• Greene County ARES<br>• Greene County CERT | • Region D MACC Staff<br>• Region D ARES | • State Area Representatives<br>• Southwest Missouri Incident Support Team (SWMOIST) |

The OEM will be the primary agency responsible for updating and maintaining records within the IRIS™ database when changes are received from individuals within the database or mistakes are realized during the monthly IRIS™ test. It is the responsibility of each agency with personnel assigned to a group in the IRIS™ system to ensure that the OEM is notified of any changes to contact information.

In the event of a failure with this process, an 800 number is available for IRIS to initiate this alert.

**Testing/Maintenance**

The IRIS™ notifications system will be tested on a monthly basis. The Springfield-Greene County Office of Emergency Management (OEM) will initiate a test of the IRIS™ system to all Greene County EOC personnel, Region D Incident Support Team Members, and the Region D Multi-agency Coordination Center.

An alert notification will be sent to at minimum all primary and secondary contact devices listed in the IRIS™ database for each individual within the groups being tested.

The OEM will send an e-mail to all individuals within all tested groups within one day following the notification test to solicit input from any individuals who did not receive the test notification. The OEM will document any problems identified and take appropriate corrective actions.

# COMMUNICATIONS                                                    ESF 2

## Emergency Operations Plan (EOP) Call List

**General Operations**

In response to a failure of the Primary IRIS™ notification system, Appendix 1 (or the Activation List) is located at the end of the EOP will be utilized as a secondary means of notifying officials, department heads emergency personnel throughout the county. The Activation List 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.

Initiation of the Activation List Call Tree is the responsibility of the Springfield-Greene County Office of Emergency Management (OEM). Notifications may be initiated by one of the following:

- Emergency Management Director or designee
- Watch Manager

The Activation List Call Tree system may be utilized during any potential or perceived threat as deemed appropriate by the OEM.

Additional information specific to sending notifications through the IRIS™ system is contained in the ***Springfield-Greene County Standard Operating Guideline: Appendix 1 Call Tree*** and is on file at the OEM.

**Organizational Structure**

The Greene County Emergency Operations Plan (EOP) is divided into Emergency Support Functions (ESF) based on key functional roles that are necessary during a disaster.   At the end of the EOP is the Activation List, which is broken down into ESFs, which provides the phone numbers for notifying key stakeholders and emergency personnel who are primarily responsible for performing that support function.

Notification calls will be placed from the Springfield-Greene County Office of Emergency Management (OEM) to the ESF which are expected to be needed in response to an actual or perceived threat.

**Testing/Maintenance**

The Springfield-Greene County Office of Emergency Management (OEM) will initiate a test of the Activation List notification system to all Greene County EOC personnel, key stakeholders, and emergency responders as designated within all ESFs located in the Activation List.

A notification phone call will be sent to at minimum all primary and secondary contacts listed within each ESF Activation List. If a number returns as incorrect, unreachable or disconnected, the OEM will contact the primary agency to retrieve updated contact information. The OEM will document any problems identified and take appropriate corrective actions.

## CONCEPT OF OPERATIONS

## General

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.  Communications between the State and local EOC will be through radio, landline telephone, satellite telephone, cellular telephone and internet links.

# COMMUNICATIONS                                                ESF 2

## Mission Area – Response

- Activate all necessary personnel to meet communications needs.
- Provide communication for agencies in the field.
- Maintain and provide information to decision-makers.
- Report on communications status to the EOC staff.
- Make necessary repairs or switch to alternate systems as breakdowns occur.
- If needed, a designated Communications Unit Leader (COML) may be assigned to coordinate communications functions between 911 ECC and the Incident Commander or EOC.
- Be ready for Section Chief to request additional channels from COML or Incident Commander.
- Based on the incident size, 911 ECC will assign additional channels as needed to the Incident Commander or through the COML.
- Should communications equipment become disabled, replacement or loaner equipment will be procured.

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### Primary Agency

1. **Springfield-Greene County 911 Emergency Communications Center**

   - Once the Emergency Operation Center (EOC) has been officially activated, coordination of communications for the emergency or disaster will become the responsibility of the EOC staff utilizing the 911 ECC as a base for public safety communications.
   - The ECC in conjunction with the EOC will coordinate the various types of communications within the City/County, including landline telephones, cellular telephones, Amateur Radio, and 800 MHZ.
   - Assess the need for and obtain telecommunications industry support as required.
   - Prioritize the deployment of services based on available resources and critical needs.
   - Coordinate communications support to all governmental agencies.
   - Maintain records of the cost of supplies, resources and staff hours needed to respond to the disaster event.

### Support Agencies

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

   - Coordinate communication and information transfer with the 911 ECC and other communication centers.
   - Coordinate, communicate, and assign duties to RACES/ARES as required.
   - Coordinate; communicate with non-governmental and volunteer agencies as required.
   - IRIS™ (Immediate Response Information System) may be used as an immediate response or mass notification service for both emergency and non-emergency personnel. IRIS™ can broadcast notifications through multiple forms of communications utilizing e-mail, text messaging and phone delivery.

2. **Radio Amateur Civil Emergency Services (RACES) / Amateur Radio Emergency Services (ARES)**

   - Coordinate and provide Amateur Radio communications for Springfield and Greene County.
   - The Director of the OEM or his/her designee will activate ARES/RACES.
   - A list of the communications equipment inventory for the Office of Emergency Management is on file in the EOC.

3.  **City Utilities**

    - Provide support with programming and functioning of the 800 MHz radio equipment.
    - Utilize the CU/STORM channel when necessary (Power outages, Ice storms, Severe Storms, etc.)

4.  **Mobile Career Center/Workforce Development**

    - 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.  This bus is available through Springfield's Workforce Development office.

## State Support Agency

1.  **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.

## Federal Support Agency

1.  **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.

## DIRECTION AND CONTROL

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.

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.

## CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations (COOP) 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.

# COMMUNICATIONS                                                    ESF 2

## ADMINISTRATION AND LOGISTICS

### Administration

- Lists needed:

    1. Mutual Aid Agreements
    2. Memorandums of Understanding (private organizations).
    3. Notification lists for all departments to include each individual in the chain of command.
    4. Phone numbers and radio frequencies of bordering jurisdictions and state agencies.

- Record keeping and accounting procedures in accordance with local guidelines.

### Logistics

- Facilities and equipment -- a list of the EOC's communications equipment is maintained at the EOC, as well as other communications equipment that may become available during an emergency/disaster.

- Security and protection of equipment:

    o Protection

        ▪ Lightning
        ▪ Wind

    o Overload (telephone)

        ▪ Line-load control
        ▪ Priority of service restoration

## ESF DEVELOPMENT AND MAINTENANCE

The 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.

## REFERENCES

1. FEMA CPG 1-15 March 1991: Guidance for Radio Amateur Civil Emergency Service
2. FCC CFR 47 Part 97 Subpart A: General Provisions and Subpart E: Providing Emergency Communications
3. Memorandum of Understanding between the Springfield-Greene County Office of Emergency Management and ARES®
4. State of Missouri Tactical Interoperability Communications Plan (TICP)

## APPENDICES

**APPENDIX 1:**      Activation List

**APPENDIX 2:**      Organizational Chart

**APPENDIX 3:**      Authorized RACES Frequency List

**APPENDIX 4:**      National Warning System (NAWAS)

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP

## APPENDIX 2

## ICS Organizational Chart

**EOC Director**

- ESF 5-EOC
- ESF 14-Long Term Recovery

**Public Information Officer**

- ESF 15-Public Information & Warning

**JIC Staff**

**Safety/Security Officer**

**Liaison Officer**

**Finance/Administration Section**

- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

**Logistics Section**

- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
- ESF 19-Donations Management

- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

**Planning Section**

- ESF 16-Damage Assessment

- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

**Operations Section**

**Public Safety Branch**

- ESF 4-Fire
- ESF 9-Search & Rescue
- ESF 10-Hazardous Materials Response
- ESF 13-Law Enforcement & Counterterrorism
- ESF 17-In-Place Protection & Evacuation

**Infrastructure Branch**

- ESF 3-Public Works & Engineering
- ESF 11-Agriculture
- ESF 12-Energy

**Human Services Branch**

- ESF 6-Mass Care
- ESF 8-Public Health & Medical
- ESF 18-Domestic Animal Care
- ESF 20-Volunteer Management

## 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

## National Warning System (NAWAS)

The National Warning System (NAWAS) is an automated telephone system used to convey warnings to United States-based federal, state and local governments. The original mission of NAWAS was to warn of an imminent enemy attack or an actual accidental missile launch upon the United States. NAWAS still supports this mission but the emphasis is on natural and technological disasters.

NAWAS is operated and fully funded by the Federal Emergency Management Agency (FEMA).

Today, the system consists of what is essentially a 2200+ telephone party line. The phone instruments are designed to provide protection for lightning strikes so they may be used during storms. The interconnecting lines provide some protection by avoiding local telephone switches. This ensures they are available even when the local system is down or overloaded. NAWAS has major terminals at each state Emergency Operations Center and State Emergency Management Facility. Other secondary terminals include local emergency management agencies, National Weather Service field offices and Public-safety answering points (PSAPs).

NAWAS is used to disseminate warning information concerning natural and technological disasters to approximately 2200 warning points throughout the continental United States, Alaska, Hawaii and the Virgin Islands. This information includes acts of terrorism including Weapons of Mass Destruction (WMD) after aircraft incidents/accidents, earthquakes, floods, hurricanes, nuclear incidents/accidents, severe thunderstorms, tornadoes, tsunamis and winter storms/blizzards. NAWAS allows issuance of warnings to all stations nationwide or to selected stations as dictated by the situation.

When the NAWAS is not being used for emergency traffic or tests, State and local government personnel are encouraged to use it for official business.

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# PUBLIC WORKS AND ENGINEERING                                          ESF 3

PURPOSE

SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions

CONCEPT OF OPERATIONS
- General
- Mission Areas

ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies

DIRECTION AND CONTROL

CONTINUITY OF OPERATIONS

ADMINISTRATION AND LOGISTICS

ESF DEVELOPMENT AND MAINTENANCE

REFERENCES

APPENDICES
1. Activation List
2. Organizational Chart

# PUBLIC WORKS AND ENGINEERING                                    ESF 3

PRIMARY AGENCIES:            Springfield Public Works
                             Greene County Highway Department
                             Greene County Building Regulations
                             Springfield Building Development Services

SUPPORT AGENCIES:            Springfield-Greene County Office of Emergency Management
                             Springfield-Greene County Park Board

## 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.

## SITUATIONS AND ASSUMPTIONS

### Situations

1. Springfield-Greene County 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 is served by the Public Works Department and Building Development Services; the county is served by the Highway Department and Building Regulations.

3. Private resources are available in the City/County to assist in public works activities.

4. Outside resources are available to assist should all local resources become committed.

### Assumptions

1. Local public works departments would not have adequate resources to cope with the situation should a major disaster occur.

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.

## CONCEPT OF OPERATIONS

### General

The ultimate responsibility for providing public works services rests with local government. During a declared emergency, public works will coordinate activities with the EOC or the site commander. This ESF includes:

- 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.

- 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.

- 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.

- 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.

- Assistance with damming, diking and containment of hazardous materials.

### Mission Area – Response

- Determine the safety of the Emergency Operations Center and any Mass Care Centers/Shelters as necessary.

- Provide support on a priority basis as determined by the EOC or the Incident Commander and provide liaison to the EOC.

- 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.

- Survey public works damage and report to the EOC.

- Assist Law Enforcement with traffic control by regulating traffic lights. Close roads and construct/place barricades as directed.

- Make recommendations to the EOC on priorities of repairs and outside assistance as required.

- Assist in search and rescue operations as required under the direction of the fire services.

- 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.

- Emergency debris removal efforts will focus on clearing major transportation or critical routes (see Street Classifications in the Springfield Comprehensive Plan) 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.

- Assist in estimating the total population exposed to the emergency.

- Clear debris and make repairs to roads and bridges that are impending rescue crews and equipment (lifesaving).

- Restore routes to facilities with special needs (hospitals, nursing homes, temporary shelters, schools, etc.).

- Repairs to roads and bridges that have isolated people.

- Restore routes to schools and businesses.

- Make any necessary repairs to expedite recovery.

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### Primary Agencies:

1. **Springfield Public Works**
2. **Greene County Highway Department**

- The Public Works Director or his/her designee will act as the Public Works Liaison for the City of Springfield.
- The County Highway Department Administrator or his/her designee will function as the Highway Liaison for Greene County.
- The County Highway Department Administrator and the Springfield Public Works Director are responsible for ensuring that the streets and roads are cleared of debris and are maintained in good working condition in their respective jurisdictions.

- The County Highway Department and Springfield Public Works will assist other agencies as applicable (i.e., using heavy equipment to assist with rescue operations)
- The County Highway Department and Springfield Public Works will handle issues related to management of emergency debris removal and manage recovery oriented debris removal.
- Maintain records of the cost of supplies, resources and man hours needed to respond to the disaster event.

3. **Springfield Building Development Services**
4. **Greene County Building Regulations**

- The Building Development Services Director will act as Engineering Liaison for the City of Springfield.
- The Building Regulations Administrator will act as Engineering Liaison for Greene County.
- The Building Development Services Director and the Building Regulations Administrator 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.
- This function may require extensive interaction with other departments such as Fire and Law Enforcement to gather information about damage areas.
- Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

## Support Agencies

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

- Maintain EOC readiness in the event of a disaster involving the use of this ESF.
- The Public Information Call Center is staffed and will assist with debris and damage assessment collection information.
- Coordinate with all Primary and Support Agencies to ensure they have all appropriate and needed resources.

2. **Springfield-Greene County Park Board**

- Support coordination of debris removal, staging, holding, and storage areas.
- Help identify areas for staging of equipment and temporary holding of debris.
- Provide personnel and equipment for debris removal and other restoration activities.
- Conduct damage assessment for all Parks and Recreation related facilities, including debris removal, and protective measures.
- Coordinate the logistics and management of debris disposal, storage, burning, etc.

## State Support Agencies

1. **Missouri Department of Natural Resources (MODNR)**

- Coordinate environmental issues with personnel from Primary Agencies.
- Secure necessary emergency environmental waivers and legal clearances for debris clearance and disposal.

2. **Missouri Department of Transportation (MoDOT)**

- Coordinate road clearance and repair priorities with Primary Agencies

3. **Missouri State Highway Patrol (MSHP)**

- If available and appropriate, provide aerial support services for aerial damage surveys post impact.

4. **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.

## Federal Support Agency

1. **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.

## DIRECTION AND CONTROL

All public works response and recovery efforts will be coordinated through the Incident/Unified Command System (UC/ICS) and through the EOC. The directors/representatives of the County (Building Regulations and Highway Department) and City Public Works departments will relocate to the EOC, if needed. Communications for the Public Works, Greene County Highway, and Building Regulations personnel in the field will be provided by their own radio-equipped vehicles. 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.

## CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations (COOP) 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.

## ADMINISTRATION AND LOGISTICS

## Administration

Resources for this function will be requested through the Emergency Operations Center (EOC).

## Logistics

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. 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.

## ESF DEVELOPMENT AND MAINTENANCE

It is the responsibility of the Springfield-Greene County Office of Emergency Management, Public Works Coordinators, Greene County Highway Department Coordinators, and Building Regulations Administrator to support the maintenance of this ESF. They will participate in regularly conducted drills and exercises and incorporate the results into the ESF.

## REFERENCES

1. Springfield Public Works: Master Plan City of Springfield Street Tree Risk Management (March 2005).
2. Army Corps of Engineers Flood Fighting (Public Law 84-99).

## APPENDICIES

**APPENDIX 1:**      Activation List

**APPENDIX 2:**      Organizational Chart

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## ICS Organizational Chart

**EOC Director**

- Liaison Officer
- Safety/Security Officer
- Public Information Officer
  - JIC Staff
  - ESF 15-Public Information & Warning
- ESF 5-EOC
- ESF 14-Long Term Recovery

**Operations Section**

- Public Safety Branch
  - ESF 4-Fire
  - ESF 9-Search & Rescue
  - ESF 10-Hazardous Materials Response
  - ESF 13-Law Enforcement & Counterterrorism
  - ESF 17-In-Place Protection & Evacuation
- Infrastructure Branch
  - ESF 3-Public Works & Engineering
  - ESF 11-Agriculture
  - ESF 12-Energy
- Human Services Branch
  - ESF 6-Mass Care
  - ESF 8-Public Health & Medical
  - ESF 18-Domestic Animal Care
  - ESF 20-Volunteer Management

**Planning Section**

- ESF 16-Damage Assessment
- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

**Logistics Section**

- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
- ESF 19-Donations Management
- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

**Finance/Administration Section**

- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

# FIRE                                                ESF 4

PURPOSE


SCOPE


SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions


CONCEPT OF OPERATIONS
- General
- Mission Areas


ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies


DIRECTION AND CONTROL


CONTINUITY OF OPERATIONS


ADMINISTRATION AND LOGISTICS


ESF DEVELOPMENT AND MAINTENANCE


APPENDICES
1. Activation List
2. Organizational Chart
3. Springfield Fire Department Locations
4. Springfield Fire Department Resource List
5. Greene County Fire Districts Map
6. Fire/Rescue Mutual Aid Regions Map
7. Requesting Fire/Rescue Mutual Aid Resources
8. Springfield-Branson National Airport Emergency Operations Plan
   - Attachment A – Airport Access Map

# FIRE                                                          ESF 4

**PRIMARY AGENCIES:**          Springfield Fire Department

**SUPPORT AGENCIES:**          Springfield-Greene County Office of Emergency Management
                               Fire Protection Districts
                               Springfield-Branson National Airport

## 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 which are covered in ESF 9 and ESF 10.

## SITUATIONS AND ASSUMPTIONS

### Situations

1. Greene County is subject to many hazards that could present difficulties with regard to fire protection (see *Greene County Multi-Jurisdictional Hazard Mitigation Plan*).

2. There are thirteen fire departments/protection districts in Greene County (see Appendix 5):

   | | |
   |---|---|
   | Ash Grove | Republic |
   | Battlefield | Springfield |
   | Bois D'Arc | West Republic |
   | Brookline | Strafford |
   | Ebenezer | Walnut Grove |
   | Fair Grove | Willard |
   | Logan-Rogersville | |

   - Fire departments/protection districts are dispatched through the Springfield-Greene County 911 Emergency Communications Department.
   - The Springfield-Branson National Airport has its own Airport Rescue Fire Fighting (ARFF) department that is responsible for emergency aircraft-related operations on the airport property. Structural fires on airport property are the responsibility of the Springfield Fire Department.

3. Situations could arise that would hinder firefighting capabilities or overwhelm local resources.

4. Outside assistance (Federal, State, or other local governments) is available should the need arise.

5. Several of the fire departments in the County have specialized rescue capabilities.

6. Automatic and mutual aid agreements are in place for most county fire departments.

## 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 technical search and rescue, HazMat, and Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE) incidents that could occur (see *ESF 9* and *ESF 10*).

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.

## CONCEPTS AND OPERATIONS

### General

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.

Other important tasks of the fire services will be:

- Dealing with hazardous materials, bomb threats, and CBRNE incidents (see *ESF 10*)
- Search and rescue operations (see *ESF 9*)
- Emergency medical first response.

The fire services will provide support as requested by other agencies as long as it does not affect their own fire protection capability. Automatic and Mutual aid will be utilized to insure the best possible protection for all residents of the City/County.

### Mission Area – Response

- Respond as required on a priority basis.
- Activate local and state mutual aid as needed.
- Report damages observed to include potential problem areas.
- Coordinate activities with other agencies.
- Coordinate response of fire departments/protection districts responding from outside the jurisdiction.
- Alert or activate off-duty and auxiliary personnel as required by the emergency.

- Maintain emergency response status until the situation is under control or ordered to stand-down by the EOC.
- Assist in making an estimate of the total population exposed to the disaster.
- Conduct fire protection measures in mass care shelters.
- Conduct health and welfare checks as needed.

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### Primary Agencies:

1. **Springfield Fire Department**

   - Maintain records of the cost of supplies, resources and personnel-hours needed to respond to the disaster event.
   - Structural fires on airport property are the responsibility of Springfield Fire Department.
   - Provide continuous education and training to all employees.
   - Investigations and inspections, including arson and fire safety codes
   - Provide fire prevention through public education.

### Support Agencies:

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

   - Activate the EOC if needed in accordance with ESF 5.
   - Coordinate in-field planning and logistical support.
   - Provide field support as necessary. (Incident Command Post, Incident Support Team, etc.)

2. **Springfield-Branson National Airport**

   - Provide Airport Rescue and Fire Fighting (ARFF) for emergency aircraft-related operations on airport property.
   - Structural fires on airport property are the responsibility of Springfield Fire Department.

3. **Fire Protection Districts and Departments**

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

## State Support Agencies

1.  **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.

2.  **State Fire Marshal**

    - The Missouri Systems Concept of Operational Planning for Emergencies (MoSCOPE) Mutual Aid Agreements (see *Basic Plan*, Appendix 12) are activated or authorized by the initial notification of the Regional Mutual Aid Coordinator or Points of Contact (POC) which advises the State Fire Marshal's Office-Mutual Aid Coordinator. The authorization would come from the State Fire Marshal's Office via the Regional Points of Contact (Mutual Aid Coordinators).

## Federal Support Agency

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

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

## DIRECTION AND CONTROL

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 Airport Director. Structural fires at the airport will still be the responsibility of the Springfield Fire Department. Outside resources brought into a jurisdiction will be controlled by the procedures outlined in state law, fire mutual aid, and mutual aid agreements.

## CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations Planning (COOP) 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.

## ADMINISTRATION AND LOGISTICS

### Administration

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 (2009-0316). Reports and records will be developed and maintained in accordance with agency-specific procedures; for example:  Springfield Fire Department's Mutual/Automatic Aid Agreement System – PPM# 4.M10.

### Logistics

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

## ESF DEVELOPMENT AND MAINTENANCE

The Office of Emergency Management (OEM) will be responsible for instituting a review of this ESF and updating it on a yearly basis.  Each department should update their SOPs/SOGs concurrently. This ESF may be tested periodically with the resulting revisions and changes being made and distributed immediately. Each fire department Chief should review and update mutual aid agreements, resource, and inventory lists on a yearly basis.

## APPENDICIES

**APPENDIX 1:**      Activation List

**APPENDIX 2:**      Organizational Chart

**APPENDIX 3:**      Springfield Fire Department Locations

**APPENDIX 4:**      Springfield Fire Department Resource List

**APPENDIX 5:**      Greene County Fire Departments Resource List

**APPENDIX 6:**      Greene County Fire Districts Map

**APPENDIX 7:**      Fire/Rescue Mutual Aid Regions Map

**APPENDIX 8:**      Requesting Fire/Rescue Mutual Aid Resources

**APPENDIX 9:**      Springfield-Branson National Airport Emergency Operations Plan
                       Attachment "A" Airport Access Points Map

# APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## APPENDIX 2

**ICS Organizational Chart**

EOC Director

- ESF 5-EOC
- ESF 14-Long Term Recovery

Public Information Officer
- ESF 15-Public Information & Warning
- JIC Staff

Liaison Officer

Safety/Security Officer

Finance/Administration Section
- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

Logistics Section
- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
- ESF 19-Donations Management
- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

Planning Section
- ESF 16-Damage Assessment
- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

Operations Section
- Public Safety Branch
  - ESF 4-Fire
  - ESF 9-Search & Rescue
  - ESF 10-Hazardous Materials Response
  - ESF 13-Law Enforcement & Counterterrorism
  - ESF 17-In-Place Protection & Evacuation
- Infrastructure Branch
  - ESF 3-Public Works & Engineering
  - ESF 11-Agriculture
  - ESF 12-Energy
- Human Services Branch
  - ESF 6-Mass Care
  - ESF 8-Public Health & Medical
  - ESF 18-Domestic Animal Care
  - ESF 20-Volunteer Management

## APPENDIX 3

### SPRINGFIELD FIRE DEPARTMENT LOCATIONS

| | | | |
|---|---|---|---|
| **Springfield Fire Department** | **830 Boonville** | **Springfield, MO 65802** | **417-864-1500** |
| Station 1 | 720 E. Grand | Springfield, MO 65807 | |
| Station 2 | 608 W. Commercial | Springfield, MO 65803 | |
| Station 3 | 205 N. Patterson | Springfield, MO 65802 | |
| Station 4 | 2423 N. Delaware | Springfield, MO 65803 | |
| Station 5 | 2750 W. Kearney | Springfield, MO 65803 | |
| Station 6 | 2620 W. Battlefield | Springfield, MO 65807 | |
| Station 7 | 2129 E. Sunshine | Springfield, MO 65804 | |
| Station 8 | 1405 S. Scenic | Springfield. MO 65807 | |
| Station 9 | 450 W. Walnut Lawn | Springfield, MO 65807 | |
| Station 10 | 2245 E. Galloway | Springfield, MO 65804 | |
| Station 11 | 4940 S. Fremont | Springfield, MO 65804 | |
| Station 12 | 2455 S. Blackman | Springfield, MO 65809 | |

## APPENDIX 4

### SPRINGFIELD FIRE DEPARTMENT RESOURCE LIST

| | | Station 1 | Station 2 | Station 3 | Station 4 | Station 5 | Station 6 | Station 7 | Station 8 | Station 9 | Station 10 | Station 11 | Station 12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Staffing** | Full-time | 30 | 27 | 12 | 12 | 15 | 12 | 12 | 27 | 12 | 24 | 12 | 12 |
| **Vehicles** | Command (blazer/van) | 1 | | | | | | | 1 | | | | |
| | Engine/Pumper Greater than 500 gal. | 1 | 2 | | 1 | 1 | | 2 | | 1 | 1 | 1 | 1 |
| | Aerial / Ladder | | 1 | 1 | | | 2 | | 1 | | 1 | | |
| | Tanker Greater than 1500 gal. | | | | | | | | | | | | |
| | Brush Truck | | | | | | | | | | | 1 | |
| | Light Rescue | | | | | | | | | | | | |
| | Heavy Rescue | 1 | | | | | | | 1 | | | | |
| | Water Rescue | | | | 1 | | | | | | 1 | | |
| | HAZMAT Vehicles | | 1 | | | | | | | | | | 2 |
| | Service Vehicles | | | | | | | | 1 | | | | |
| | Snow Removal Equip. | 1 | | | | | | 1 | 1 | | 1 | 1 | |
| | Reserve Staff Vehicles | 1 | | | | 1 | 1 | | 1 | 1 | 1 | | |
| | Other | | | | | | | 1 | | | | 1 | |
| **Equipment** | Portable Lights | 1 | 1 | 1 | 1 | | 1 | | 1 | | 1 | | |

## Special Equipment / Capabilities

**Station 1 –** Heavy Rescue, USAR trailer and tools, 12kw generator, hydraulic rescue tools, flood lights, exhaust and PPV fans, high angle rescue equipment, k-12 saw, chainsaw, snow removal vehicle.

**Station 2 –** Sutphen 90' **aerial platform** -  K-12 saw, chainsaw, hydraulic rescue tools, high angle rescue equipment, portable flood lights, generator, PPV fan.

**Station 3 –** 75' Central States Aerial Ladder-  K-12, chainsaw, hydraulic rescue tools, high angle rescue equipment, portable floodlights, generator, and PPV fan, Reserve Engine, Reserve Air 8.

**Station 4 –** Water rescue vehicle and Achilles boat.

**Station 5** – Bomb truck, equipment to handle explosive ordinance. Disposal Bomb Robot, HSRRS Vehicle and Trailer.

**Station 6** – Sutphen 100' aerial platform, k-12 saw, chainsaw, hydraulic rescue tools, portable flood lights, generator, high angle rescue equipment, snow removal vehicle.

**Station 7** – N/A

**Station 8** – Heavy Rescue, 12 kw generator, hydraulic rescue tools, flood lights, exhaust and PPV fans, high angle rescue equipment, k-12 saw, chainsaw.

**Station 9** – N/A

**Station 10** - Sutphen 100' aerial platform, k-12 saw, chainsaw, hydraulic rescue tools, high angle rescue equipment, PPV fan, portable flood lights, generator, Water Rescue Van, water rescue, 12 personal water rescue craft on trailer, 16' inflatable rescue boat with 40 hp motor on trailer, snow removal vehicle.

**Station 11** – Brush Unit 250 gal water tank, Gator. Aluminum rescue boat with 40 hp jet drive motor on trailer. Trench collapse trailer.

**Station 12 –** HazMat truck and 24' trailer, gas detection equipment, containment booms, spill and leak control equipment, encapsulating suits, decontamination equipment.
.

## APPENDIX 5

### GREENE COUNTY FIRE DEPARTMENTS RESOURCE LIST

**Ash Grove Fire Department**
112 N. Piper Rd.                             Fire Chief – Kim Grant
Ash Grove, MO 65604
417-751-3300

**Battlefield Fire Department**
4117 W. Second St.                        Fire Chief – Scott Moore
Battlefield, MO 65619
417-881-9018

           Station 2         2251 E.  FR 188, Battlefield
           Station 3         3490 W. Beachwood, Springfield
           Station 4         1268 W. Plainview Rd., Springfield

**Bois D'Arc Fire Department**
10515 W. Hwy. T                         Fire Chief – Jamie Kilburn
PO Box 1811
Bois D' Arc, MO 65612
417-742-3884

           Station 2         897 N. State Hwy. F, Bois D'Arc

**Brookline Fire Department**
6470 W. Washington Ave.              Fire Chief – Vacant
Brookline, MO 65619
417-864-8372

           Station 2         400 E. Hines, Republic
                                 417-732-1237

**Ebenezer Fire Department**
7918 N. Farm Road 145                Fire Chief – Nelson Prewitt
Springfield, MO 65803
417-833-0128

**Fair Grove Fire Department**

645 Old Hwy. 65                     Fire Chief – Erich Higgins
PO Box 103
Fair Grove, MO 65648
417-759-7908

| | |
|---|---|
| Station 2 | Station 2 Headquarters: 645 W Old Highway 65, Fair Grove |
| Station 3 | 1139 State Road AA, Fair Grove (Dallas County) |
| Station 4 | 4242 Missouri KK, Fair Grove |

**Logan-Rogersville Fire District**

3427 State Highway 125             Fire Chief – Richard Stirts
Rogersville, MO 65742
417-753-4265

| | |
|---|---|
| Station 2 | 2377 S. Blackman Rd, Springfield |
| Station 3 | 120 Audoban, Rogersville [Christian County} |
| Station 4 | 5383 Hwy. B, Rogersville [Webster County] |
| Station 5 | 8274 E. FR 174, Rogersville |
| Station 6 | 211 E. Center St., Rogersville [Webster County] |

**Republic Fire Department**

701 U.S. Hwy 60 East               Fire Chief – Duane Compton
Republic, MO 65738
417-732-3800

| | |
|---|---|
| Station 2 | 3425 E. Sawyer Rd. Brookline Station 65619 |
| | 417-732-3825 |

**Strafford Fire District**

207 W Stan Harriman                Fire Chief – Jake Agee
Strafford, MO 65757
417-736-3679

| | |
|---|---|
| Station 2 | 5500 E. Hwy. YY, Strafford |
| Station 3 | 121 Washington, Strafford |
| Station 4 | J Road (Webster County) |

**Walnut Grove Fire District**

109 Washington                     Fire Chief – Dwaine Bourke
Walnut Grove, MO 65770
417-788-2670

| | |
|---|---|
| Station 2 | 381 500th Rd., Aldrich |
| Station 3 | 7426 Hwy. BB, Willard |
| Station 4 | 530 Hwy. 215, Eudora |
| Admin | 2462 N. St. Hwy AB, Springfield |

**West Republic Fire District**
4971 S. Farm Road 53        Fire Chief – Eric Ghan
Republic, MO 65738
417-732-7183

**Willard Fire District**
240 N Z Hwy        Fire Chief – Kenneth Scott
Willard, MO 65781
417-685-3114

       Station 2      FR 94 and FR 125, Willard
       Station 3      Hwy AB and Hwy EE, Willard

**Greene County Fire Association**
Kelly Davis
818-5060
Willard, MO 65781

# FIRE ESF 4

## GREENE COUNTY FIRE DEPARTMENTS RESOURCE LIST

| | | Ash Grove | Battlefield | Bois DArc | Brookline | Ebenezer | Fair Grove | Logan/ Rogersville | Republic | Strafford | Walnut Grove | West Republic | Willard |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Staffing** | Full-time | 0 | 18 | 0 | 0 | 14 | 6 | 22 | 20 | 0 | 0 | 0 | 10 |
| | Volunteer | 21 | 2 | 25 | 31 | 31 | 13 | 50 | 8 | 25 | 57 | 22 | 30 |
| **Vehicles** | Command (blazer/van) | 0 | 2 | 0 | 0 | 2 | 2 | 3 | 2 | 1 | 1 | 0 | 0 |
| | Engine / Pumper Greater than 500 gal. | 2 | 5 | 2 | 3 | 6 | 3 | 6 | 3 | 2 | 4 | 2 | 3 |
| | Mini Pumper Up to 500 gal. | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 |
| | Aerial / Ladder | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 2 | 1 | 0 | 0 | 1 |
| | Tanker Greater than 1500 gal. | 2 | 2 | 2 | 5 | 7 | 2 | 4 | 3 | 5 | 6 | 3 | 3 |
| | Brush Truck | 2 | 0 | 1 | 1 | 6 | 3 | 4 | 1 | 2 | 3 | 1 | 3 |
| | Light Rescue | 1 | 1 | 3 | 2 | 3 | 3 | | | 2 | 1 | 1 | 2 |
| | Heavy Rescue | 0 | 1 | 0 | 0 | 1 | 0 | 2 | 1 | 2 | 1 | 0 | 1 |
| | Water Rescue | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Ambulance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | HAZMAT Vehicles | 0 | 0 | 0 | 0 | 1 | 0 | 3 | 1 | 0 | 0 | 0 | 0 |
| | Service Vehicles | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 4 | 0 | 1 |
| | Snow Removal Equip. | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | Earth Moving Equip. | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Staff Vehicles | 0 | 2 | 2 | 0 | 1 | 2 | 2 | 0 | 0 | 0 | 0 | 0 |
| **Equipment** | Portable Generators | 2 | 5 | 1 | 5 | 9 | 4 | 9 | 2 | 5 | 0 | 2 | 5 |
| | Portable Lights | 0 | 10 | 0 | 4 | 11 | 0 | 1 | 1 | 6 | 0 | 4 | 6 |

## Special Equipment / Capabilities

| | Radios in Vehicles | Radios at Stations | Other Equipment |
|---|---|---|---|
| Ash Grove | 7 | 1 | |
| Battlefield | 16 | 1 | Engines have rescue capabilities, have forklift available |
| Bois D' Arc | 11 | 2 | |
| Brookline | 11 | 1 | |
| Ebenezer | 27 | 4 | Generator light tower, portable breathing air comp trailer (fill SCBA) |
| Fair Grove | 8 | 2 | |
| Logan-Rogersville HAZAMT/WMD response team | 26 | 5 | Generator light tower |
| Republic | 14 | 4 | |
| Strafford | 16 | 2 | |
| Walnut Grove | - | - | |
| West Republic | 7 | 0 | |
| Willard | 18 | 3 | |

## APPENDIX 6

## GREENE COUNTY FIRE DISTRICTS MAP
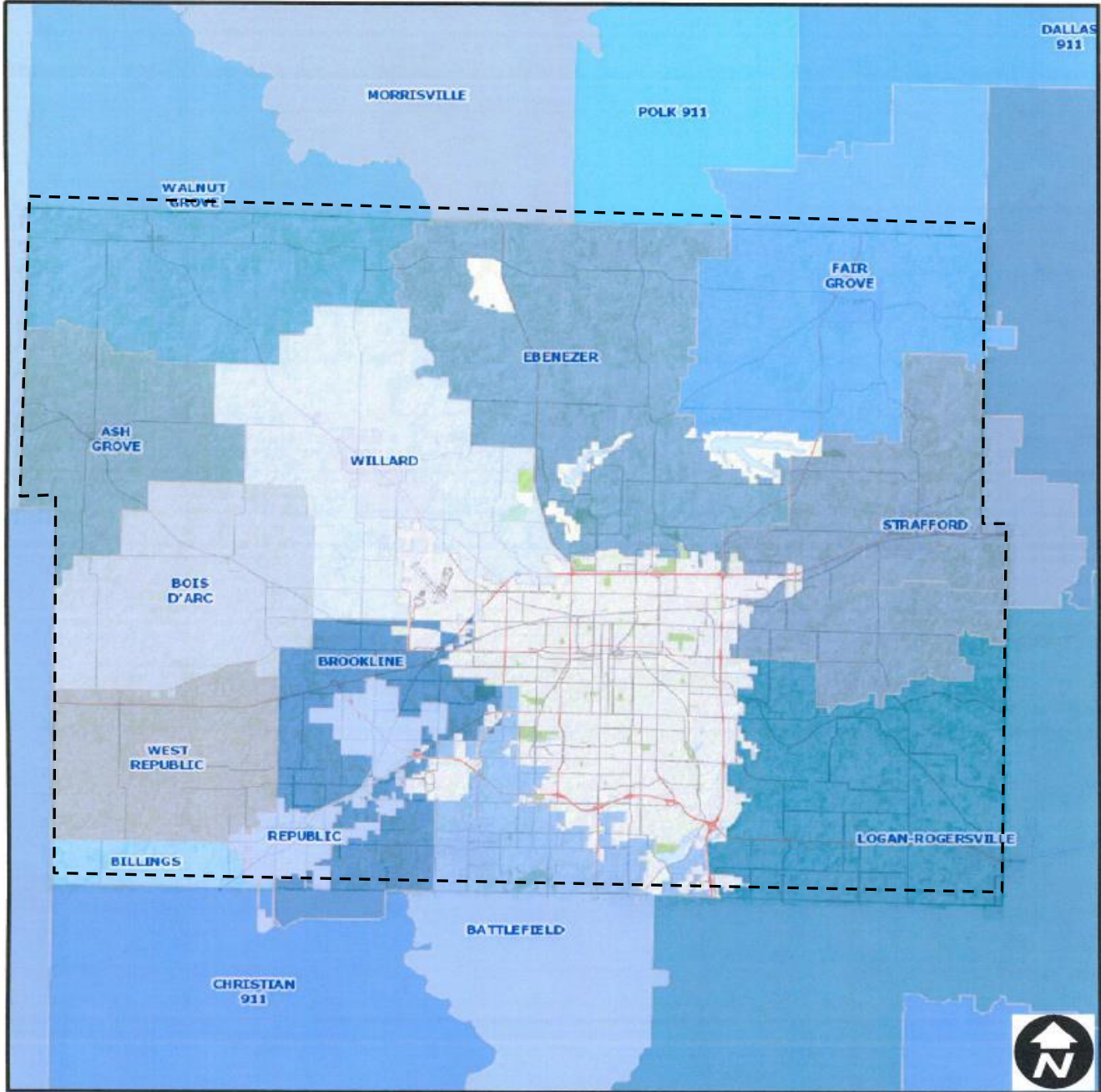


Updated 02/20/19

## APPENDIX 7

### STATE FIRE/RESCUE MUTUAL AID REGIONS MAP

## APPENDIX 8



### Missouri State Mutual Aid

Incident Occurs
Local Resources Respond
Local IC Manages Event

Resources Sufficient? — Yes → IC Monitors Situation

No

Area Coordinator (AC) Notified
AC Acquires Requested Resources
Notifies Regional Coordinator (RC)

Resources Sufficient? — Yes → AC Monitors Situation

No

Regional Coordinator (RC) Notified
RC Acquires Requested Resources
Notifies State Mutual Aid Coordinator (SMAC)

Resources Sufficient? — Yes → RC Monitors Situation

No

State Mutual Aid Coordinator (SMAC) Notified
Acquires Requested Resources

Resources Sufficient? — Yes → SMAC Monitors Situation

No

Request EMAC or Federal Resources

## APPENDIX 9

## SPRINGFIELD-BRANSON NATIONAL AIRPORT EMERGENCY PLAN SUMMARY

The Springfield/Branson National Airport is responsible for any aircraft-related emergencies or disasters within its jurisdictional boundaries.  The policies and procedures that would be applied during such periods are outlined in the Airport's Emergency Plan. Note:  Structural fires are the responsibility of the Springfield Fire Dept.

There will be times when the emergency or disaster requires support from the surrounding community's governmental and private sector resources.  When these times arise, the Airport Director, Deputy Airport Director, or their designee will alert the community to the need for community support by notifying the Springfield-Greene County Emergency Communications Center (ECC).  Notification to the ECC may be given via radio to either the police or fire dispatch, or a telephone call to 9-1-1.

Airport personnel will provide the Incident Command (IC). Community response agencies will support that Incident Command.

All call-up agencies normally contacted for a declared level of emergency in the community, which requires activation of the Springfield-Greene County Emergency Operations Plan (EOP), will be contacted for an emergency/disaster declaration at the Springfield/Branson National Airport.

NORMALLY, community resources (with the exception of the Springfield Fire Department) will not be activated to support the Airport under Alert 1 or Alert 2 conditions.  It will be an Airport decision as to whether such resources will be sought under Alert 3 conditions.

When the Airport declares to the ECC its need for community support, those needed agencies will be contacted and directed to respond. The ECC will follow normal operating policies and procedures in force at the time of notification to alert community agencies, both governmental and private.

All agencies that would normally respond during a disaster situation at the Springfield/Branson National Airport should read the Airport Disaster Plan and modify internal policies and procedures accordingly. The Emergency Operations Plan for Springfield- Greene County will not attempt to duplicate the Airport Plan. A copy of the Springfield-Branson National Airport Emergency Plan is on file in the Springfield-Greene County Emergency Operations Center.

Alert definitions for the Springfield/Branson National Airport are as follows:

**ALERT 1 (MINOR DIFFICULTY)**:  This indicates an aircraft approaching the airport is experiencing minor difficulties requiring standby (ready status) actions.

**ALERT 2 (MAJOR DIFFICULTY)**:  This indicates an aircraft on or approaching the airport is experiencing major difficulties requiring response action (i.e. engine or aircraft fire, faulty landing gear, oil or hydraulic leak, engine overheat, engine out, electrical system out, control problems, low fuel supply, personal illness or injury, etc.)

**ALERT 3 (ACCIDENT)**:  This indicates an aircraft is involved in an accident on or near Airport property.
A map of the Airport and emergency access points is attached for ready reference.

## APPENDIX 9

### Attachment "A":  AIRPORT ACCESS MAP
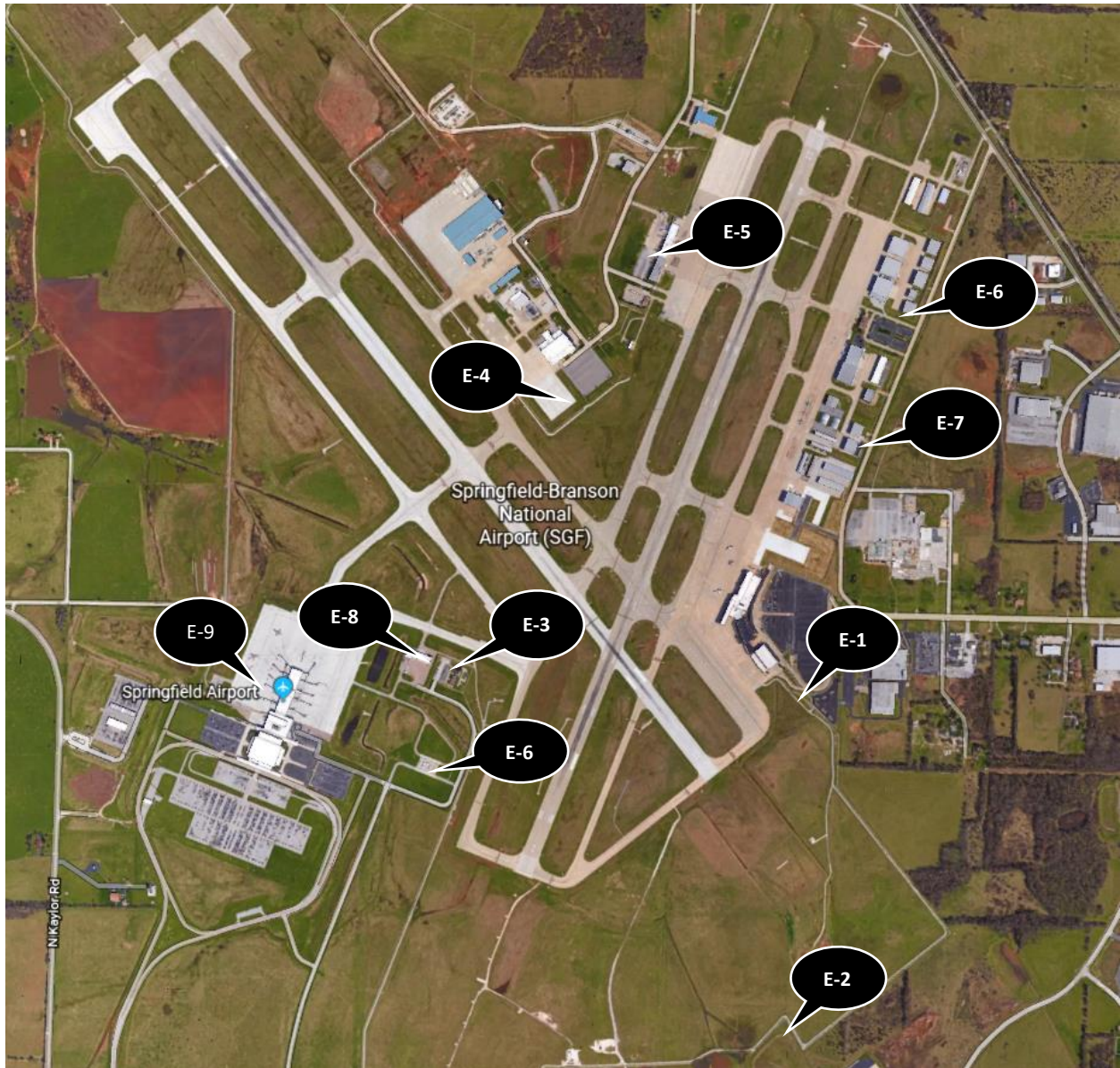


**Emergency Gates**

| | | |
|---|---|---|
| E-1 IMF | E-4 AVCRAD | E-7 General Aviation Complex |
| E-2 Perimeter Gates | E-5 Cargo | E-8 ARFF |
| E-3 ATCT | E-6 Fuel Farm | E-9 Terminal |

PURPOSE

SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions

CONCEPT OF OPERATIONS
- General
- Mission Areas

ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies

DIRECTION AND CONTROL

CONTINUITY OF OPERATIONS

ADMINISTRATION AND LOGISTICS

ESF DEVELOPMENT AND MAINTENANCE

APPENDICES
1. Activation List
2. Organizational Chart
3. OEM EOC Planning "P"
4. EOC Operating Guidelines
   - Attachment A - AEOC Map

# EMERGENCY OPERATIONS CENTER                          ESF 5

**PRIMARY AGENCIES:**       Springfield-Greene County Office of Emergency Management

**SUPPORT AGENCIES:**       County Administrator
                           City Manager
                           City/County Department Heads
                           Incident Support Team
                           Springfield Fire Department

## 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 Greene County, Springfield, and the other municipalities 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:

- Receipt and dissemination of warnings.
- Collection, analysis, and dissemination of situational information.
- Coordination of policy level decisions.
- Strategic management and coordination of emergency operations.
- Support of strategic and/or long-term incident planning.
- Develop and coordinate Incident Action Plans with partnering agencies.
- Collection, analysis, and reporting of damage data.
- Coordination of resource management.
- Coordination of emergency information and instructions to the public.
- Collaborate with support agencies, jurisdictions, and other levels of government.

## SITUATION AND ASSUMPTIONS

### Situations

1. Greene County is subject to many hazards (see *Greene County Multi-Jurisdictional 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.  Greene County hazard potentials are well defined, but can vary in scope and magnitude.  County emergency operations facilities are meant to be utilized within an all-hazards environment, and be sufficiently robust to conduct response and recovery operations as identified by Springfield-Greene County:

| Natural | Technological | Human-Caused |
|---|---|---|
| Weather: <ul><li>Damaging Wind</li><li>Drought</li><li>Extreme Cold</li><li>Extreme Heat</li><li>Flood</li><li>Hail</li><li>Ice and Snow</li><li>Lightning</li><li>Tornado</li></ul><br>Other: <ul><li>Animal Disease</li><li>Communicable Disease</li><li>Earthquake</li><li>Land Subsidence (Sinkholes)</li><li>Wildfire</li></ul> | <ul><li>Aircraft Crash</li><li>Cave/Mine Collapse</li><li>Dam Failure</li><li>Hazardous Materials</li><li>Power Failure</li><li>Train Derailment</li><li>Urban Fire</li></ul> | <ul><li>Biological</li><li>Chemical</li><li>Civil Unrest</li><li>Cyber</li><li>Explosives</li><li>Nuclear</li><li>Radiological</li><li>Sabotage</li><li>Targeted Violence</li><li>Waste</li></ul> |

3.  Greene County and the city of Springfield will normally coordinate emergency/disaster operations from the Springfield-Greene County EOC. Field operations will be managed from one or more Incident Command Post (ICP) or Area Command which will be located near the emergency/disaster scene.  Should the primary EOC become inoperable, an alternate EOC will be activated and departments/agencies will be notified.  For alternate EOC operations, see Appendix 6.

4.  Communications and Warning functions for Springfield-Greene County will be coordinated from the EOC in partnership with the 911 Emergency Communications Department.

5.  The EOC has the capability to communicate with the necessary local, state, and federal agencies needed in times of emergency.

## Assumptions

1.  The EOC and procedures described in this ESF will be adequate for all disaster conditions that could arise for Greene County and the city of Springfield.

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 (see *Basic Plan*), such as the EOC, and any established Incident Command or Area Command to identify special considerations, secondary threats, and available resources.

## CONCEPT OF OPERATIONS

### General

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).  Below is the ICS/ESF staffing list:

1. **COMMAND/GENERAL STAFF**
   - ESF 5 – Emergency Operations Center
   - ESF 14 – Long Term Recovery
   - ESF 15 – Public Information & Warning
2. **OPERATIONS**
   - A. **Public Safety**
     - ESF 4 – Fire
     - ESF 9 – Search and Rescue
     - ESF 10 – Hazardous Materials Response
     - ESF 13 – Law Enforcement & Counter Terrorism
     - ESF 17 – In-Place Protection & Evacuation
   - B. **Infrastructure**
     - ESF 3 – Public Works & Engineering
     - ESF 11 – Agriculture (Livestock, Food Animals & Crops)
     - ESF 12 – Energy
   - C. **Social Services**
     - ESF 6 – Mass Care Sheltering
     - ESF 8 – Public Health & Medical
     - ESF 18 – Domestic Animal Care
     - ESF 20 – Volunteer Management
3. **PLANS**
   - ESF 16 – Damage Assessment
4. **LOGISTICS**
   - ESF 1– Transportation
   - ESF 2 – Communications
   - ESF 7 – Resource Management
   - ESF 19 – Donations Management

All sections will participate in the planning process, also known as the Planning "P", (see Appendix 3) coordinated by the Planning Section. Adopted ICS forms will be utilized by all sections as coordinated by the Planning Section.

1. **EOC Management**: This section will be led by the appointed EOC Director. This section consists of those responsible for the overall strategic management of the emergency. This group includes the EOC Director, Policy Group, 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, County Administrator, City Manager(s), and the directors from the County/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 Greene County Commission and Springfield City Mayor.
   - Report to the State Emergency Management Agency (SEMA).

- Facilitate Inter-jurisdictional coordination.
- Activate and deactivate the EOC, which includes notification and recall of personnel.

2. **EOC Planning**: This section will be led by the appointed Planning Section Chief.  The Planning Section is responsible for gathering, analyzing, evaluating and dissemination 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 coordinate the Incident Action Plan for the next operational period.  Some key responsibilities of this section are:

- Coordinate effective implementation of the Planning "P" Process.
- Incident Action Plan (IAP) development for all 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.
- Briefing EOC staff.

3. **EOC 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 County/City operations.  This section consists of those departments or agencies that are responsible for public safety, human 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, incident command or area command. EOC operations will be conducted in the same manner regardless of the circumstances or location.

4. **EOC Logistics**: This section will be led by the appointed Logistical Section Chief. The Logistics Section consists of those departments/agencies 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.

5. **EOC Finance/Admin**: This section will be 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**).** The Finance Section will be maintaining separate processes for Greene County, city of Springfield, and other departments/agencies.

The ICS/EOC interface will be primarily established through the EOC Operations Section.  Communications with field personnel will be through ESF Agency Representatives, the EOC Operations Section Chief, and the EOC Director.

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.  The number of EOC staff will be determined by the depth of personnel requested by each Section Chief and the number of ESFs activated.

Space for briefing the media will be available in the Media Center located on the first floor of the Greene County Public Safety Center at 330 W. Scott in Springfield. Alternate locations are available if necessary (see *ESF 15, Public Information and Warning*).

The majority of agencies will operate from the EOC.  Some agencies may have the need to operate remotely while coordinating with the EOC.

The Emergency Management Director must maintain the capability to activate the EOC immediately and maintain a 24-hour a day operation. The Emergency Management Director is also responsible for the administrative functions of the EOC.

The decision to discontinue EOC operations will be made by the Management Section in accordance with established laws, orders and procedures.

**Region "D" Multi Agency Coordination Center (DMACC)** - In the event that a disaster happens within Region "D" area, and if needed, the "DMACC" will serve as the location within the EOC for state, federal and county agencies to provide resource and support capabilities to the affected area.

**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.

## Mission Area – Response

Below are the following procedures when activating the EOC:

1. EOC Activation

   - Determine Emergency Disaster Activation Level (see Appendix 5).
   - For an EOC activation of Level II or greater, the EOC Director or designee will determine which ESFs need to be activated.
   - EOC staff will initiate alert and notification of the activated ESFs.

2. 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:

     o IRIS
     o Phone notification with Appendix 1 of applicable ESFs
     o Radio communications
     o Email
     o Emergency Communications Dispatch

3. 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
   - Provide situation to other levels of government.

- Ensure all EOC staff maintains a record of actions on ICS Form 214 or other electronic means, to include actions, accidents, and agreements.
- Provide and maintain food, water, and necessary supplies to sustain the EOC staff.

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### Primary Agencies

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

   - The responsibility for overall Direction and Control of operations rests with the chief elected officials and department heads.
   - The Emergency Management Director is responsible for serving as a key advisor to the chief elected officials.  He is also responsible for the internal EOC management of operations and response.
   - Maintain active communications with all EOC sections.
   - Facilitate EOC briefings.
   - Ensure proper message handling.
   - Coordinate records of the cost of supplies, resources and labor hours needed to respond to the disaster event.

### Support Agencies

1. **County Administrator**

   - Coordinate activities of Greene County offices, departments, and personnel.

2. **City Manager**

   - Coordinate activities of Springfield City offices, departments and personnel.

3. **City/County Department Heads**

   - Coordinate activities of all city and county offices, departments and personnel.

4. **Incident Support Teams**

   - A Regional Support Team that will provide support for the EOC in Command and General staff positions during large scale disasters or multi operational periods.

5. **Springfield Fire Department**

   - In the event OEM personnel become unavailable or incapacitated, Springfield Fire Department shall coordinate activities as EOC Management within the Emergency Operations Center (EOC) or designated area.

## State Support Agencies

1. **State Emergency Management Agency**

   - Upon the request of local government, will provide support to the local jurisdiction.

## Federal Support Agencies

1. **Federal Emergency Management Agency**

   - Coordinates with State government agencies on potential or actual disasters and emergencies.

## DIRECTION AND CONTROL

Although the Emergency Management Director manages operations within the EOC, his/her authority as per city ordinance/county order (SGF General Ordinance 6171). A request for State and federal assistance can only be made by the chief elected official or his/her authorized successor.

## CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations (COOP) 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.

## ADMINISTRATION AND LOGISTICS

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. Security personnel will be assigned to the EOC upon request to law enforcement agencies to support the facility as well as OEM Director, CEO(s), and VIP(s). Other forms as needed will be completed and utilized for incident, logistical and historical tracking purposes.

## ESF DEVELOPMENT AND MAINTENANCE

This ESF will be maintained and updated annually by the Springfield-Greene County Office of Emergency Management.

## APPENDICIES

**APPENDIX 1:**     Activation List

**APPENDIX 2:**     Organizational Chart

**APPENDIX 3:**     OEM EOC Planning "P"

**APPENDIX 4:**     EOC Operating Guidelines
                    Attachment A - AEOC Layout

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## ICS Organizational Chart

**EOC Director**
ESF 5-EOC
ESF 14-Long Term Recovery

**Liaison Officer**

**Safety/Security Officer**

**Public Information Officer**

**JIC Staff**
ESF 15-Public Information & Warning

**Operations Section**

**Planning Section**

**Logistics Section**
ESF 1-Transportation
ESF 2-Communications
ESF 7-Resource Management
ESF 19-Donations Management

**Finance/Administration Section**

### Operations Section

**Public Safety Branch**
ESF 4-Fire
ESF 9-Search & Rescue
ESF 10-Hazardous Materials Response
ESF 13-Law Enforcement & Counterterrorism
ESF 17-In-Place Protection & Evacuation

**Infrastructure Branch**
ESF 3-Public Works & Engineering
ESF 11-Agriculture
ESF 12-Energy

**Human Services Branch**
ESF 6-Mass Care
ESF 8-Public Health & Medical
ESF 18-Domestic Animal Care
ESF 20-Volunteer Management

### Planning Section

ESF 16-Damage Assessment

- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

### Logistics Section

- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

### Finance/Administration Section

- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

## APPENDIX 3

# EOC Planning "P"



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

**EOC Planning for All-Hazards Events**

EOC Activation

Diagram stages (bottom to top): Incident Occurs → EOC Notification → EOC Activation → EOC Incident Briefing → EOC Objectives Meeting → Strategies* Meeting → Planning Meeting Prep → EOC Planning Meeting → EOC IAP Preparation and Approval → EOC Ops Briefing → Execute EOC IAP; Initiate Planning for Next Ops Period → Assess On-Scene Progress → On-Going Operations

* This planning meeting discusses strategies rather than field tactics.

**EOC Incident Briefing**
- Size-up
- Ensure decision makers have a clear picture of the incident
- ICS 201

**EOC Objectives Meeting**
- Purpose: Formulation and prioritization of objectives, priorities, and IAP assignments.
- Attendees: EOC Management and Plans
- Facilitator: Planning Section or designee
- ICS 202, 203, 207

**Strategies* Meeting**
- Purpose: Develop strategies from objectives
- Attendees: Ops, Plans, RESL, and Logs
- Facilitator: Ops Section or designee

**Planning Meeting Prep**
- IAP drafted
- ICS 204, 205, 206, 208

**EOC Planning Meeting**
- Purpose: Develop and finalize IAP
- Attendees: EOC Management and General Staff
- Facilitator: Planning Section or designee

**EOC IAP Preparation and Approval**
- Ensures EOC IAP is in an appropriate format for the incident
- Initial plan in outline form for oral briefing
- Later briefings developed and disseminated in writing

**EOC Ops Briefing**
- Present the EOC IAP
- Purpose: To Brief On-coming staff
- Attendees: EOC staff and on-coming staff
- Facilitator: Planning Section or designee
- Present plan to on-coming shift
- Review incident development
- Make last-minute adjustments

**Execute EOC IAP; Initiate Planning for Next Ops Period**
- Continually assess and modify the plan
- Planning "P" process starts over with new staff

### Preparation for and Conducting the Objectives Meeting

The purpose of this meeting is to formulate and prioritize the overall objectives required for mitigation of the incident. During this meeting, the following should occur:

- The Planning Section Chief (PSC) reviews and/or updates key current actions and decisions.
- Outline meeting schedule for current operational period.
- Write/update incident objective/resource priorities.
- Review limitations and constraints.
- Discuss incident's potential for the next operational period.

### Preparation for and Conducting Strategies Meeting

The purpose of this meeting is to develop strategies based on the objectives set by EOC Management. During this meeting, the following should occur:

- Review EOC Management and General Staff positions assigned.
- Review incident objective/resource priorities, limitations, and constraints.
- Discuss the current number of resources on-scene and ordered.
- Review/update Key Procedures.
- Review, document, and/or resolve status of any open actions.
- Discuss incident's potential for the next operational period.

### Preparation for and Conducting the Planning Meeting

The purpose of this meeting is to allow the EOC Management and General Staff to review the IAP. During this meeting, the following should occur:

- The PSC gives a situation status update.
- The status of all resources (on-scene, ordered, and pending) will be provided.
- The PSC reviews and forecasts all incident, EOC, and community facilities' needs.
- Priorities for resource allocation are established.
- The PSC reviews current objectives.
- PSC confirms that all elements of the EOC IAP are in order.
- The PSC conducts input time for EOC Management and General Staff to add their final comments.

### Conducting the Operation Briefing

This purpose of the Operation Briefing is to bring all on-coming staff up-to-date for the next operational period. During this briefing, the following should occur:

- EOC Management reviews objectives.
- Situation Unit Leader (SUL) conducts Situation Briefing.
- Operations Section (OS) discusses current response actions and accomplishments.
- Logistics Section (LS) covers transport, communications, and supply details.
- Finance Section (FS) covers all fiscal issues.
- PIO covers public affairs and information issues, Liaison Officer (LNO) covers interagency issues, and intel covers intelligence issues.
- PSC solicits final comments and adjourns briefing.
- Sections conduct individual breakout meetings to complete the process.

## APPENDIX 4

## Springfield-Greene County Emergency Operations Center
## Standard Operating Guidelines

## 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.

## SITUATIONS AND ASSUMPTIONS

The primary Springfield-Greene County Emergency Operations Center (EOC) is located at:

**330 W. Scott St.**
**Springfield, MO 65802**
**417-869-6040**

## CONCEPT OF OPERATIONS

### General

The EOC will utilize a modified NIMS concept. The phases of Activation through Demobilization are below:

1. **Activation**

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

| OPCON LEVEL | CONDITION |
|---|---|
| 4 | **Monitoring Activation (Watch Steady)**: Normal daily operations. Watch Officers and Operations Section monitoring conditions. |
| 3 | **Situational Activation**: This activation is for an incident that can be managed by Watch Officers supplemented by other OEM operational staff. |
| 2 | **Branch Activation**: This activation addresses an ongoing single operational period event with initially, non-complex involvement. The potential does exist for the incident to grow into a more complex incident. Additional Branch activations should be anticipated. |
| 1 | **Full Activation**: This activation assumes an ongoing complex, multi-operational period incident; requiring a multi-agency response with resource commitments exceeding those available locally. State and/or Federal resource may be required to stabilize the situation. |

| OPCON LEVEL | EOC STAFFING REQUIREMENT |
|---|---|
| 4 | Watch Officers/OEM Operations Staff |
| 3 | Level 4 Staffing + PIO + Watch Officers/OEM Operations Staff |
| 2 | Level 3 Staffing + NIMS Section Activation (as needed) + Limited or Virtual JIC + Branch Emergency Support Functions (ESFs) as warranted |
| 1 | Full EOC activation + Full JIC + State Personnel and/or Federal Personnel as warranted |

2. **ALERTING:**

- The Springfield-Greene County Emergency Communications Center is responsible for alerting the OEM Watch Officer. Additional notifications will be made in accordance with the Emergency Operations Plan (EOP), (see *ESF 5*, Appendix 1), and the Watch Officer Program Guidelines.

3. **SETUP:**

- The EOC is permanently established at 330 W. Scott St, Springfield. Emergency Management staff and volunteers will coordinate EOC set up.
- Communications for the disaster will be handled through the Springfield-Greene County Emergency Communications Center. The OEM Situation Room will function as a communications and message center for the EOC as well as the coordinating point for amateur communications utilized in the disaster.
- The Office of Emergency Management is responsible for providing equipment, such as, copy machine, wireless internet, office supplies, message forms, log sheets, etc.
- The Joint Information Center (JIC), Pubic Information Call Center (PICC), and Media Center will be set up at 330 W. Scott St. Should it be necessary to move the EOC to an alternate site, an alternate Media Center will be established in close proximity to the Alternate EOC.
- Alternate EOC locations can be found in Appendix 6 of this ESF.

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 County/City operations.  This section consists of those departments or agencies that are responsible for public safety, Human 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, area commands and ICP's.
    -   EOC operations will be conducted in the same manner regardless of the circumstances or location.

5.  **DEMOBILIZATION:**

    -   Demobilization of the EOC should occur when the situation has stabilized to the point of adequate management by routine response processes.  Once the EOC has been demobilized, it can be reactivated if the situation has escalated to a level of overwhelming the community.

## APPENDIX 6

## Springfield-Greene County Alternate Emergency Operations Center (AEOC)

## 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 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.

## SITUATIONS AND ASSUMPTIONS

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

The alternate Springfield-Greene County Emergency Operations Center (EOC) is located at:

> **Springfield Traffic Management Center (TMC)**
> **1107 W. Chestnut Expressway**
> **Springfield, MO 65802**
> **417-864-1160**

The selection of the alternate EOC location was based on the following factors:

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

2. Location: The TMC is within a mile of the existing facility. This at face value appears to close to the existing EOC, but it is the perfect distance from the hub of government activities to be useful and we believe far enough away so as to assume a reasonable standoff distance.

3. Security: The TMC compound is enclosed with a perimeter fence with key card access and the building is also securable. Security may be requested based on the need of the situation.

## CONCEPT OF OPERATIONS

### General

The following are alternate facility status definitions:

- Hot Facilities: can be used as soon as personnel arrive (within the hour) Hot facilities are the most expensive to maintain. They require duplicate systems and equipment, and the ongoing payment of utilities.

- 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. (24-48hrs).

- 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. (days-weeks)

The Office of Emergency Management maintains an alternate EOC kit that is located at the TMC 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.

The determination of the appropriate alternate facility for relocation, and whether to relocate the entire OEM Personnel to the alternate facility will be made at the time of activation by the Office of Emergency Management Director in consultation with the OEM 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 OEM 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 Office of Emergency Management and staff annually.

The phases of Activation through Demobilization are below:

1. **ACTIVATION:**

   - Activation procedures will mirror those required for activation of the primary EOC.
   - Site specific activation procedures by first arriving personnel:

     1. Remove all items from the Conference Room that may interfere with EOC operations.
     2. Set up the operations room and other sections per the "Alternate Emergency Operation Center" diagram (see Attachment A, Appendix 6 to this ESF).
     3. Another diagram is located at the OEM console in the TMC operations room.
     4. Obtain the AEOC containers from the storage area in the TMC.
     5. Place each section's container and supplies in the appropriate area.
     6. Place empty EOC Storage containers in the TMC rear projection room.

| OPCON LEVEL | CONDITION |
|---|---|
| 4 | **Monitoring Activation (Watch Steady):** Normal daily operations. Watch Officers and Operations Section monitoring conditions. |
| 3 | **Situational Activation:** This activation is for an incident that can be managed by Watch Officers supplemented by other OEM operational staff. |
| 2 | **Branch Activation:** This activation addresses an ongoing single operational period event with initially, non-complex involvement. The potential does exist for the incident to grow into a more complex incident. Additional Branch activations should be anticipated. |
| 1 | **Full Activation:** This activation assumes an ongoing complex, multi-operational period incident; requiring a multi-agency response with resource commitments exceeding those available locally. State and/or Federal resource may be required to stabilize the situation. |

| OPCON LEVEL | EOC STAFFING REQUIREMENT |
|:---:|---|
| 4 | Watch Officers/OEM Operations Staff |
| 3 | Level 4 Staffing + PIO + Watch Officers/OEM Operations Staff |
| 2 | Level 3 Staffing + NIMS Section Activation (as needed) + Limited or Virtual JIC + Branch Emergency Support Functions (ESFs) as warranted |
| 1 | Full EOC activation + Full JIC + State Personnel and/or Federal Personnel as warranted |

2.  **ALERTING:**

- The Springfield-Greene County Emergency Communications Center is responsible for alerting the OEM Watch Officer. Additional notifications will be made in accordance with the Emergency Operations Plan (EOP), (see *ESF 5*, Appendix 1) and the Emergency Contact List.

3.  **SETUP:**

- The EOC will be temporarily established at 1111 W. Chestnut Expressway. Emergency Management staff and volunteers will coordinate this function.
- Communications for the disaster will be handled through the Springfield-Greene County Emergency Communications Center.  A temporary Situation Room will be established in the AEOC in the operations room and will function as a communications and message center for the EOC as well as the coordinating point for amateur communications utilized in the disaster.

- The Office of Emergency Management in conjunction with the city of Springfield is responsible for providing equipment, such as, copy machine, wireless internet, office supplies, message forms, log sheets etc.
- The Joint Information Center (JIC), Pubic Information Call Center (PICC), and Media Center will be set up temporarily at 1111 W. Chestnut Expressway in the Media Briefing Room.

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 County/City operations.  This section consists of those departments or agencies that are responsible for public safety, Human 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, area command 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.

## ATTACHMENT "A"

### Springfield-Greene County Alternate Emergency Operations Center Layout
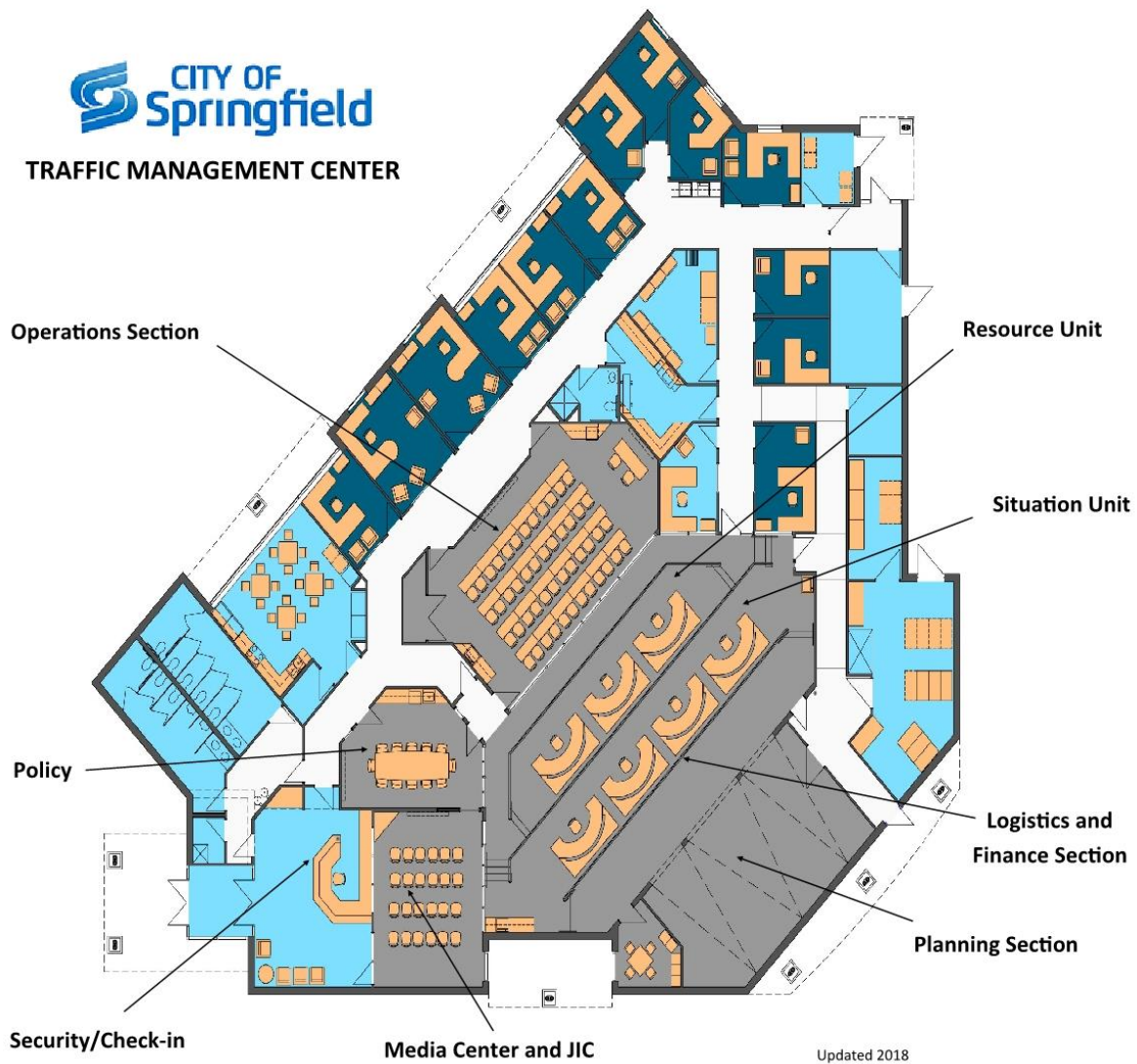


CITY OF **Springfield**

**TRAFFIC MANAGEMENT CENTER**

Operations Section

Resource Unit

Situation Unit

Policy

Logistics and Finance Section

Planning Section

Security/Check-in

Media Center and JIC

Updated 2018

# MASS CARE AND SHELTERING                                     ESF 6

PURPOSE

SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions

CONCEPT OF OPERATIONS
- General
- Mission Areas

ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies

DIRECTION AND CONTROL

CONTINUITY OF OPERATIONS

ADMINISTRATION AND LOGISTICS

ESF DEVELOPMENT AND MAINTENANCE

REFERENCES

APPENDICES
1. Activation List
2. Organizational Chart
3. American Red Cross Disaster Services
4. Mass Care Contingency Plan Analysis Worksheet

# MASS CARE AND SHELTERING                                              ESF 6

PRIMARY AGENCIES:          American Red Cross

SUPPORT AGENCIES:          Springfield-Greene County Office of Emergency Management
                           Springfield-Greene County Health Department
                           Springfield-Greene County Park Board
                           Empower:Abilities
                           Missouri Division of Family Services

## 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.

## SITUATIONS AND ASSUMPTION

### Situations

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 Greene County Multi-Jurisdictional Hazard Mitigation plan).**

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.

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. The planning basis for sheltering is for approximately 10% of the affected population to seek public shelter.

If people are displaced from their homes by the disaster, temporary housing and mass care must be provided. Facilities are available in Springfield-Greene County and its municipalities to temporarily shelter and feed those persons evacuated or displaced by a disaster.

### Assumptions

City/County 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.

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.

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.

A certain percentage of people will require shelter for an extended period of time.

Mobile feeding operations may not be possible in all operations.

## CONCEPT OF OPERATIONS

### General

Mass care sheltering operations will be directed and coordinated from the Springfield-Greene County 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.

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.

Facilities must be identified that will promote inclusion of *ALL* potential clients and any service animals.

Mass Care Sheltering operations encompass the following:

- **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.
- **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.
- **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.
- **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.

A representative of the primary agencies will be available in the EOC or the incident command post during activation, if requested.

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.

# MASS CARE AND SHELTERING                                    ESF 6

## Mission Area – Response

1. Assess the disaster situation and forecast mass care response needs, anticipate future mass care requirements, if applicable.

2. Upon the receipt of recommendation the local shelters should be opened and staffed.

3. Furnish assistance information for public information to broadcast. Provide listing of activated shelters to applicable officials.

4. During the mass care phase, maintain communications with the State Emergency Operations Center (SEOC).

5. Monitor sheltering activities to ensure an even distribution of evacuees to all applicable shelters.

6. Assist with locating and reuniting evacuees and their families/relatives.  Provide an information service for rapid dissemination of collected Safe and Well information.

7. Assist in the dissemination of Damage Assessment *(ESF 16)* information to the EOC.

## ORGANIZATION AND RESPONSIBILITIES

### Primary Agencies

1. **American Red Cross of Southern Missouri (ARC)**

   - 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.
   - 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.
   - 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.
   - Provide information to the appropriate authorities in response to Safe and Well inquiries and family reunification requests.
   - Manage mass care logistical and related fiscal activities.
   - Supplies and other resources that will be needed will be the responsibility of the Resource Management *(ESF 7)* and Donations Management *(ESF 19)*.
   - Medical care and public health measures in the shelters will be provided by the Health and Medical *(ESF 8)*.  In addition, Red Cross will provide 1 medical person per shelter.
   - Coordinate with EOC for security measures in shelters.
   - Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster event.
   - Provide and assist with Volunteer Management (ESF 20)
   - Provide inclusive shelters in accordance with local, state and federal laws.
   - The Red Cross "Safe and Well" website (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. Paper version is obtainable in the event that electricity is not available.

- Assist in identifying and assessing the requirements for food on a 2-phase basis:

    1. Critical emergency needs immediately after the disaster.
    2. Long-term sustained needs after the emergency phase is over.

- 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.
- Establish congregate feeding facilities in accordance with ESF 8.
- Make emergency food supplies available to households for take home consumption or bulk distribution as feasible.
- Coordinate with Transportation (*ESF 1*) for resources to deliver food, water and ice.
- Provide appropriate information to Public Information *(ESF 15)* on a regular basis whether virtually or in person.
- Develop a plan of operations that will ensure timely distribution of food supplies to Mass Care locations.
- Provide daily reports to Resource Management *(ESF 7)* and Donations Management *(ESF 19)* on the amount of food used and types of food needed.
- Forward requests for food, water, and ice to the EOC.
- Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

## Support Agencies:

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

    - Coordinate local governmental emergency    response by incorporating mass care issues.
    - Cross-link mass care efforts and in-place sheltering for bulk distribution where applicable.
    - 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.
    - Assure the availability of resources for the disaster area(s) by maintaining a database including the a list of shelters and a list of food and water sources provided by support agencies
    - A list of food and water sources provided by support agencies.

2. **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.

3. **Springfield-Greene County Park Board**

    - Provide sheltering at mutually agreed locations.
    - Provide recreation to those being sheltered.

4. **Empower:Abilities**

    - Provide support for shelters to ensure medical/mental health needs are met and are available for all shelter clients.

# MASS CARE AND SHELTERING                                     ESF 6

## State Support Agencies

1.  **Missouri Division of Family Services**

    - Designate facilities for the lodging of local institutionalized groups under state control.
    - Liaison with the American Red Cross regarding mass care activities and assist in the planning necessary to make food and water available.

## DIRECTION AND CONTROL

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 the EOC *(see Basic Plan)*. 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.

- The American Red Cross and other supporting agencies will administer mass care activities locally.

- A disaster or potential disaster that generates a requirement for protecting people from a harmful environment will activate the EOC.

- Springfield-Greene County 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.

- 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.

- A copy of the Functional Needs Support System (FNSS) guidance is located at the Office of Emergency Management.

- Appendix 4 of this plan discusses Red Cross Disaster Services.

## 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.

# MASS CARE AND SHELTERING                                    ESF 6

## ADMINISTRATION AND LOGISTICS

## 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.

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.

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 feasibility possible during this period.

As with any disaster or emergency event, the ICS will be used to organize and coordinate response and recovery.

## Logistics

Resources required prior to the disaster:

1.  Sheltering

    - Food and water
    - Identification tags
    - Cots and blankets
    - Durable Medical Goods
    - An extra source of electricity, if needed

2.  Personnel

    - Shelter workers
    - Personal Care Assistants, as needed
    - Feeding workers
    - 1 Medical/Mental Health Worker

Resources required for Continuing Operations:

1.  On-going supplies of food and water
2.  Mass transit for the shelter population

    - To work
    - To school
    - To medical appointments

# MASS CARE AND SHELTERING                                      ESF 6

## ESF DEVELOPMENT AND MAINTENANCE

The Mass Care designee will be responsible in conjunction with the Office of Emergency Management for review and up keep of this ESF.

This ESF and its associated Appendices should be reviewed and updated at least annually. All revisions will be incorporated immediately and appropriate changes should be made ancillary to resource materials.

## REFERENCES

1. American Red Cross Sheltering Standards and Procedures (July 2015)
2. American Red Cross Foundations of the Disaster Services Program (May 2008)
3. Mass Care: Feeding Handbook (April 2008)
4. Mass Care: Sheltering Handbook (March 2013)
5. Disaster Mental Health Handbook (October 2012)
6. FEMA P-785 Shelter field Guide (May 2011)
7. Mega Shelter Planning Guide (January 2010)
8. Safe and Well Linking (January 2013)
9. Safe and Well Registration Form (January 2011)
10. Shelter Registration Form (English) (February 2007)
11. Shelter Registration Form (Spanish) (June 2007)
12. Registration Intake (May 2013)
13. CMIST Worksheet (June 2013)
14. Emergency Support Function 6 MOA between Red Cross and FEMA (October 2010)

## APPENDICES

**APPENDIX 1:**   Activation List

**APPENDIX 2:**   Organizational Chart

**APPENDIX 3:**   American Red Cross Disaster Services

**APPENDIX 4:**   Mass Care Contingency Plan Analysis Worksheet

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP

## ICS Organizational Chart

**EOC Director**

- Liaison Officer
- Safety/Security Officer
- Public Information Officer
  - JIC Staff
    - ESF 15-Public Information & Warning
  - ESF 5-EOC
  - ESF 14-Long Term Recovery

**Finance/Administration Section**
- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

**Logistics Section**
- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
- ESF 19-Donations Management
- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

**Planning Section**
- ESF 16-Damage Assessment
- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

**Operations Section**
- **Public Safety Branch**
  - ESF 4-Fire
  - ESF 9-Search & Rescue
  - ESF 10-Hazardous Materials Response
  - ESF 13-Law Enforcement & Counterterrorism
  - ESF 17-In-Place Protection & Evacuation
- **Infrastructure Branch**
  - ESF 3-Public Works & Engineering
  - ESF 11-Agriculture
  - ESF 12-Energy
- **Human Services Branch**
  - ESF 6-Mass Care
  - ESF 8-Public Health & Medical
  - ESF 18-Domestic Animal Care
  - ESF 20-Volunteer Management

## APPENDIX 3

## RED CROSS DISASTER SERVICES

## 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

### 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.

### 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.

### 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 the services 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.

## 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.

## 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

## 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 t 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

1. Purpose:

   - Project mass care needs for 24 hours based on analysis of current data.

2. Criteria:

   - Weather Trends
   - Current status +24 hours (2 Ops periods)
   - Outage Status
       o Total inoperable meters
       o Trends - Gains vs loses
       o Phase of restoration
       o Percentage of inoperable meters: Rural vs Urban
   - Current Shelter Status
       o Total beds filled/beds available
       o Rate of shelter admissions

3. Threshold:

   - Weather Trends
       o Quarter inch of ice/ sustained winds greater than 20 mph
       o Outage Status
   - 5% total affected population will seek refuge
       o Trends: worsening or getting better
   - Shelters: number of open beds

4. Action Steps:

   - Criteria + Threshold = Action Step (A.S.)
   - Inoperable meter reports geographically directed at rural/urban areas.

# RESOURCE MANAGEMENT                                         ESF 7

PURPOSE

SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions

CONCEPT OF OPERATIONS
- General
- Mission Areas

ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies

DIRECTION AND CONTROL

CONTINUITY OF OPERATIONS

ADMINISTRATION AND LOGISTICS

ESF DEVELOPMENT AND MAINTENANCE

REFERENCES

APPENDICES
1. Activation List
2. Organizational Chart
3. Emergency Procurement Procedures – Greene County
4. Emergency Procurement Procedures – City of Springfield
5. Public Resource List
6. Emergency Operations Contracts List
7. Financial Management
        Attachment A:  Greene County Disaster Work Form
8. SEMA Local Jurisdiction Resource Request Form

# RESOURCE MANAGEMENT                                                                           ESF 7

PRIMARY AGENCIES:             City of Springfield Purchasing/Finance
                              Greene County Purchasing

SUPPORT AGENCIES:             Springfield-Greene County Office of Emergency Management

## PURPOSE

In order to deal with the many types of disasters that could affect Greene County, 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.

## SITUATIONS AND ASSUMPTIONS

### Situations

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.

Procedures are set up to request assistance both within the City of Springfield, Greene County, and from outside sources. These procedures procure adequate response resources.

The local Resource Management function will have to anticipate resource needs for all types of hazards (see *Greene County Multi-Jurisdictional Hazard Mitigation plan*) and provide the coordination necessary for the proper allocation of these resources.

Local resources will be used first before outside assistance is requested from a higher government agency.

Assigned Office of Emergency Management (OEM) personnel and Purchasing Departments maintain a list of resources and telephone numbers (see Appendix 6 and 7) for use during an emergency or disaster.

### Assumptions

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*).

Funds for payment of private resources will be available from local government, the state, and federal assistance. Should the President officially declare the area a disaster, eligible reimbursements may become available under the Robert T. Stafford Act.

If the emergency response period lasts more than 24 hours or resources become unavailable or exhausted, outside assistance will likely be required. Greene County and its municipal officials 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.

All organizations will operate through normal supply channels if possible. Operations will be tailored to the expanded demands, using staff rotation on 8, 10, or 12-hour shifts.  Normal upkeep and maintenance of equipment will be maintained during and after the disaster operation period.

During or following an emergency of any size or magnitude, additional resources not previously identified may become available. These may include, but are not limited to, public, private, or governmental resources, as well as spontaneous volunteers.

Donations Management (see *ESF 19*) will be activated to keep unsolicited and unusable donations from overwhelming the resource management personnel.

## CONCEPT OF OPERATIONS

### General

An orderly and comprehensive system will be provided for management and allocation of resources that will be committed to response or recovery operations.  An updated database of local public and private resources available to the Emergency Operations Center (EOC) will be maintained.

Contract and mutual aid agreements for additional non-local resources potentially needed during a response will be maintained and continually updated.

A gap analysis can determine 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, memoranda of understanding, contractual service agreements and business partnerships.

All resource requests will be documented on a 213 or 213 RR and tracked by the Resource Unit Leader (RESL) in the EOC. Costs of resources will be determined by FEMA cost schedule, contracts, and approved funding. Purchasing departments should remain up-to-date on the FEMA cost schedule.

### Mission Area – Response

The first resources to be utilized will be those under the control of or readily available to local government. The Incident Commanders on scene may activate local resource management processes by initiating resource requests through normal emergency communication channels.

Resources may be obtained immediately upon impact of a disaster. Resources may also be requested prior to a disaster based on significant risk by 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.

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.  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 deployment of any disaster-related requests.

## EOC Resource Request

```
                    ICP
                     |
              ESF Liaison
                in EOC
                     |
         Resource available within EOC?
            |                      |
           Yes                     No
            |                      |
       ICS 213 by            ICS 213 RR
          ESF                  by ESF
            |                      |
      Ops Section          Ops Section
      Chief for            Chief for
      notification         approval
            |                      |
   Resource Unit          Supply Unit
   Leader for             Leader for
   tracking               order
            |             (by requester)
       Resource                   |
       acquired &           Procurement
       mobilized                  |
                            Resource Unit
                            Leader for
                            tracking
                                   |
                              Resource
                              acquired &
                              mobilized
```
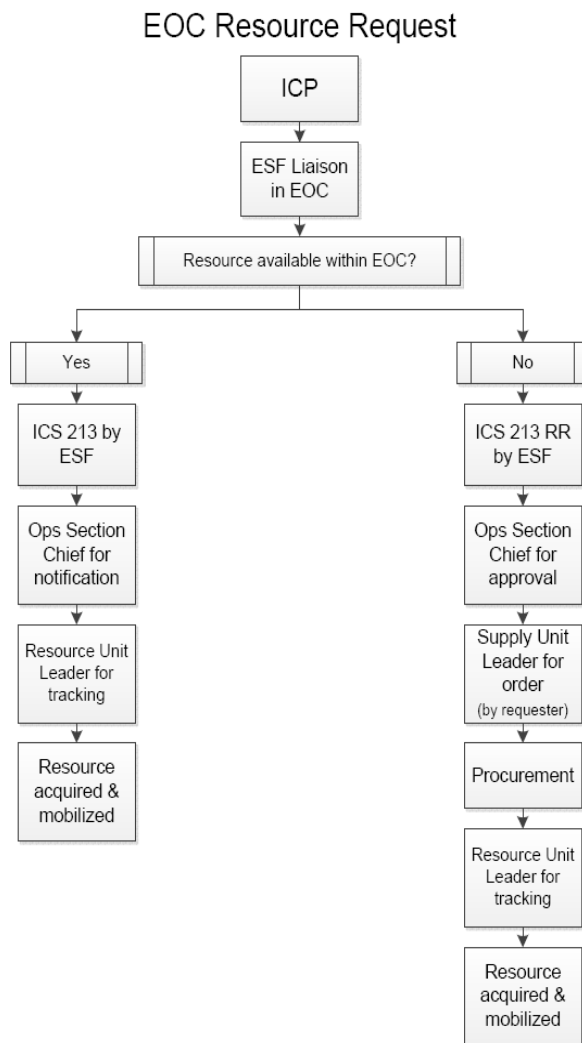
## Procedures for Obtaining Internal Resources

1. The Incident Command Post (ICP) or designee sends resource request to EOC Agency Representatives.

2. ESF liaison will fill out ICS General Message Form 213.

3. The Operations Section Chief (OSC) will be forwarded the request for notification purposes.

4. Resource Unit Leader will track resource via T-Card system in EOC

5. Once resource is acquired and mobilized, the Agency Representatives will contact ICP or designee with result.

## 213 Resource Request (RR) Ordering Process

Requestor completes boxes 1-8 on the 213 RR form

↓

A Section Chief signs in box 9

↓

Requestor submits 213 RR to the Supply Unit Leader

↓

Supply Unit Leader assigns a Resource Request number

↓

Green copy of 213 RR is given to requestor for record keeping

↓

Logistics Section finds resource with costs, completing boxes 10-15

↓

Logistics Section submits 213 RR to Finance Section

↓

Finance Section Chief submits 213 RR to appropriate City/County Finance Dpt

↓

City or County department completes boxes 17-19

↓

The following sections receive the competed forms:
Green and Pink:  Logistics
Yellow:  Finance
Blue:  Original requestor
White:  Documentation

## 213 Resource Request (RR) Paper Form

**Springfield-Greene County ICS**
**RESOURCE REQUEST**

1. Incident Name:

2. Date/Time:

3. Resource Request Number:

**4 ORDER** Note: Use additional forms when requesting different resource sources of supply.

| Qty. | Kind | Type | Detailed Item Description: (Vital characteristics, brand, specs, size, etc.) | Arrival Date and Time | | Cost |
|------|------|------|-----|-----------|-----------|------|
| | | | | Requested | Estimated | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

5. Requested Delivery/Reporting Location:

6. Suitable Substitutes and/or Suggested Sources:

7. Requested by Name/Position:

8. Priority (Circle):     URGENT     Routine     Low

9. Section Chief Approval:

**Requestor**

**Logistics**

10. Logistics Order Number:

11. Supplier Phone/Fax/Email:

12. Name of Supplier/POC:

13. Notes:

14. Approval Signature of Authorized Logistics Representative:

15. Date/Time:

**Finance**     X

16. Order Placed By (Check box):     Supply Unit Leader: ☐     Procurement Unit Leader: ☐

17. Reply/Comments from Finance:

18. Finance Section Signature:

19. Date/Time:

Requestor completes items 1-8 and keeps **Green** copy (top), Logistics completes remainder of item 4 and items 9-15 and keeps **Pink** copy (bottom), Finance, if needed completes appropriate items and keeps **Yellow** copy. The **Blue** copy is returned to requestor, the **White** copy goes to the Documentation Unit.

**Form 213RR**

## Procedures for Obtaining External Resources (within county)

1. If resource requested is unavailable, Form 213RR (Resource Request) must be filled out by requesting ESF liaison, with specifics of the requested item(s). All resources requests must be approved by the OSC.

2. Once a resource is acquired, the RESL will be notified for tracking purposes and the resource will be delivered to the designated staging location. Upon arrival at staging, the RESL will again be notified by staging personnel. Finally, once the resource has been deployed and has arrived on site, the RESL will be notified of its mobilization.

3. ESF designee will confirm and document arrival of resource and provide a copy of 213 RR to RESL for tracking purposes. RESL will track resource upon arrival and throughout and until resource is demobilized.

4. Greene County Purchasing Authority (see Appendix 3):

   - Every department head, including the OEM Director, will expend resources within their normal limits
   - The Greene County Purchasing Department will have a presence in the EOC and be the authorizing official to procure resources up to $20,000
   - Additional purchasing power will be granted by the Presiding Commissioner, in coordination with the County Auditor if feasible

5. City of Springfield Purchasing Authority (see Appendix 3):

   - Every department head will expend funds within their normal limits
   - The Springfield Finance Department will have a presence in the EOC and be the authorizing official to procure resources up to $20,000
   - Additional purchasing power will be granted by the City Manager, in coordination with the Mayor if feasible

6. If necessary, establish staging areas from which emergency response resources can be distributed.

7. 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.

   - Resource needs are prioritized by the following definitions:

     o Routine:  8 + hours
     o Urgent:  2-8 hours
     o Immediate:  Within 2 hours

8. Demobilization

   - The Operations section is responsible for coordinating with established ICPs for reassignment of resources and notifying Resource Unit of all changes.
   - Upon completion of all assignments, and if 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, Logistics, and Finance to coordinate appropriate demobilization of personnel and other resources acquired for the response period.

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### Primary Agencies

1. **City of Springfield Purchasing/Finance Department**
2. **Greene County Purchasing Department**

- The Purchasing Departments will maintain private vendor lists and jurisdictional contracts of potential resources to acquire during a response.
- Springfield and Greene County Purchasing Departments will function under the Finance and Admin Section as outlined in the organizational chart and coordinate the purchases of requested resources. However, Purchasing personnel will be physically located in the Logistics Section during activations within the EOC, thus allowing the procurement process to function as smoothly and quickly as possible.
- Each purchasing department will provide a liaison to the EOC to support procurement of resources as requested utilizing the applicable funding source aligned with the requesting agency.
- In coordination with the Finance Branch Directors for the County and City, the Purchasing Department liaison will support maintaining records of the cost of supplies, resources, and staff-hours needed to respond to the disaster event.

### Support Agencies

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

- Coordinates regular maintenance and annual updates of the public resource database in conjunction with the EOP update
- Provides resource listings and assistance with resource allocations and EOC staffing
- The Logistics Section within the EOC is responsible for the following supply areas:

  o **Food:** Procurement, storage, and equitable distribution of food supplies as required by the situation
  o **Sustenance Supplies:** Procurement, storage, and equitable distribution of water, clothing, sanitary supplies, bedding, etc. Work closely with ESF-18 (Food and Water).
  o **Fuel and Energy**: Procurement, storage, and equitable distribution of fuel products. Work closely with ESF 12, Energy
  o **Transportation:** Coordination and use of all modes of transportation utilized in the County to support emergency operations. Work closely with ESF 1, Transportation.
  o **Equipment and Supplies:** Procurement, storage, and distribution of equipment to include construction supplies.
  o **Personnel Resources:** Ascertain and utilize those personnel who are available in the County according to personnel resource needs.

### State Support Agencies

1. **Missouri State Emergency Management Agency (SEMA)**

- Coordinates with local government agencies on potential or actual disasters and emergencies.

# RESOURCE MANAGEMENT                                                ESF 7

## Federal Support Agency

1. **General Services Administration**

   - Provides operational assistance in a potential or actual Presidential declared major disaster or emergency.

2. **Federal Emergency Management Agency (FEMA)**

   - County and City Purchasing will ensure that all purchasing is in compliance with FEMA procurement guidelines.

## DIRECTION AND CONTROL

All Resource Management operations will be controlled from the EOC to ensure official concurrence for actions taken. Subordinates of the Resource Management staff may operate from daily offices, but all final decisions will be approved through the EOC.

## CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations (COOP) 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 and agency services.

COOP Plans for the departments and 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 or agency. 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.

## ADMINISTRATION AND LOGISTICS

### Administration

When normal purchasing procedures are bypassed, official approval must be given by the chief elected official. All such purchases must be kept in accordance with State laws and local ordinances.

### Logistics

Transportation of supplies will be accomplished by:

- The requesting agency
- County/Municipal public works
- Private transport (hired or volunteer)

## ESF DEVELOPMENT AND MAINTENANCE

The Springfield-Greene County Office of Emergency Management will update and maintain this ESF annually.

# RESOURCE MANAGEMENT                                    ESF 7

## APPENDICIES

**APPENDIX 1:**      Activation List

**APPENDIX 2:**      Organizational Chart

**APPENDIX 3:**      Emergency Procurement Procedures - Greene County

**APPENDIX 4:**      Emergency Procurement Procedures - City of Springfield

**APPENDIX 5:**      Public Resource List

**APPENDIX 6:**      Emergency Operations Contracts List

**APPENDIX 7:**      Financial Management
                              Attachment A - Disaster Work Form

**APPENDIX 8:**      SEMA Local Jurisdiction Resource Request Form

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## ICS Organizational Chart

**EOC Director**

- Liaison Officer
- Safety/Security Officer
- Public Information Officer
  - JIC Staff
    - ESF 15-Public Information & Warning
  - ESF 5-EOC
  - ESF 14-Long Term Recovery

**Finance/Administration Section**
- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

**Logistics Section**
- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
- ESF 19-Donations Management
- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

**Planning Section**
- ESF 16-Damage Assessment
- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

**Operations Section**
- Public Safety Branch
  - ESF 4-Fire
  - ESF 9-Search & Rescue
  - ESF 10-Hazardous Materials Response
  - ESF 13-Law Enforcement & Counterterrorism
  - ESF 17-In-Place Protection & Evacuation
- Infrastructure Branch
  - ESF 3-Public Works & Engineering
  - ESF 11-Agriculture
  - ESF 12-Energy
- Human Services Branch
  - ESF 6-Mass Care
  - ESF 8-Public Health & Medical
  - ESF 18-Domestic Animal Care
  - ESF 20-Volunteer Management

## APPENDIX 3

## Emergency Procurement Procedures – Greene County Purchasing Department

**34.045. Emergency procurement, waiver of competitive bids or proposals –** *The commissioner of administration may waive the requirement of competitive bids or proposals for supplies when the commissioner of administration has determined that there exists a threat to life, property, public health or public safety or when immediate expenditure is necessary for repairs to state property in order to protect against further loss of, or damage to, state property, to prevent or minimize serious integrity of state records.  Emergency procurements shall be made with as much competition as is practicable under the circumstances.*

Once the Greene County Purchasing Department has been notified of an emergency situation, the following procedures will be initiated to provide for maximum flexibility to expeditiously request, receive, manage, and apply funds in emergency situations to ensure timely delivery of assistance and cost recovery.

1. If applicable, initiate the Continuity of Operations Planning/Continuity of Government (COOP/COG) plan to ensure that procurement operations can continue during an emergency on campus.

2. Direct staff coverage as follows:

   - One staff member will be stationed at the Purchasing department.
   - Two staff members will be stationed at the EOC.
   - One staff member will be stationed at the Highway department.

3. Refer to the FEMA Summary of Federal Procurement Standards when purchasing goods and services under the Public Assistance Program.

4. Each staff member will have an Emergency Purchasing Log, with a block of pre-issued purchase order numbers (example: EMG-001-EB) ready to issue as needed.  Later, these numbers can be converted to Eden issued purchase order numbers if necessary.

5. Emergency Management personnel will contact the Purchasing staff with an Emergency Procurement Request and corresponding request number.  These request forms are on file at the Emergency Management department and are pre-numbered.

6. Purchasing staff will log the purchasing request information and either issues the purchase order number to the requestor for use or will make the purchase and issue the purchase order number to the vendor.

7. When a purchase order will not be accepted by the vendor or contractor, the Greene County Emergency Management purchasing card will be used to procure items. This card currently has a $20,000.00 limit.

8. Refer to the Emergency Operations Approved Contractor List for purchases.  These contractors have been notified that they are on the list and have agreed to provide goods or services to the County during emergency situations from an issued verbal purchase order number.

9. After the emergency has passed, the Emergency Management Request for Emergency Procurement forms can be matched with the Emergency Purchasing Log and the invoices to ensure accuracy.

## Emergency Purchasing Log – Example

The Emergency Purchasing log is an Excel spreadsheet utilized only during a disaster and is separate from any other purchasing logs. This file will be kept in the Greene County "Purchasing" (Q:) drive in the "Emergency Operations" folder. During an emergency, this spreadsheet can be printed to hand-write the information if easier. An example of this document is below.

| EOC 213 RR Order # | Requestor Name | Item Description | Vendor Name | GC Issued PO# | Date |
|---|---|---|---|---|---|
| A10001 | Larry Woods | Chainsaw | Lowe's | EMG-001-EB | 01/01/12 |
| A10002 | Larry Woods | Body Bags | Grainger | EMG-002-MD | 01/02/12 |
| | | | | | |

Utilization of the Emergency Purchasing Log does not circumvent the normal resource request process, but rather serves as another level of information tracking for finance and reconciliation purposes. The Purchasing staff will reference the EOC 213 RR form, as noted above, in the Emergency Purchasing Log, allowing financial personnel to reference the original resource request.

The Emergency Purchasing Log will be maintained by the Purchasing staff.

After the emergency, this log will be matched with the EOC Resource Request Forms (213 RR) and the receipts and invoices from the supplier to ensure accuracy. Later, the County Issued PO# (ex. EMG-001-EB) will be assigned an EDEN Issued PO# (ex. 010100) for internal billing purposes.

## APPENDIX 4

## Emergency Procurement Procedures – City of Springfield

1.  Emergency Purchase:  An emergency purchase may be requested by the appropriate authorities and such purchase may be made "when there exists a threat to public health, welfare, or safety".

    *   The Purchasing Agent may waive competitive bidding requirements.
    *   The agency requesting the emergency purchase must provide a written basis for the emergency with its requisition for the emergency purchase.

2.  Urgent Purchase:  An urgent purchase is not an emergency unless there is a threat to public health, welfare, or safety.

    *   Competitive bidding cannot be waived.
    *   The requestor should expedite the requisition to Purchasing.
    *   A written basis for request for urgent handling shall be provided with or on the requisition.
    *   The purchase will not be made or authorized until the requisition is received in Purchasing.
    *   Purchasing will make reasonable effort to expedite the purchase while complying with all bidding requirements.

3.  Emergency Purchases under $5,000

    *   Purchasing will make purchase or authorize purchase if requested by appropriate authorities before requisition is received in Purchasing.
    *   A requisition must be forwarded through normal channels within 24 hours or next business day.
    *   Written basis for determination of emergency shall accompany the requisition; such written information shall also include the reason for selection of the vendor or contractor.

4.  Emergency Purchases $5,000 to $20,000

    *   Purchasing will make purchase or authorize purchase only after receipt of verbal approval by Department Head or designee and verbal approval and certification of funds by Director of Finance.
    *   A requisition must be forwarded within 24 hours or next business day.
    *   Written basis for emergency shall accompany requisition.

5.  Emergency Purchases over $20,000

    *   Requires the verbal approval of the City Manager.
    *   Requisition shall be signed by the City Manager as confirmation of emergency.

6.  Emergency Purchase After Hours

    *   The department head or assigned designee may authorize emergency purchases whenever an emergency exists and the Division of Purchase cannot be contacted because it is after office hours.
    *   The Division of Purchase shall be contacted immediately no later than the next business date.
    *   Purchasing may then issue an order confirming the emergency purchase.
    *   A requisition shall be submitted in the same manner and with the written basis for emergency.
    *   Such requisition shall be approved in writing by the Director of the initiating department and the Director of Finance.

7.    Verbal Purchase Orders When Not an Emergency:  Unless an emergency is declared, Purchasing normally will not issue verbal purchase orders until a requisition is received.

(taken from *Purchasing Manual*, revised October 2000)

## APPENDIX 5

## Public Resource List

*The Public Resource List outlines resources available from Springfield and Greene County Departments. Due to the volatility of the information, this document is kept on file at the Springfield-Greene County Office of Emergency Management and is available for review upon request.*

## APPENDIX 6

## Emergency Operations Contract List

*The following reference document is an insert from the original document maintained by the Greene County Purchasing Department.*

| CONTRACT NUMBER | CONTRACTOR NAME | SHORT DESCRIPTION | CONTRACT EXPIRATION |
|---|---|---|---|
| 17-0907 | 911 CUSTOM | EMERGENCY VEHICLE EQUIPMENT | 11/30/2019 |
| 15-0667 | 9-1-1 STAFFING STUDY SERVICES | RESOURCE MANAGEMENT ASSOCIATES | 1/25/2017 |
| 16-0761 | A-1 ELECTRIC | PROJECT & SERVICE CALL ELECTRICAL SERVICES FOR GREENE COUNTY | 8/28/2019 |
| 19-1075 | ADVANCED GEOSCIENCES INC | RESISTIVITY SYSTEM | |
| 16-0717 | ADVANCED LAWN CARE | MOWING SERVICES | 7/1/2018 |
| 18-0997 | ALTEC INDUSTRIES | PUBLIC UTILITY EQUIPMENT- COOPERATIVE (SOURCEWELL) | 3/14/2022 |
| 19-1059 | AMERICAN SIGNAL COMPANY | COOP-HGAC TRAFFIC CONTROL, ENFORCEMENT & SIGNAL PREEMPTION EQUIPMENT | 4/30/2019 |
| 17-0871 | ARCHITECTURAL SERVICES | PARAGON ARCHITECTURE LLC | 8/1/2020 |
| 17-0872 | ARCHITECTURAL SERVICES | NFORM ARCHITECTURE | 7/24/2021 |
| 19-1069 | ATLAS SECURITY | ALARM MONITORING, INSTALLATION, MAINTENANCE AND REPAIR | 1/31/2020 |
| 17-0842 | AUTOZONE | AUTOMOTIVE PARTS & SUPPLIES | 4/30/2020 |
| 18-1020 | BARKER PHILLIPS JACKSON | INSURANCE BROKERAGE SERVICES | 1/1/2022 |
| 18-1000 | BERRY TRACTOR \ EQUIPMENT CO | TRAILERS WITH RELATED ACCESSORIES - COOP | 7/21/2019 |
| 19-1064 | BERRY TRACTOR \ EQUIPMENT CO | SUPERIOR BROOM | 9/30/2020 |
| 18-1032 | BIG MOMMAS | BIG MOMMA'S LEASE | 4/26/2022 |
| 15-0641 | BOBCAT OF SPRINGFIELD | HEAVY CONSTRUCTION EQUIP/ACCESSORIES | 5/19/2019 |
| 18-0955 | BUSCOMM INCORPORATED | STANCIL LOGGING SOLUTIONS | 9/25/2021 |
| 15-0597 | C&C GROUP | FACILITY MANANGEMENT SYSTEMS SIN 246 42 2 | 11/14/2023 |
| 17-0914 | CARD SERVICES | AMAZON BUSINESS - US COMMUNITIES | 1/18/2028 |
| 17-0818 | CARSON'S CORNER NAPA | NAPA AUTO PARTS #062916-G{C | 9/6/2020 |
| 18-1030 | CBT NUGGETS LLC | GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE, AND SERVI | |
| 14-0573 | CDW GOVERNMENT | COOPERATIVE CONTRACT 100614 | 11/18/2019 |
| 18-0960 | CDW GOVERNMENT | SOFTWARE | 4/7/2019 |
| 18-0996 | CDW GOVERNMENT | IT SOLUTIONS & SERVICES | |
| 16-0776 | CENTRAL POWER SYSTEMS & SVCS. | GENERATOR MAINTENACE & REPAIRS (COUNTY WIDE) | 10/12/2019 |
| 13-0476 | CINTAS CORPORATION | UNIFORMS, MATS, MOPS & TOWELS | 3/31/2019 |
| 19-1071 | CINTAS CORPORATION | FACILITES MANAGMENT PRODUCTS & SOLUTIONS | 10/31/2023 |
| 13-0479 | CITY UTILITIES OF SPRINGFIELD | MANAGED INTERNET SERVICES | |
| 17-0852 | CIVIC PLUS | CIVICPLUS HR HIRING SOFTWARE | 12/11/2022 |
| 19-1078 | CIVICSOURCE | SOLE SOURCE CIVICSOURCE | |

| | | | |
|---|---|---|---|
| 18-1015 | COMFORT PRODUCTS LLC | CARRIER CORPORATION  HVAC SYSTEMS | 8/8/2021 |
| 18-1016 | COMMAND COMMUNICATIONS | RADIO EQUIPMENT PURCHASE & REPAIR | 5/29/2019 |
| 16-0721 | COMMERCIAL REALTOR SERVICES - JAMESTOWN | RB MURRAY | 7/18/2019 |
| 17-0889 | CONNELL INSURANCE INC | LIFE INSURANCE SERVICES | 12/31/2020 |
| 19-1047 | CONNELL INSURANCE INC | WORKERS' COMPENSATION BROKERAGE SERVICES | 4/3/2021 |
| 16-0760 | CONVERGEONE INC | DATA COMMUNICATIONS  AR233 | 5/31/2019 |
| 17-0836 | CONVERGEONE INC | KS ST CONTRACT 10932AG | 6/30/2019 |
| 19-1092 | CONVERGEONE INC | COMPUTER EQUIPMENT | |
| 16-0714 | CONVERGEONE INC | COMPUTER EQUIPMENT-PERIPHERALS | 3/31/2020 |
| 19-1091 | CONVERGEONE INC | DELL EMC ML3 TAPE LIBRARY | |
| 17-0825 | COPY PRODUCTS INC | COPIERS, PRINTERS & RELATED DEVICES - COOP CONTRACT | 12/31/2019 |
| 17-0869 | CORNERSTONE INSTITUTIONAL LLC | SLIDERS FOR JAIL | 5/28/2018 |
| 16-0692 | COURT PROBATIONARY SVCS INC | INMATE MONITORING SERVICES | 6/30/2019 |
| 18-0994 | COURTHOUSE SECOND FLOOR REMODEL | NFORM ARCHITECTURE | 7/31/2020 |
| 18-0968 | DELL MARKETING LP | VARIOUS COMPUTER SUPPLIES | 6/30/2019 |
| 15-0676 | DELL MARKETING LP | WSCA MNWNC-108 COMPUTER EQUIPMENT | 3/31/2020 |
| 17-0904 | DELL MARKETING LP | RSA TOKENS - SHERIFF | |
| 18-1028 | DINING BY DESIGN | EMERGENCY FOOD OPERATIONS | 11/20/2021 |
| 16-0782 | DIRTWORX LLC | BRUSH HOGGING SERVICES FOR DESIGNATED AREAS & RIGHT OF WAYS | 11/15/2019 |
| 18-0985 | DIRTWORX LLC | DRAINAGE WAY MAINTENANCE AND REPAIR | 7/15/2019 |
| 14-0547 | DRC EMERGENCY SERVICES LLC | DISASTER DEBRIS REMOVAL SERVICES | 8/13/2019 |
| 14-0502 | EMPIRE ENERGY, LLC | FUEL-COOPERATIVE CONTRACT | 6/30/2019 |
| 18-1024 | ENVIRONMENTAL WORKS, INC | DEMOLITION AND CLEANUP SERVICES | 10/2/2019 |
| 15-0608 | FACILITY NEEDS ASSESSMENT | NFORM ARCHITECTURE | |
| 18-1004 | FASTENAL COMPANY | FACILITES MRO & INDUSTRIAL SUPPLIES | 6/30/2019 |
| 17-0817 | FEDERAL PROTECTION INC | DOOR ACCESS, EQUIP, SERVICE & MAINT | 5/1/2018 |
| 18-0991 | FLOWERS BAKING CO - SUNBEAM | BREAD (BAKERY) MO STATE CONTRACT CC182141001 | 6/30/2019 |
| 17-0886 | FORENSIC ASSOCIATES LLC | MEDICAL EXAMINER SERVICES | 12/31/2019 |
| 16-0790 | FROGS DETAILED SPECIALTIES | GRAPHICS FOR SHERIFF VEHICLES & MISC. | 10/20/2019 |
| 16-0803 | GALLS INC | PUBLIC SAFETY UNIFORMS AND RELATED SUPPLIES | 5/31/2019 |
| 18-0922 | GALLS INC | LAW ENFORCEMENT SUPPLIES GSA SCHEDULE 84 | 1/31/2022 |
| 16-0698 | GARRETT METAL DETECTORS | FSC GROUP 84 LAW ENFORCEMENT & SECURITY | 12/31/2020 |
| 18-1035 | GATELY COMMUNICATION CO | STALKER DUAL RADAR | 7/31/2021 |
| 18-0930 | GEORGE K BAUM & COMPANY | BONDING SERVICES | 4/11/2021 |
| 19-1082 | GOODYEAR TIRE & RUBBER CO | TIRES, TUBES & SERVICES-STATEWIDE-COOP | 3/31/2024 |
| 18-0982 | HARMONY HOUSE | FAMILY JUSTICE CENTER NAVIGATOR | 1/2/2020 |
| 18-0962 | HENRY'S TOWING | CUSTODY TOWING AND STORAGE SERVICES | 6/5/2019 |
| 15-0620 | HERITAGE TRACTOR, INC | JOHN DEERE-TRACTORS/AG IMPLEMENTS | 3/17/2020 |
| 18-0999 | HERITAGE TRACTOR, INC | ALAMO INDUSTRIAL LANDSCAPE & GROUNDS MAINT | 10/2/2021 |
| 17-0899 | HEWLETT PACKARD ENTERPRISE | COMPUTER EQUIP | 3/31/2020 |

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|---|---|---|---|
| 16-0780 | HOME DEPOT CREDIT SERVICES | HOME DEPOT PRODUCTS | 12/31/2021 |
| 16-0725 | INDOFF INCORPORATED | FURNITURE | 10/31/2018 |
| 17-0888 | INLAND PRINTING CO | COPIERS, PRINTERS & RELATED DEVICES - COOP CONTRACT | 12/31/2019 |
| 17-0819 | INMATE MEDICAL SERVICES | ADVANCED CORRECTIONAL HEALTH | 7/13/2019 |
| 18-0970 | INPUT TECHNOLOGY INC | PRESORT MAILING OF COL TAX STATEMENTS | |
| 19-1060 | INTERNATIONAL TRUCK & ENGINE, NAVISTAR FINANCIAL CORP. | INTERNATIONAL TRUCKS AND BEDS | 4/30/2019 |
| 18-0952 | JE DUNN | CONSTRUCTION MANAGER-JUSTICE CENTER | 8/9/2025 |
| 17-0841 | JOHN FABICK TRACTOR  CO | HEAVY EQUIPMENT, PARTS, ACCESSORIES,  SUPPLIES & RELATED SERVICES | 4/30/2020 |
| 17-0917 | JOHNSON CONTROLS FIRE PROTECT | FACILITY SECURITY EQUIPMENT, SYSTEMS AN SERVICES, WITH RELATED EQUIPMENT AND SUP | 6/30/2021 |
| 17-0893 | JONES-ZYLON COMPANY | ZYLON FOOD EQUIPMENT COOPERATIVE CONTRACT | 4/27/2020 |
| 15-0609 | JUDICIAL COURTS FACILITY REMODEL | NFORM ARCHITECTURE | |
| 16-0754 | JUVENILE HEALTH SERVICES | MERCY REGIONAL HLTH CNTR | 10/20/2019 |
| 18-0949 | KELLY SERVICES INC | TEMPORARY EMPLOYMENT SERVICES | 6/1/2019 |
| 19-1086 | KIESLER POLICE SUPPLY | CPV CO-OP KIESLER | 5/31/2019 |
| 16-0793 | K-LOG INC | OFFICE FURNITURE | 10/25/2018 |
| 16-0723 | KNOWINK LLC | POLL PADS AND MAINTENANCE | 6/6/2019 |
| 18-0946 | KONE, INC | JAIL ELEVATOR RENOVATION | 11/30/2024 |
| 15-0651 | KONE, INC | ELEVATOR MAINTENANCE | 11/30/2024 |
| 17-0875 | KUBOTA OF THE OZARKS LLC | MEDIUM & LIGHT DUTY CONSTRUCTION EQUIP (NJPA) | 5/19/2020 |
| 18-1021 | LAKELAND OFFICE SYSTEMS INC. | COPIERS , PRINTERS, AND RELATED DEVICES | |
| 19-1057 | LANDMARK DODGE CHRYSLER JEEP | COOP MACPP METRO VEHICLE BID | 11/16/2019 |
| 19-1058 | LANDMARK DODGE CHRYSLER JEEP | COOP MODEL YEAR 2019 PATROL VEHICLES | 6/30/2019 |
| 15-0633 | LAWSON PRODUCTS | MRO SUPPLIES & RELATED SERVICES-COOPERATIVE CONTRACT | 3/31/2020 |
| 18-1013 | LEGAL AND CONTRACT EXPERTISE | SUMMERILL GROUP LLC | 8/31/2023 |
| 17-0868 | LOWES HOME CENTERS INC | WALK-IN BUILDING SUPPLIES | 7/31/2022 |
| 18-0914 | MERIDIAN TITLE COMPANY, LLC | LIEN AND TITLE SEARCH SERVICES | 2/15/2020 |
| 16-0784 | MIDWEST SECURITY | SECURITY GUARD SERVICES | 12/31/2019 |
| 13-0430 | MISSOURI VOCATIONAL ENTERPRISE | ALL PRODUCTS & SERVICES OFFERED | |
| 14-0576 | MOTOROLA SOLUTIONS INC | MOTOROLA SAFETY COMMUNICATIONS | 6/30/2018 |
| 09-0015 | MSU/JAMES RIVER MS4/TMDL MONITORING PLAN | MISSOURI STATE UNIVERSITY | 12/31/2018 |
| 18-0957 | MULTI-CRAFT CONTRACTORS INC | HVAC & PLUMBING SERVICES | 5/11/2020 |
| 16-0797 | MYTHICS INC | ORACLE STANDARD SOFTWARE | |
| 18-0916 | NATIONAL MEDICAL SERVICES | TOXICOLOGY SERVICES | 12/31/2019 |
| 17-0915 | NEOPOST USA INC | MAILROOM EQUIPMENT, SUPPLIES AND MAINTENANCE | 5/14/2019 |
| 17-0896 | NETWORKS 2000 | EQUIPMENT MAINTENANCE | |
| 18-0951 | NFORM ARCHITECTURE | ARCHITECTURAL SERVICES-JUSTICE CENTER | 8/9/2023 |
| 18-1025 | NROUTE ENTERPRISES LLC | LAW ENFORCEMENT VEHCILE EQUIPMENT | 3/19/2021 |
| 09-0148 | OFFICE DEPOT | OFFICE DEPOT - OFFICE SUPPLIES | 1/31/2019 |

| 19-1050 | O'REILLY AUTOMOTIVE STORES INC | COOP FOR AUTO PARTS (COMPLETE STORE) | 8/31/2021 |
|---------|--------------------------------|--------------------------------------|-----------|
| 15-0637 | OZARK MAILING SERVICE LLC | PRE-SORT MAILING OF THE COLLECTORS TAX STATEMENTS | 7/15/2018 |
| 17-0803 | OZARK MAILING SERVICE LLC | MAILING SERVICES | 4/28/2020 |
| 19-1088 | OZARKO TIRE | MICHELIN TIRES - BUY BOARD COOPERATIVE CONTRACT | 2/29/2020 |
| 18-0984 | PEARSON-KELLY OFFICE PRODUCTS | NASPO VAULEPOINT COPIERS, PRINTERS, AND RELATED DEVICES | |
| 16-0696 | PEARSON-KELLY OFFICE PRODUCTS | COPIERS KONICA MINOLTA MO #C215080010 & 3091 | 12/31/2019 |
| 18-0958 | PENMAC PERSONNEL SERVICE INC | TEMPORARY EMPLOYMENT | 6/1/2019 |
| 17-0866 | PITNEY BOWES | PITNEY BOWES MACHINE | 6/30/2022 |
| 18-0920 | POWERPLAN/DBA MURPHY TRACTOR | JOHN DEERE - TRACTORS/AG IMPLEMENTS | 3/17/2020 |
| 16-0770 | PROJECT WET | MISSOURI STATE UNIVERSITY | 12/31/2018 |
| 18-0986 | RANGE FARM LLC | DRAINAGE WAY MAINTENANCE AND REPAIR | 7/12/2019 |
| 18-1014 | RANGE FARM LLC | DEMOLITION AND CLEANUP SEVICES | 10/2/2019 |
| 18-0929 | REPUBLIC FORD | MEDIUM DUTY VEHICLES | 2/28/2019 |
| 19-1054 | REPUBLIC FORD | LIGHT DUTY TRUCKS | 12/31/2019 |
| 18-0977 | RICOH USA, INC. | COPIERS, PRINTERS, AND RELATED DEVICES | |
| 15-0640 | S&H FARM SUPPLY | NEW HOLLAND EQUIP-PARTS & SERVICE | 3/17/2020 |
| 18-0923 | S&H FARM SUPPLY | AGCO-MASSEY FERGUSON TRACTORS & IMPLEMENTS | 5/14/2020 |
| 18-0924 | S&H FARM SUPPLY | WOODS CUTTING, MOWING, EARTHMOVING & GROUNDS EQUIPMENT | 5/19/2019 |
| 17-0900 | SASCO PAVEMENT COATINGS, INC | CRAFCO SEALANTS | 11/30/2019 |
| 15-0649 | SECURITAS | SCHOOL CROSSING GUARD SERVICES | 7/1/2019 |
| 17-0910 | SECURITY STORAGE SERVICES, INC | ASBESTOS ABATEMENT SERVICES | 4/25/2020 |
| 18-0992 | SECURITY TRANSPORT SERVICE INC | INMATE TRANSPORTATION SERVICES | |
| 18-0947 | SHI INTERNATIONAL | PC PRIME VENDOR SERVICES | 6/30/2019 |
| 17-0804 | SOUTHERN COAST K9 INC | COOP FOR POLICE DOGS | 6/14/2020 |
| 17-0830 | SOUTHERN POLICE EQUIPMENT | POLICE SUPPLIES | |
| 10-0103 | STAPLES | OFFICE EQUIPMENT AND SUPPLIES GENERAL | 8/1/2019 |
| 18-1047 | SUSTAINABLE RETURN ON INVESTMENT | HDR ENGINEERING INC | 11/27/2021 |
| 14-0551 | TELMATE LLC | INMATE PHONES AND VIDEO VISITATION | 9/4/2019 |
| 17-0833 | TETRA TECH | DISASTER MANAGEMENT AND MONITORING SERV. | 5/30/2020 |
| 19-1093 | THE CARPET SHOPPE | FLOORING INCLUDING CARPET COOPERATIVE | 2/16/2020 |
| 18-0918 | THE TRACTOR BARN INC | MAHINDRA TRACTORS | 5/14/2020 |
| 18-0983 | THE VICTIM CENTER | FAMILY JUSTICE CENTER NAVIGATOR | 1/2/2020 |
| 10-0106 | TRANE SERVICE OF MID-AMERICA | TRANE EQUIPMENT SERVICE REFRIGERATION ET | 9/30/2018 |
| 16-0801 | TRANSOURCE SERVICES CORP | COMPUTER EQUIPMENT | 3/31/2020 |
| 16-0716 | TURN KEY MOBILE, INC | VEHICLE EQUPMENT-JASPER COUNTY SHERIFF | 3/19/2021 |
| 18-0925 | TURN KEY MOBILE, INC | PANASONIC PRODUCTS & SERVICE | 3/31/2020 |
| 18-0931 | TURN KEY MOBILE, INC | COMPUTER & NETWORK TECHNOLOGY | 1/10/2020 |
| 15-0677 | TURN KEY MOBILE, INC | COMPUTER TECH PRIME VENDOR 091214 | 9/11/2017 |
| 17-0834 | UMB BANK & TRUST N A | DEPOSITORY AND BANKING SERVICES | 7/28/2019 |

| 17-0876 | URETEK USA INC | SOIL & PAVEMENT STABILIZATION | 8/20/2019 |
| 15-0615 | VERIZON WIRELESS | WIRELESS COMMUINCATION & EQUIPMENT | 6/30/2019 |
| 18-0998 | VERMEER GREAT PLAINS | GROUNDS MAINTENANCE EQUIPMENT- COOP SOURCEWELL | 8/18/2021 |
| 15-0673 | VIKING CIVES | ROADWAY MAINT, ASPHALT, SNOW & ICE | 10/21/2019 |
| 19-1053 | VIKING CIVES | COOPERATIVE SNOW & ICE EQUIPMENT (NJPA) | 10/29/2022 |
| 15-0583 | VISUAL FORCE INC | SOUNDOFF SIGNAL LED LIGHT BARS, SIREN WARNING ACCESS AND ETC | 7/31/2019 |
| 19-1070 | W W GRAINGER INC | FACILITY MRO - COOPERATIVE | 1/25/2023 |
| 18-1022 | WILSON HYDRO PROF. APPOINTMENT | WILSON HYDRO, CONSULT ENGINEERS | 9/17/2020 |
| 16-0745 | WINDSTREAM COMMUNICATIONS, INC | WINDSTREAM-NUVOX INC | 10/4/2021 |
| 19-1083 | WINGFOOT | TIRES, TUBES & SERVICES - COOP | |
| 19-1090 | WORTHINGTON DIRECT HOLDINGS, LLC | CLASSROOM FURNITURE AND SUPPLIES | 6/21/2019 |

## APPENDIX 7

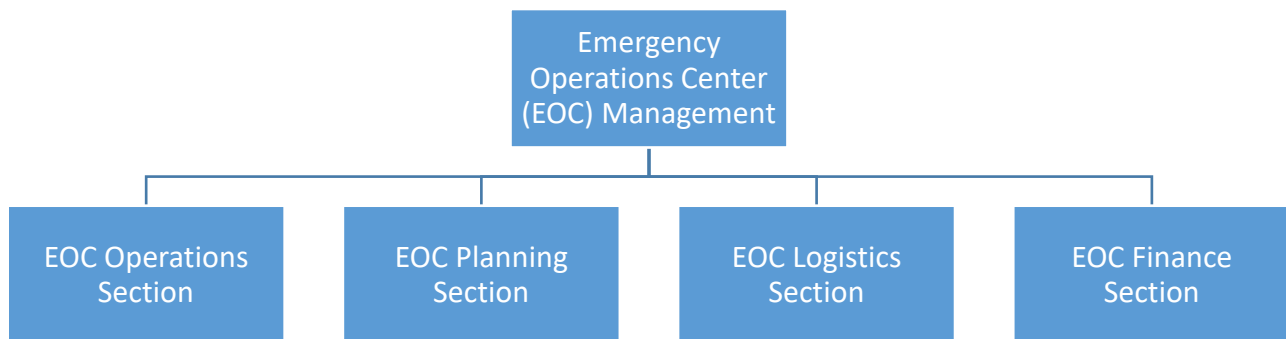### Finance Management

## Purpose

The Finance Section 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:

- Financial expenditure and funding briefings
- Interagency financial coordination
- Finance and contract fact-finding
- Fiscal and emergency finance estimating
- Operating procedure development and financial planning
- Labor expense and accounting
- Cost analysis, cost accounting, and financial auditing
- Disbursement and receivables management
- Necessary funding transfers
- Special drafts, exchanges, and lending controls
- 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 Springfield-Greene County Office of Emergency Management.

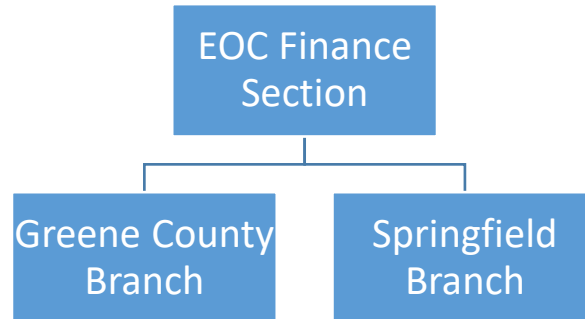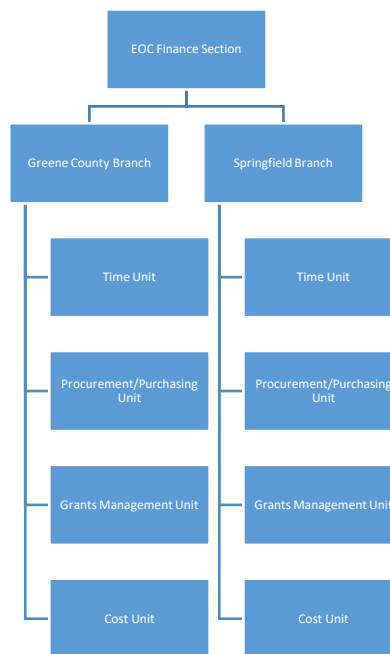The EOC Finance Section will work under the EOC Management.

Within the EOC Finance Section, two branches exist that correspond with the two jurisdictions represented which are Greene County and Springfield.

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                      ┌─────────────────┐
                      │   EOC Finance   │
                      │    Section      │
                      └────────┬────────┘
                 ┌─────────────┴─────────────┐
        ┌────────────────┐          ┌────────────────┐
        │ Greene County  │          │   Springfield  │
        │    Branch      │          │     Branch     │
        └────────────────┘          └────────────────┘
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Within each branch, identical finance units will be represented, each with similar responsibilities applied for their jurisdictional branch.

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                        ┌─────────────────────┐
                        │  EOC Finance Section │
                        └──────────┬──────────┘
                   ┌───────────────┴───────────────┐
        ┌─────────────────────┐        ┌─────────────────────┐
        │ Greene County Branch │        │  Springfield Branch │
        └──────────┬──────────┘        └──────────┬──────────┘
                   │                              │
        ┌─────────────────────┐        ┌─────────────────────┐
        │      Time Unit       │        │      Time Unit       │
        └─────────────────────┘        └─────────────────────┘
        ┌─────────────────────┐        ┌─────────────────────┐
        │ Procurement/Purchasing│       │ Procurement/Purchasing│
        │        Unit          │        │        Unit          │
        └─────────────────────┘        └─────────────────────┘
        ┌─────────────────────┐        ┌─────────────────────┐
        │ Grants Management Unit│       │ Grants Management Unit│
        └─────────────────────┘        └─────────────────────┘
        ┌─────────────────────┐        ┌─────────────────────┐
        │      Cost Unit       │        │      Cost Unit       │
        └─────────────────────┘        └─────────────────────┘
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## Roles/Responsibilities

**EOC Finance Section Chief**

- The EOC Finance Section Chief will serve as the EOC coordinator for each jurisdictional liaison or Branch Director. The Chief is responsible for supporting all financial and cost analysis aspects of the response incident.  He or 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 to the Branch Director.

- The Chief will serve as the lead coordinator while the EOC is activated. When the EOC returns to normal operations, each Branch Director will work directly with FEMA for Presidential Declared Disasters on all costs and reimbursement processes that occurred in response and may occur during recovery.
- This position will be filled by the Finance/Administrative Coordinator for the Springfield-Greene County Office of Emergency Management.

**Greene County/Springfield Branch Directors:**

- Each jurisdiction will provide a Branch Director to represent their jurisdiction through the disaster response phase. The Branch Directors are responsible for overseeing all financial commitments to the disaster for their jurisdiction.
- During the response phase, the Branch Directors will work in coordination with the EOC Finance Section Chief.
- The Branch Directors will coordinate large financial requests from the EOC working through Unit Leaders.
- Branch Directors are responsible for providing reports and any supporting data requested for future operational planning purposes.
- This position will be filled by designated liaisons from the finance office of each jurisdiction.

**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.
- This position will be filled by designated liaisons from the finance office of each jurisdiction.

**Procurement/Purchasing Unit Leaders**

- The Procurement/Purchasing Unit Leader is responsible for administering all financial matters pertaining to vendor contracts.
- This position will be filled by a liaison from the purchasing department of each jurisdiction, serving under the branch that they represent.

**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.
- This position will be filled by designated liaisons from the finance office of each jurisdiction.

**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 providing cost saving recommendations.
- This position will be filled by designated liaisons from the finance office of each jurisdiction.

## Documentation Requirements

**General**

- During EOC activations, all financial matters related to the ongoing disaster will be coordinated through the EOC Finance Section.
- The Branch Directors representing each jurisdiction will coordinate all necessary documentation and data collection for internal finance tracking, use on any reimbursement opportunities, and disaster archives.
- Two primary types of reimbursement are required, including personnel tracking and equipment tracking.
- The appointed Time Unit Leaders will work to acquire the necessary data throughout the event, coordinating with their respected Branch Director, Grant Management Unit Leader, and liaisons for agencies involved in the disaster.
- Both jurisdictions will utilize the most current FEMA cost codes available at www.fema.gov by searching "cost codes".

**Personnel Records**

- For both jurisdictions, a minimum amount of information is required for employees and volunteers directly involved in the disaster event.
- All personnel time records submitted to the Branch Director must include:

  - Total hours worked per week
  - Total hours dedicated to the disaster per week

**Equipment Records**

- For both jurisdictions, a minimum amount of information is required for equipment directly involved in the disaster event.
- All equipment usage records submitted to the Branch Director 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

**Greene County**

- For all Greene County Departments involved in the disaster, all disaster related financial documentation will be coordinated through the Greene County Budget Office.
- Each office and department is responsible for tracking all personnel and equipment time utilized by their agencies for disaster response and recovery measures.
- All personnel and equipment records will be completed on the form provided by the Greene County Budget Office (see Attachment 1).
- Forms must be submitted into the Budget Office weekly.

**City of Springfield**

- For all city of Springfield Departments involved in the disaster, all disaster related financial documentation will be coordinated through Springfield Finance Department.
- Each department is responsible for tracking all personnel and equipment time utilized by their agencies for disaster response and recovery measures.
- When a significant disaster occurs, the Finance Department will coordinate with Human Resources and identify the disaster specific code to be utilized for employee hours committed to disaster response and recovery.
- All personnel hours dedicated to the disaster will be completed on the regular employee time sheet, coded according to the assigned code from the Finance Department.
- Each department is responsible for tracking their own equipment usage for disaster work, providing the minimum amount of information as outlined above.

## APPENDIX 7 (con.)

## ATTACHMENT A – 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 |
|---|---|---|
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| Personnel | Name | Employee Number |
|---|---|---|
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Notes: _____

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Supervisor's Name: _____

Supervisor's Signature: _____

# RESOURCE MANAGEMENT                                    ESF 7

## APPENDIX 8

### Local Jurisdiction Resource Request

***For use by local jurisdictions only***

Date: _____                    Time: _____

**Category of Request:**  (Select <u>ONLY</u> 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: | | Phone: |
| Email: | Fax #: | | Cell: |

**Request/Mission Information:**   (Be as specific and detailed as possible)

Local Request Number: _____          SEOC Request Number: _____

| Mission:  (How will the requested resource be used and what problem will it solve?  Be specific.) |
|---|
| |
| |
| |
| |
| |
| Item (quantity/size):  (What do you need, how many, etc?) |
| |
| |
| |
| |
| Delivery Location:  (Street address, intersection, building name, etc.) |
| |
| |
| |
| Point Of Contact:  (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.

# PUBLIC HEALTH AND MEDICAL                    ESF 8

PURPOSE

SCOPE

SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions

CONCEPT OF OPERATIONS
- General
- Mission Areas

ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies

DIRECTION AND CONTROL

CONTINUITY OF OPERATIONS

ADMINISTRATION AND LOGISTICS

ESF DEVELOPMENT AND MAINTENANCE

REFERENCES

APPENDICES
1. Activation List
2. Organizational Chart
3. Health and Mission Capabilities
4. Essential Facilities
5. Disaster Medical System Response Protocol
6. Greene County Medical Examiner's Disaster Plan

# PUBLIC HEALTH AND MEDICAL                                          ESF 8

PRIMARY AGENCIES:              Springfield-Greene County Health Department

SUPPORT AGENCIES:              Springfield-Greene County Office of Emergency Management
                               CoxHealth Emergency Medical Services
                               Mercy Emergency Medical Services
                               CoxHealth Hospital
                               Mercy Hospital
                               Select Specialty Hospital
                               Lakeland Behavioral Health System
                               Southwest-Springfield Metropolitan Healthcare Coalition
                               Greene County Medical Examiner

## PURPOSE

This ESF was developed to ensure that Springfield and Greene County have 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 illnesses, injuries and deaths.

## SITUATIONS AND ASSUMPTIONS

### Situations

1. Greene County has multiple medical hospitals, (see appendix 3) a mental health hospital and one Federal Medical Center for prisoners located in Springfield.

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 Examiner's office contracted through the University of Missouri.

4. Local hospitals area have developed all-hazards emergency plans in accordance with State and Federal regulations, and are exercised regularly. Should these hospitals become overburdened or rendered inoperable, hospitals outside Greene County will be contacted for support.

5. Greene County is served by two ambulance services: CoxHealth EMS and Mercy EMS.

### 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. Mutual aid and assistance may be available depending on the scope of the disaster.

2. Hospitals, nursing homes, adult living facilities, urgent care centers, pharmacies and other medical/health facilities may be severely damaged or destroyed. 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. 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. Because of the increased demands on the medical/health system, shortages of medical supplies (pharmaceutical, expendable, etc.) and equipment will occur. Disruptions in local communications and transportation systems could prevent a timely re-supply of needed items.

3. 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.

4. Chronically ill individuals may have difficulty obtaining medications, medical supplies and/or equipment due to disruption of normal supply channels.

5. 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.

6. As a result of power outages, many commercial cold storage and freezer facilities within the affected area(s) will be inoperable.

7. An epidemic/pandemic event has the potential to produce a local/global spread of human disease caused by a novel virus subtype.  Populations will lack pre-existing immunity causing widespread transmission and subsequent illness.  Medical facilities will be overwhelmed.

8. A bioterrorism attack is the deliberate release of viruses, bacteria, or other agents used to cause illness or death in people, animals, or plants. Biological agents can be spread through the air, water, or in food.

## CONCEPT OF OPERATIONS

### General

Emergency medical care will be provided by the local emergency medical services and fire departments. Dispatch of Emergency Medical Services (EMS) is performed by each hospital system.

Requests for outside medical assistance should be reported to the Emergency Operations Center (EOC) as quickly as possible once the needs have been identified.

Local hospitals will coordinate all actions with the EOC or with the Incident Command Post if the EOC is not activated.

The first emergency medical unit to arrive will perform triage and establish a casualty collection point at the disaster site. Medical system notification will be initiated by the respective EMS dispatch centers using the EMSystem.

## Mission Area - Response

- Respond on a priority basis as established by the Incident Command / Unified and/or the Emergency Operations Center (EOC).
- Establish casualty collection points and perform triage and treatment operations sites and coordinate triage operations.
- Transport and provide care for the injured from the disaster site to the appropriate medical facilities.
- Provide EMSystem statistics to operations chief.
- Transport and provide care for the injured emergency responders from the disaster site to the appropriate medical facilities
- Evacuate hospitals and other medical facilities as needed.
- Set up medical treatment areas outside the hazardous area.
- Follow up on individuals that were not evacuated.
- Activate the Health Department Emergency Response Team (ERT) as needed.
- Activate the Mass Prophylaxis Emergency Response Plan in response to an epidemic or other biological event.
- Activate the Greene County Medical Examiners Disaster Plan.
- Coordinate with the agencies that are distributing food and water and in setting up emergency sanitation facilities.
- Implement public health measures at Alternate Care Site mass care centers.
- Report to the EOC regularly on the medical situation.
- Provide public health information to the Joint Information Center (JIC).
- Assist in estimating the total population exposed to the disaster.
- Initiate patient tracking of those exposed to radiation following a radioactive incident.
- Activate State and Federal resources as needed: Disaster Medical Assistance Teams (DMAT), Disaster Mortuary Team (DMORT) and National Veterinary Response Teams (NVRT)
- Implement demobilization procedures as the event draws down.
- Monitor water contamination in disaster affected areas and estimate needs and quantities.

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

## Primary Agencies

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

   - Responsible for the overall coordination of the Public Health.
   - Coordinate all public health activities through the Emergency Operations Center.
   - Provide Health Department staff at the EOC as requested.
   - Coordinate with State and Federal governments to obtain additional resources, as required to sustain response operations.
   - Coordinate and direct the activation and deployment of resources of health/medical personnel, supplies and equipment at each site.
   - Ensure that epidemiological surveillance systems are monitoring the community.
   - Coordinate all other resource management needs through the EOC.
   - Facilitate laboratory response to biological incident.
   - Coordinate with State Health Department for issues involving radiological material.
   - Analyze water sources and identify potable source of public and private water supplies
   - Coordinate with the Joint Information Center (*ESF 15*) to provide public health information to the public.

- Assist and coordinate in evaluating the safety of food and medicine being provided for use by disaster victims and the general public.
- Assist with maintenance of records of the cost of supplies, resources and man-hours needed to respond to the disaster event.
- Work with Healthcare Coalition to determine need for activation of alternate care facilities.
- Provide information and assistance with ESF 6 Mass Care on Food handling and Health Considerations.

## Support Agencies

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

   - Maintain the primary overall area of responsibility for the essential function of fatality management and mortuary services during a disaster
   - Maintain EOC readiness in the event of a disaster involving the use of this ESF
   - Coordinate with all support agencies to ensure agencies have all appropriate and needed resources

2. **CoxHealth Hospital**
3. **Mercy Hospital**
4. **Lakeland Behavioral Health System**
5. **Select Specialty Hospital**

   - Patient care will be the responsibility of the local/regional hospitals.
   - Medical supplies for the hospitals will be the responsibility of the hospitals' purchasing agent.
   - Medical supplies for the City/County will be the responsibility of the Springfield-Greene County Health Department.
   - Assist in maintaining the integrity of the EMSystem.

6. **CoxHealth Emergency Medical Services (EMS)**
7. **Mercy Emergency Medical Services (EMS)**

   - Coordinate with Transportation (*ESF 1*) regarding emergency and inter-facility transportation requirements and capabilities
   - Coordinate with Transportation (*ESF 1*) and area non-emergency transport providers regarding the evacuation of any functional needs population
   - Provide staff to the EOC.

8. **Greene County Medical Examiner**

   - Coordinate with the Springfield-Greene County Office of Emergency Management regarding Disaster Mortuary procedures.
   - Coordinate with Search and Rescue (*ESF 9*) during urban search and rescue operations, to identify victims and arrange for mortuary services. (see Appendix 7)

9. **Springfield Metropolitan Health Care Coalition**

   - Provide effective coordination, communication, acquisition and management of resources and situational awareness to the network of healthcare members and supporting agencies. If additional resources are needed, the Southwest Healthcare Coalition will be notified.

## State Support Agencies

1. **Missouri Department of Health and Senior Services**

   - Provide 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.

2. **State Bureau of Emergency Medical Services (EMS)**

   - 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).

3. **Missouri Disaster Response System (MODRS)**

   - Requested through the State, MODRS is ESF-8 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
     - Cache of deployable ventilators

4. **Missouri Division of Mental Health**

   - Assist and coordinate with Springfield-Greene County Public Health and Medical Coordinator in providing mental health services to disaster victims.
   - Assist and coordinate with all ESFs to ensure worker health and safety.
   - Assist and coordinate with Mass Care (*ESF 6*) in providing mental health services to shelter residents and staff.
   - Assist in providing Community Outreach Services to disaster victims, as requested.
   - Provide staff to the EOC.

5. **Missouri Funeral State Directors Association**

- Initiate Mortuary Response Team if requested.
- 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.
- 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.
- Local Medical Examiners Mortuary Disaster Plan (see Appendix 7).

## Federal Support Agencies

1. **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.

## DIRECTION AND CONTROL

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.

Decisions to evacuate a hospital will be made by the institution's staff and will be thoroughly coordinated with the EOC. An alternate care site has been designated to accommodate a hospital evacuation.

## 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.

## ADMINISTRATION AND LOGISTICS

### Administration

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:

- Deaths
- Injuries
- Inoculations given
- Blood supply
- Incidence of disease
- Hospital census
- Radiation exposure

Records of hours worked (by employees, supplemental staffs from other facilities and volunteers).  Materials used must also be reported to the EOC for use in determining the total cost of the incident.

## Logistics

Medical communications between ambulances and hospitals will be coordinated by each EMS Dispatch. 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.

Supply requisitions will be made through normal channels when possible or through the EOC if needed.

## ESF DEVELOPMENT AND MAINTENANCE

The Springfield-Greene County Health Department, in coordination with 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.

Each hospital, emergency medical service, medical association, etc. will maintain and update their organization's SOPs/SOGs.

## REFERENCES

1. Springfield-Greene County Health Department: Local Public Health Emergency Response Plan (2013).
2. Springfield-Greene County Health Department: Public Information and Emergency Risk Communications Plan (Draft December 2005).
3. Greene County Medical Examiner's Office: Disaster Plan (November 2004).
4. Missouri Department of Health and Senior Services: Region D Public Health Emergency Response Plan (Draft V.5 September 2005).
5. EMSystem

## APPENDICIES

**APPENDIX 1:**     Activation List

**APPENDIX 2:**     Organizational Chart

**APPENDIX 3:**     Health and Medical Capabilities

**APPENDIX 4:**     Springfield-Greene County Health Department Call List

**APPENDIX 5:**     Essential Facilities

**APPENDIX 6:**     Disaster Medical System Response Protocol

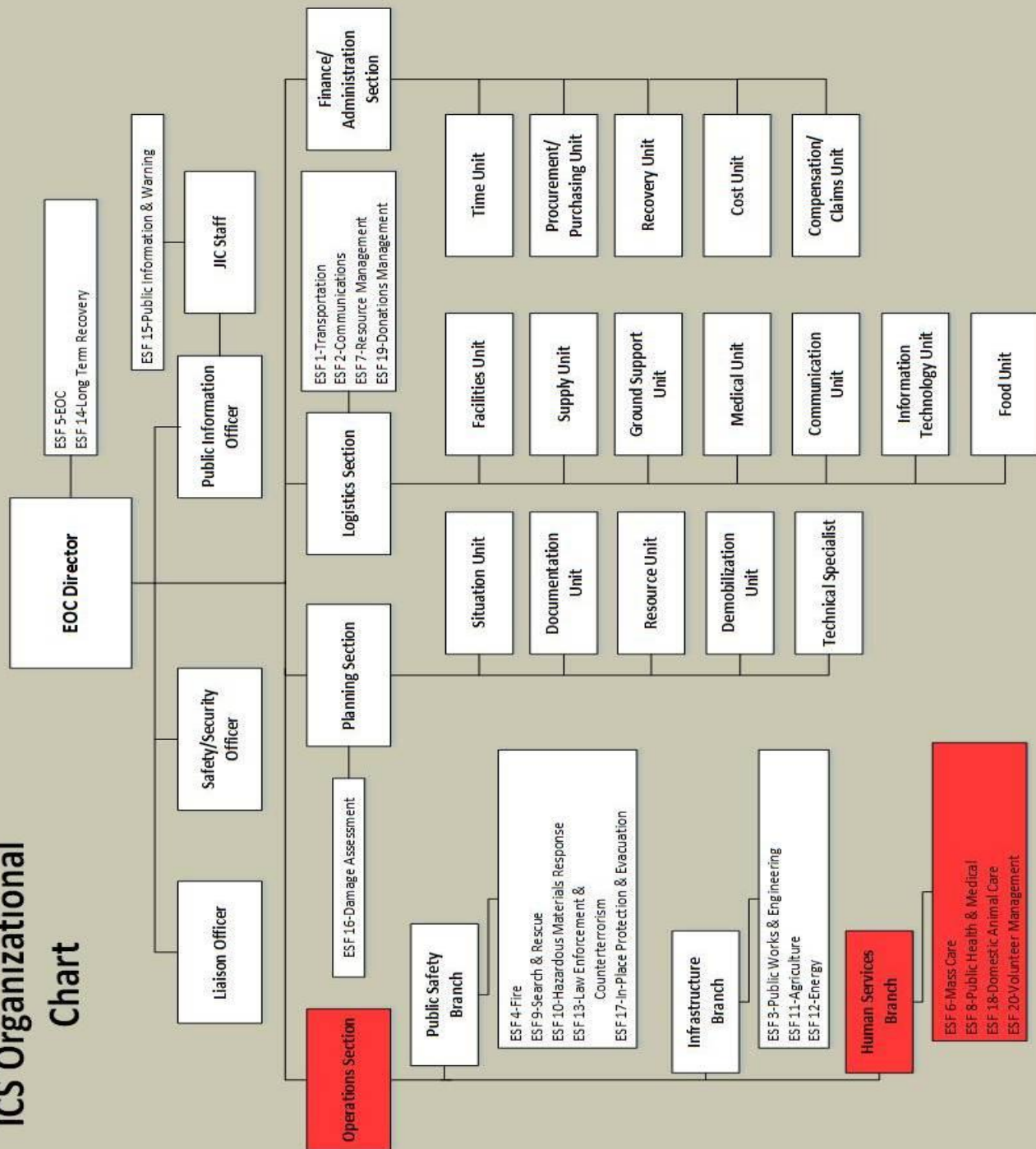**APPENDIX 7:**     Greene County Medical Examiners Disaster Plan

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## ICS Organizational Chart

**EOC Director**

- Liaison Officer
- Safety/Security Officer
- Public Information Officer
  - ESF 15-Public Information & Warning
  - JIC Staff
- ESF 5-EOC
- ESF 14-Long Term Recovery

**Finance/Administration Section**
- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

**Logistics Section**
- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
- ESF 19-Donations Management
  - Facilities Unit
  - Supply Unit
  - Ground Support Unit
  - Medical Unit
  - Communication Unit
  - Information Technology Unit
  - Food Unit

**Planning Section**
- ESF 16-Damage Assessment
  - Situation Unit
  - Documentation Unit
  - Resource Unit
  - Demobilization Unit
  - Technical Specialist

**Operations Section**
- Public Safety Branch
  - ESF 4-Fire
  - ESF 9-Search & Rescue
  - ESF 10-Hazardous Materials Response
  - ESF 13-Law Enforcement & Counterterrorism
  - ESF 17-In-Place Protection & Evacuation
- Infrastructure Branch
  - ESF 3-Public Works & Engineering
  - ESF 11-Agriculture
  - ESF 12-Energy
- Human Services Branch
  - ESF 6-Mass Care
  - ESF 8-Public Health & Medical
  - ESF 18-Domestic Animal Care
  - ESF 20-Volunteer Management

## APPENDIX 3

## Health and Medical Capabilities

### Springfield-Greene County Health Department

Personnel:    110 approximately
        1 – Emergency Response Team (ERT) consisting of:
- Nurses
- Environmental Specialists
- Epidemiologists
- Planners
- Administrators
- Finance
- Lab Technicians
- PIO
- Information Systems Technician

Equipment:    1 – vehicle assigned to Administration
      12 – 800MHz radios assigned to ERT
      1 – MOSWIN radio
        1 – Amateur/HAM Radio
        11 – 800MHz radios assigned to Animal Control
        10 – Trucks with animal cages, equipped with radio units
        34 – Dog runs
        2 – Stainless steel cages
        19 – Cat cages

### CoxHealth EMS

Personnel:    100 – Paramedics certified in:
- Advanced Life Support (ALS)
- Advanced Cardiovascular Life Support (ACLS)
- Basic Trauma Life Support (BTLS)
- Pediatric Advanced Life Support (PALS)

100 – EMTs certified in:
- Basic Life Support (BLS)
- Prehospital Trauma Life Support (PHTLS)
- rescue and extrication.

Service Area:    Springfield and Greene County and other counties

Equipment:    21 – Ground ambulances (ALS)
- Fourteen (14) units normally operate during peak periods (0600 to 0200).
- Seven (7) units normally operate during low volume periods (0200 to 0600)

1 – Helicopter (MD 902 Explorer) 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: (14) mobile units and (4) handheld units

## Cox Hospital

Equipment:      1 – Communications Trailer

1 – Respiratory Trailer
- equipped with a DOCS O2 Concentrator and Booster, and equipment  to establish an O2 treatment area

1 – Generator Trailer
- 25KW generator on trailer, equipped with 3 phase power capabilities and 120v

Our half of the 750 bed Med-Surge cache
- Cots and supplies to establish an Alternate Care Site (Mercy has the other half)

1 – F-350 Flatbed truck

1 – Passenger van
- Retrofitted with communication support equipment

## Mercy EMS

Personnel:      47 – Paramedics certified in:
- Advanced Life Support (ALS)
- Advanced Cardiovascular Life Support (ACLS)
- Basic Trauma Life Support (BTLS)
- Pediatric Advanced Life Support (PALS)

22 – EMTs certified in:
- Basic Life Support (BLS)
- Prehospital Trauma Life Support (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 (9) 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.

1 – Disaster response trailer

1 – Morgue trailer

ATV ambulances

1 – Bike Team

1 – Helicopter (EC135) ambulance in Bolivar, St Roberts, and 1 in Branson West.
         (Helicopter operates 24 hours/day.  Staffed by 1 RN and 1 Paramedic.)

1 – Mercy Communications Trailer

## APPENDIX 3 (con.)

## Health and Medical Capabilities

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: (12) mobile units and (25) handheld units

Additional frequencies: EMS – Mercy 155.235 / HEAR 155.340

## Jordan Valley Community Health

Equipment:     F-450 Truck, ADA Compliant, includes water and generator
3 – 1 bed each for medical treatment
2 – 2 beds each (Medical and Dental)
4 – Licensed Amateur Radio Operators (Tech Level)
1 – Base unit, 4 mobile (HT) capability
1 – Cat Skid Steer with bucket and forklift
1 – 15 passenger Shuttle Buses

## Local Hospital Information

| NAME AND ADDRESS | LICENSED BEDS | FT EMPLOYEES STAFF PHYSICIANS | RNs LPNs | SERVICES |
|---|---|---|---|---|
| CoxHealth- North 1423 N. Jefferson<br><br>CoxHealth- South 3801 S. National<br><br>CoxHealth- Meyer Orthopedic Hospital 3535 S. National | 754 | 4742 370 | 1467 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 |
| Mercy Health Systems | 866 | 5816 1289 | 848 244 | Burn center, Level 1 trauma center (adult & pediatric), ICU, heart surgical services, Rehab Hospital, Orthopedic |
| Lakeland Behavioral Health System | 206 | 184 5 | 61 9 | Children & adolescent psychiatric services |

## APPENDIX 3 (con.)

## Health and Medical Capabilities

### Five Largest Local Home Health Care Agencies

| NAME AND ADDRESS | TOTAL EMPLOYEES* | TOTAL RNs | APPROX. PATIENT VISITS PER MONTH | SERVICES |
|---|---|---|---|---|
| Phoenix Home Care Inc.<br>3033 S. Kansas Exp. | 934 | 275 | 57,882 | Skilled nursing, medication management, personal care, advanced personal care, special-needs pediatrics, housekeeping, transportation, respite, hospice |
| Integrity Home Care<br>4247 S. Glenstone | 562 | 141 | 168,908 | MSW, housekeeping, companion, personal care, medication assistance, nursing care, respite, transportation, special-needs pediatric |
| CoxHealth at Home<br>3660 S. National | 781 | 166 | 132,800 | Nursing care, personal care, medication supervision, housekeeping & laundry, home oxygen therapy, telemonitoring, lifeline, transportation, housekeeping |
| Intrepid USA Healthcare Services<br>4305 S. National Ave | 31 | 12 | 1,200 | Line-in companion, pediatric homecare, nursing, assisted daily living, nursing home & hospital staffing |
| Sutton In-Home Senior Care LLC<br>1736 E. Sunshine St. | 48 | 0 | 930 | Companion care, transportation, housekeeping, bathroom assistance, non-medical in-home care |

**\*covering a 50-mile radius**

## APPENDIX 4

## Essential Facilities

Facilities Located in the Greene County Multi-Jurisdictional Hazards Mitigation Plan

## APPENDIX 5

## Disaster Medical System Protocol

A copy of this plan is located in the EOC

## APPENDIX 6

## Medical Examiner Disaster Plan

A copy of this plan is located at the Springfield-Greene County Medical Examiner's Office

# SEARCH AND RESCUE                                    ESF 9

PURPOSE

SCOPE

SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions

CONCEPT OF OPERATIONS
- General
- Mission Areas

ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies

DIRECTION AND CONTROL

CONTINUITY OF OPERATIONS

ADMINISTRATION AND LOGISTICS

ESF DEVELOPMENT AND MAINTENANCE

APPENDICES
1. Activation List
2. Organizational Chart
3. Civil Air Patrol Capabilities

# SEARCH AND RESCUE                                                    ESF 9

PRIMARY AGENCIES:          Greene County Sheriff's Office
                           Springfield Police Department
                           Springfield Fire Department

SUPPORT AGENCIES:          Springfield-Greene County Office of Emergency Management
                           Fire Protection District
                           Municipal Police Departments
                           Volunteer Agencies

## PURPOSE

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

## SITUATIONS AND ASSUMPTIONS

### Situations

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. Greene County 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.

## 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 Springfield and Greene County, 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.

## CONCEPT OF OPERATIONS

### General

The Search and Rescue (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:

- **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.

- **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.

- **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.

- **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.

- **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.

- **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 incidents. The Missouri State Highway Patrol and the Western Taney County FPD have technician level underwater rescue teams.

- **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.

- **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.

## Mission Area – Response

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

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

## Primary Agencies:

1. **Greene County Sheriff's Office**
2. **Springfield Fire Departments**
3. **Springfield Police Department**

- Prioritize the deployment of services based on available resources and critical needs in Greene County or as requested.
- The Emergency Operations Center (EOC) or Incident Command Post (ICP) shall be kept informed of operations and resource needs.
- Maintain records of the cost of supplies, resources and staff-hours needed to respond to the SAR incident.

- Obtains, maintains, and provides incident situation and damage assessment information through established procedures.

## Support Agencies:

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

   - Monitor radio communications
   - Provide situation assessment and report facilitation
   - Provide for the deployment of requested services based on available resources and critical needs.
   - Coordinate communication and resources utilizing the Region D Mobile Communication Vehicle (Skylab).
   - When requested, by the 911 Emergency Communications Department (ECD), Unified Command (UC) or Command Post (CP), the communications unit shall function as the primary dispatch center for the response.
   - Maintain records of the cost of supplies, resources and staff-hours needed to respond to the SAR incident.
   - Obtains, maintains, and provides incident situation and damage assessment information through Situation Reports (SitReps).
   - Provides filed planning and logistics support and coordination.
   - Utilize the Community Emergency Response Team (CERT) when conditions permit.

2. **Volunteer Agencies**

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

3. **Municipal Police Departments**
4. **Fire Protection Districts**

   - 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.
   - The Emergency Operations Center (EOC) or Incident Command Post (ICP) shall be kept informed of operations and resource needs.
   - Maintain records of the cost of supplies, resources and staff-hours needed to respond to the SAR incident.
   - Obtains, maintains, and provides incident situation and damage assessment information through established procedures.

## State Support Agency:

1. **State Emergency Management Agency (SEMA)**

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

## Federal Support Agency:

1. **Civil Air Patrol**

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

## DIRECTION AND CONTROL

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.

Communications used to support SAR operations will remain under the direct control of the sponsoring organization.

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
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.

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.

SAR operations shall normally continue until reasonable hope of rescuing survivors has passed.

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.

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.

**T**he regional Mobile Communications Vehicle (Skylab) will provide backup support communications.

Agency participation shall:

1. Apply the most effective systems to save the most lives at the least operational risk and cost
2. 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
3. Each participant(s) managerial, operational, and support personnel shall strive towards maximizing operational effectiveness
4. Encourage development and proficiency in SAR techniques and procedures by other agencies participating in SAR, and assist these other agencies as appropriate
5. Encourage continued development of local, state and federal SAR facilities and assets as appropriate; and
6. 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.

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 functionally effective as possible (interoperable radios, cross-band repeaters, 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.

## 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.

## ADMINISTRATION AND LOGISTICS

### Administration

- Required Lists

    1. Mutual Aid Agreements (all departments)
    2. Memorandums of Understanding (private organizations)
    3. Notification lists for all departments to include each individual in the chain of command.

- Training requirements
- Record keeping and accounting procedures in accordance with local guidelines.

## Logistics

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

## ESF DEVELOPMENT AND MAINTENANCE

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.
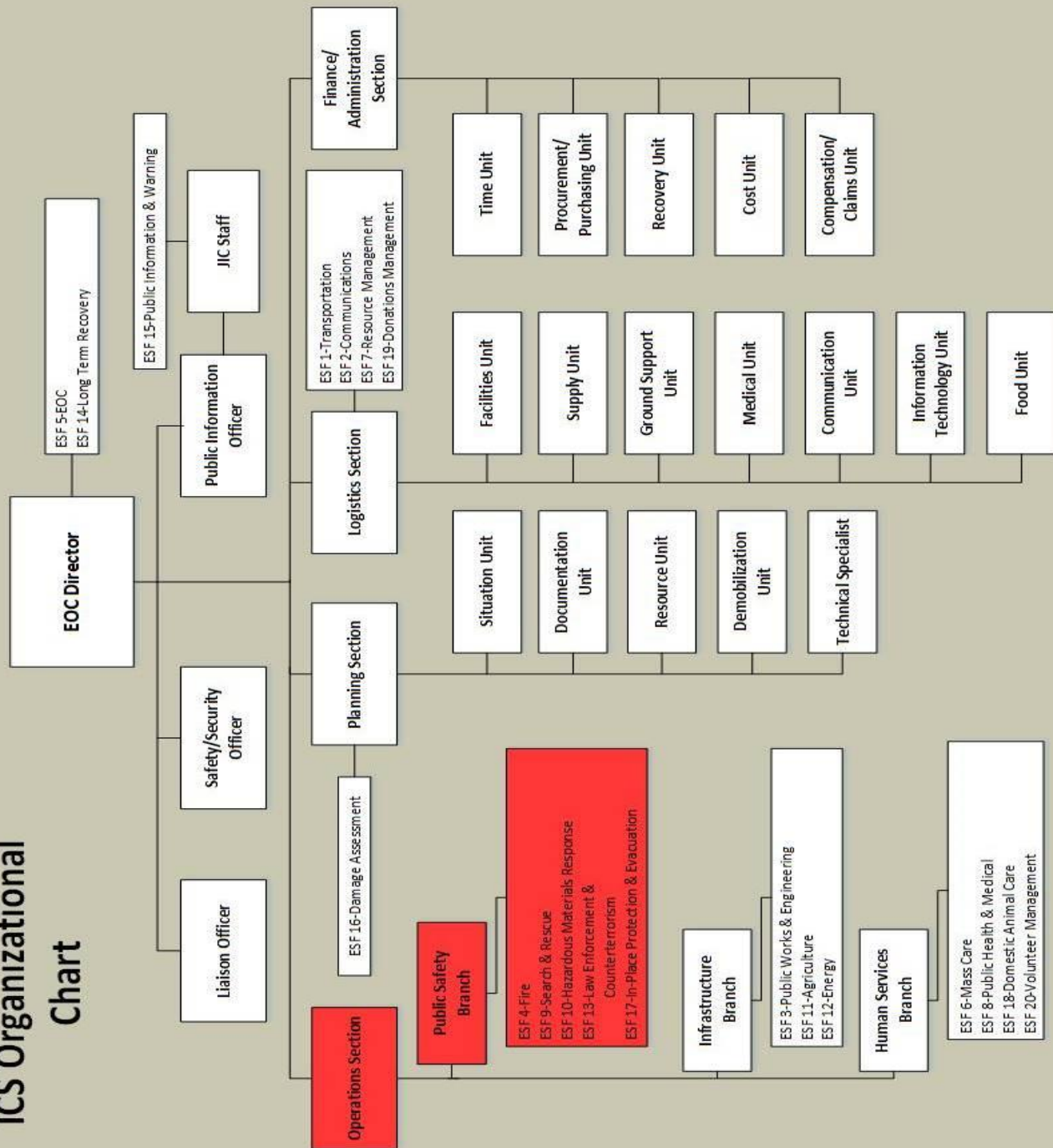
## APPENDICIES

**APPENDIX 1:**      Activation List

**APPENDIX 2:**      Organizational Chart

**APPENDIX 3:**      Civil Air Patrol Capabilities

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## ICS Organizational Chart

**EOC Director**

- Liaison Officer
- Safety/Security Officer
- Public Information Officer
  - ESF 5-EOC
  - ESF 14-Long Term Recovery
  - JIC Staff
    - ESF 15-Public Information & Warning

**Operations Section**

- ESF 16-Damage Assessment
- **Public Safety Branch**
  - ESF 4-Fire
  - ESF 9-Search & Rescue
  - ESF 10-Hazardous Materials Response
  - ESF 13-Law Enforcement & Counterterrorism
  - ESF 17-In-Place Protection & Evacuation
- Infrastructure Branch
  - ESF 3-Public Works & Engineering
  - ESF 11-Agriculture
  - ESF 12-Energy
- Human Services Branch
  - ESF 6-Mass Care
  - ESF 8-Public Health & Medical
  - ESF 18-Domestic Animal Care
  - ESF 20-Volunteer Management

**Planning Section**
- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

**Logistics Section**
- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
- ESF 19-Donations Management
- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

**Finance/Administration Section**
- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

## APPENDIX 3

## Civil Air Patrol Capabilities

- 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.

# HAZARDOUS MATERIALS                                    ESF 10

PURPOSE

SCOPE

SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions

CONCEPT OF OPERATIONS
- General
- Mission Areas

ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies
- Non-Governmental Organizations

DIRECTION AND CONTROL

CONTINUITY OF OPERATIONS

ADMINISTRATION AND LOGISTICS

ESF DEVELOPMENT AND MAINTENANCE

REFERENCES

APPENDICES
1. Activation List
2. Organizational Chart
3. Chemical Emergency Notification Report
4. City Utilities Notification of HAZMAT Spill in Springfield Watershed Area
5. Radiological Incidents

# HAZARDOUS MATERIALS                                                    ESF 10

PRIMARY AGENCIES:          Springfield Fire Department

SUPPORT AGENCIES:          Springfield-Greene County Office of Emergency Management
                            Fire Protection District
                            Local Emergency Planning Committee (LEPC)

## 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.

## SITUATIONS AND ASSUMPTIONS

### Situations

Ten (10) major roadways traverse through Springfield-Greene County and are common routes for the transportation of hazardous substances. These routes are listed below:

| | |
|---|---|
| 1. Highway 65 | 6. Chestnut Expressway |
| 2.  Interstate 44 | 7. West Bypass |
| 3. James River Expressway | 8. Division/EE Highway |
| 4. Highway 13 | 9. Sunshine/US 60 |
| 5. Kansas Expressway | 10. US 160 |

There are four (4) major petroleum pipelines that run through Greene County, as shown below with the red lines. In addition, there is a vast network of pipelines that carry natural gas and other materials throughout the county.
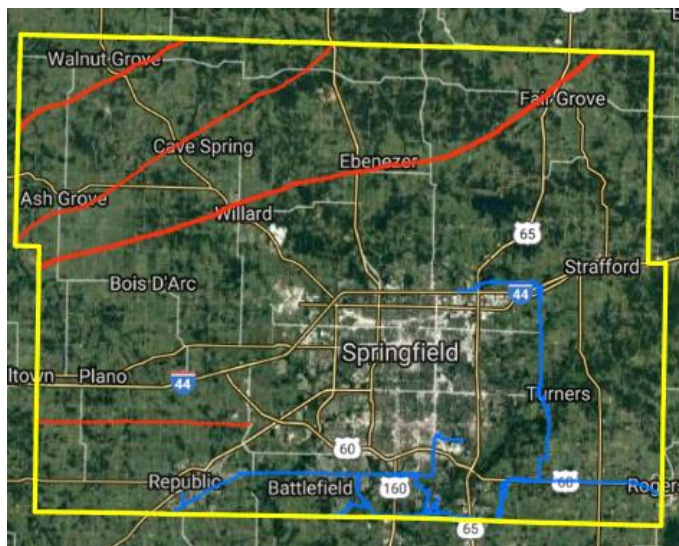
There are a large number of fixed facilities in Springfield-Greene County that use, produce and/or store hazardous materials.

Resources (trained personnel and equipment) for response to hazardous material incidents in Springfield-Greene County are limited. (see *ESF 4*, Appendix 4 & 5). FEMA typing NFPA 471,472 and 473 is used for identification.

Response to a serious chemical incident may require outside resources from adjacent counties, cities, state and federal government and the private sector.

A Hazardous Materials Flow Study is completed to identify types of hazardous materials that travel through the Springfield-Greene County area.

Emergency equipment for each facility can be requested from the Tier II database. Each facility maintains equipment and the personnel responsible for the maintenance of the equipment.

## Assumptions

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. Proper implementation of this ESF will improve the outcome of hazardous materials releases or other exposures to the public and environmental damage.

Awareness of the local hazards along with appropriate training may reduce the effects of a hazardous materials incident.

The use of local and outside resources shall require substantial coordination since incidents may occur with little or no warning.

Protective actions for the general population may include in-place protection and/or evacuation.

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.

## CONCEPT OF OPERATIONS

## General

The carrier or spiller of a hazardous material is responsible for making the emergency notifications immediately to the 911 Emergency Communications Center (ECC), Local Emergency Planning Committee (LEPC), Springfield-Greene County Office of Emergency Management (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 Springfield-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.

## Mission Area - Mitigation

Maintain list of 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.  Also maintain standard operating procedures/guidelines for responding to hazardous materials releases

Facilities, agencies, personnel, and resources necessary to support a hazardous materials response in accordance with Resource Management have been identified (see *ESF 7*)

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

## Mission Area - Preparedness

Hazardous materials and safety awareness presentations for the community may be conducted as needed.

Organizations that work with hazardous materials should develop a relationship with private resources that have experience working with Hazmat incidents.  They should also verify the status of their equipment and resources on a regular basis.

**Training**

Minimum hazardous materials response 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.

The following trainings are normally available from the Local Emergency Planning Committee (LEPC):

- Hazardous Materials Awareness Level
- Hazardous Material 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.

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.  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.

## Hazardous Materials Responder Levels

| | Minimum Qualifications | Areas of Competencies and Responsibilities |
|---|---|---|
| **LEVEL 1** First Responder Awareness Level | None – must have sufficient knowledge of hazardous materials and have annual refresher training | • Understand what hazardous substances are and the associated risks<br>• Understand potential outcomes with hazardous substances<br>• Understand role of the first responder<br>• Recognize hazardous substances in an emergency<br>• Notify authorities of release and secure the scene |
| **LEVEL 2** First Responder Operations Level | Must be competent in Awareness level, have at least 8 hours of training and complete annual refresher training | • Respond in a defensive manner without trying to stop the release<br>• Contain release from a safe distance, keep it from spreading and stop exposure<br>• Understand the use of Personal Protective Equipment (PPE)<br>• Understand basic hazardous material terminology<br>• Understand basic hazard and risk assessment techniques<br>• Conduct decontamination operations<br>• Conduct basic control, containment, and confinement operations |
| **LEVEL 3** Hazardous Materials Technician Level | Must be competent in Operations level, have at least 24 hours of training and complete annual refresher training | • Must be able to plug, patch, or stop the release<br>• Implement facility's emergency response plan<br>• Use field survey equipment<br>• Function within the Incident Command System<br>• Perform advanced control, containment and confinement operations<br>• Understand basic chemical and toxicological terminology |
| **LEVEL 4** Hazardous Materials Specialist | 24 hours of training equal to Technician level, competencies in certain disciplines and complete annual refresher training | • Acts as liaison with Federal, State, and local authorities regarding on-site activities<br>• Familiarization of local and State emergency response plans<br>• Use of the site safety and control plan<br>• Application of in-depth hazard and risk assessment techniques<br>• Advanced knowledge of chemical, radiological, and toxicology terminology |
| **LEVEL 5** On-Scene Incident Commander | Must be competent in Operations level and complete annual refresher training | • Must be able to implement and run the Incident Command System<br>• Must be able to implement facility emergency response plan<br>• Must be familiar with Federal Regional Response Team<br>• Manage decontamination operations<br>• Manage multi-agency and multi-functional operations |

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.

## Mission Area – Response

### 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.

Below is the notification process of a hazardous chemical release reported by the spiller or witness:

1. Notify the 911 Emergency Communications Center (ECC)
2. Notify the LEPC at 417-869-6040 (located at the Springfield-Greene County Office of Emergency Management)
3. Call the state's official 24-hour number staffed by MDNR at 573-634-2436
4. Call the National Response Center at 1-800-424-8802
5. 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 911 Emergency Communications Department (911 ECD), 417-865-3624.

## Incident Command

First arriving emergency responder assumes Incident Command. If a senior qualified emergency response official responding, he or she may assume Incident Command. All emergency response activities shall be coordinated and controlled in accordance with the Incident Command System.  Communications will be coordinated by the Incident Commander through the 911 ECC.

Methods such as individual facility monitoring, self-reporting, witnesses, and discovery may be used for determining the release. Methods for determining the area of population likely to be affected are in place, such as: NWS, mapping and CAMEO.

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

## Emergency Classification Levels

| LEVEL 1 Probable Emergency Situation | • No evacuation or sheltering other than from immediate scene <br> • Does not pose a chemical exposure threat to first responders <br> • Controlled by Operations Level Responder <br> • Poses no threat to life or property <br> • Examples:  minor releases of fuel from vehicular crashes, small releases of corrosives, or illegally discarded chemical containers that are not in danger of releases substances |
|---|---|
| LEVEL 2 Limited Emergency Situation | • May require limited evacuation or in-place protection in the surrounding area <br> • May require first responders to use special chemical protective gear <br> • Poses some threat to life and property <br> • Examples: release of significant quantities of volatile materials at fixed facilities or cargo tank releases in transportation |
| LEVEL 3 Full Emergency Situation | • Large-scale evacuation <br> • Severe potential exposure to responders or general public <br> • Severe threat to life and property |

## 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.

# HAZARDOUS MATERIALS                                                      ESF 10

## Public Warning

At the direction of Incident or Unified Command, initial emergency response notification will be made by the ECC to emergency responders using established procedures. Additional partnership coordination will be handled by OEM.

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 Public Information and Warning. 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.

## 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.

## 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

## 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.

## 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.

## Mission Area – Recovery

### 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.

### 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.

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


# ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

## Primary Agencies:

1. **Springfield Fire Department**

   - 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.
   - Provide guidance and manage the maintenance of the Hazard Materials Response ESF to the Springfield-Greene County 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.
   - Schedule training and exercises on hazardous materials in coordination with local government officials, academic institutions, fire districts and private participants.
   - 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.

## Support Agencies:

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

    - Activate the EOC if needed in accordance with ESF-5.
    - Coordinate the activities of the LEPC.
    - Coordinate in field planning and logistics support.
    - The OEM Director or designee will act as the Community Emergency Coordinator.
    - 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.
    - Designated emergency coordinator and the facility emergency coordinator will make determinations necessary to implement the plan.

2.  **Fire Protection Districts**

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

        o Establish site security and hazard exclusion zones within the hazardous sector.
        o Determine the nature of the hazardous materials.
        o Based on estimates of likely harm establishes options for mitigation, selecting appropriate options and managing the mitigation effort.

    - 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.
    - Maintain the Fire Service Hazardous Material Response Standard Operating Procedures and guidelines. This effort should also include mutual aid resources.
    - 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.

## State Support Agencies

1.  **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

2.  **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.

## Federal Support Agency:

1. **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.

## Non-Governmental Organizations

1. **Fixed Facilities**

   - 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.
   - Emergency notification shall be made to the Springfield-Greene County 911 Emergency Communications Center (911 ECC).
   - **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.**
   - Provide technical support as requested in development of off-site risk assessment and contingency planning.
   - Provide support to the Incident Commander at the Command Post during an incident.
   - Provide personnel, technical expertise and equipment support; and participate in chemical hazard exercises, drills, and other training activities.
   - 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).
   - 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 EPA Tier II reporting system. See Appendix 6 for a list of Extremely Hazardous Materials (EHS) Facilities.

2. **Pipeline Industry**

   - Responsible for a plan that outlines the general actions and establishes the policies to be followed in the event of a chemical release incident.
   - 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.
   - Provide support to the Incident Commander at the Command Post during an incident.
   - Provide technical guidance, personnel and hardware to support the training and exercise program directed by the LEPC.

3. **Rail and Highway Carriers**

   - Develop a chemical incident emergency response plan.
   - Maintain a response capability in the event of a hazardous material incident involving their stock.
   - Provide technical assistance, personnel and resources to the Incident Commander to mitigate incident(s) involving their stock or property.
   - Provide proper identification of all hazardous materials carried.
   - Provide technical expertise, personnel, and hardware to support the training and exercise

program of the LEPC.
- Provide a useful list of major hazardous material commodities shipped and periodically update this list.

4.  **State and Federal Support**

- 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.
- Notification to state and federal agencies is the responsibility of the person or organization releasing regulated chemicals.
- Access to state resources for support during an incident/accident is through the Incident Commander and/or the EOC as needed.

## DIRECTION AND CONTROL

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. Structural fires at the airport will still be the responsibility of the Springfield Fire Department.

Operations will be controlled by the senior fire officer at the scene and/or from the EOC.

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.

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

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.

- 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:

  o  Establish an on-scene Command Post
  o  Provide initial hazard assessment to response personnel and the general public
  o  Prescribe personnel protective measures
  o  Issue public warning
  o  Lead the initial environmental assessment
  o  Provide information to EOC, if activated
  o  Provide for decontamination of personnel and equipment
  o  Determine when re-entry is possible
  o  Facilitate Evacuation / In-place protection

- 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.

- 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.

## CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations (COOP) 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.

## ADMINISTRATION AND LOGISTICS

### Administration

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:

- Apparatus and personnel responding
- Additional personnel
- Personal protective equipment used
- Sorbent materials used
- Plugging and patching materials used
- Decontamination supplies used
- Communications costs incurred
- Equipment damaged during incident

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.

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.

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.

## Logistics

A list of Tier II reporting facilities including facilities that store Extremely Hazardous Substances (EHS) is maintained in Computer-Aided Management of Emergency Operations (CAMEO) program and the State of Missouri on-line Federal EPA 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.

Identification of these facilities has been identified and are within the emergency planning district. Additionally, routes likely to be used for the transportation of substances on the list of extremely hazardous substances referred and identification of additional facilities contributing or subjected to additional risk due to their proximity to facilities subject to the requirements such as hospitals or natural gas facilities has also been identified.

Facility maps of sites within Springfield that store chemicals are maintained by the Springfield Fire Department. These maps are in the Firehouse Computer program and are updated regularly. Additional maps may be developed by local GIS Departments to provide information on census data in the affected area.

Communications will be handled through the Springfield-Greene County 911 Emergency Communications Center (911 ECC) as directed by the Incident Commander.

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.

## ESF DEVELOPMENT AND MAINTENANCE

The Office of Emergency Management in coordination with 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.

## REFERENCES

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

## APPENDICIES

**APPENDIX 1:**     Activation List

**APPENDIX 2:**     Organizational Chart

**APPENDIX 3:**     Chemical Emergency Notification Report

**APPENDIX 4:**     City Utilities Notification of HAZMAT Spill in Springfield Watershed Area
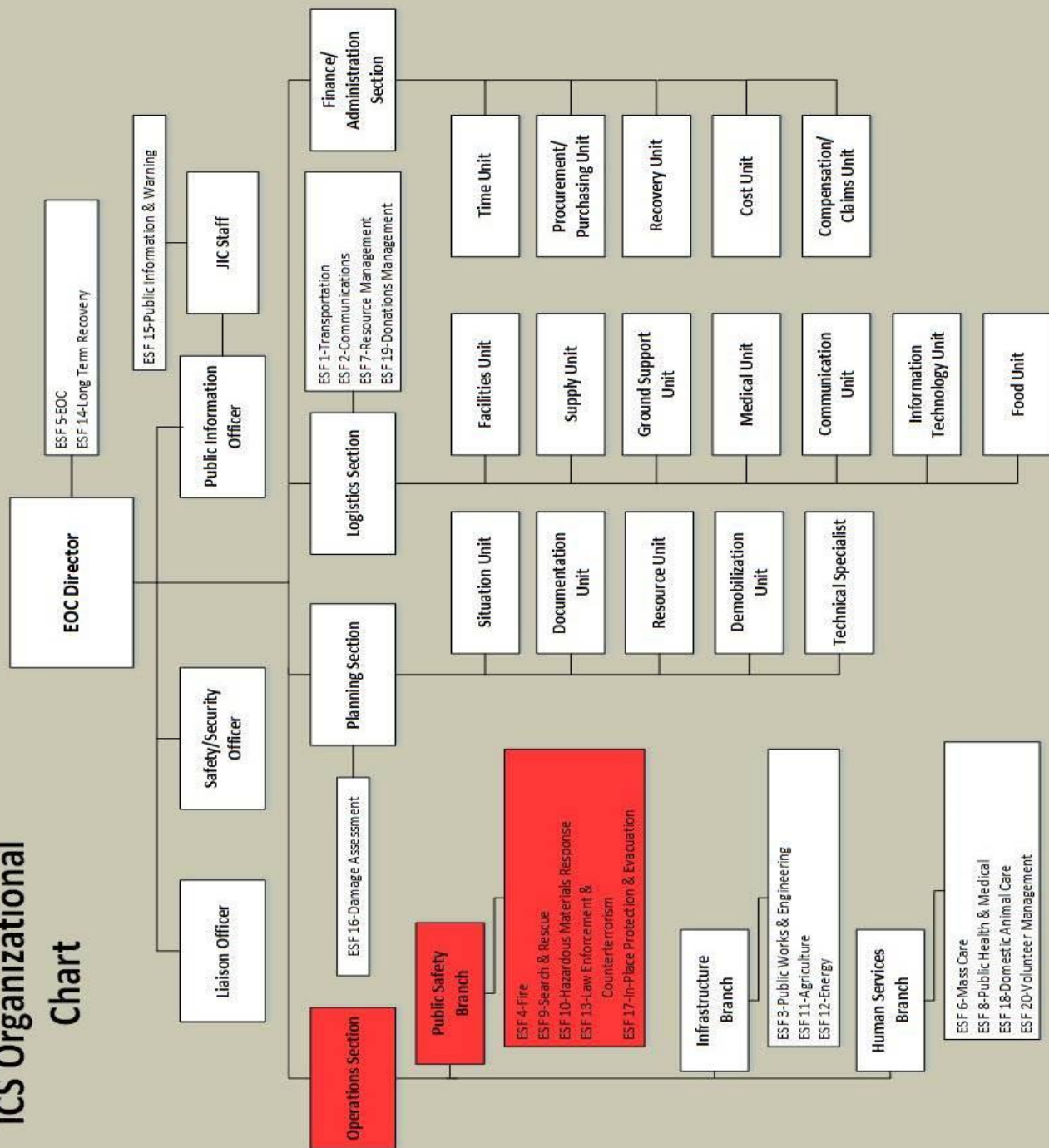
**APPENDIX 5:**     Radiological Incidents

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## ICS Organizational Chart

**EOC Director**

- Liaison Officer
- Safety/Security Officer
- Public Information Officer
  - JIC Staff
  - ESF 15-Public Information & Warning
- ESF 5-EOC
- ESF 14-Long Term Recovery

**Operations Section**

- ESF 16-Damage Assessment
- **Public Safety Branch**
  - ESF 4-Fire
  - ESF 9-Search & Rescue
  - ESF 10-Hazardous Materials Response
  - ESF 13-Law Enforcement & Counterterrorism
  - ESF 17-In-Place Protection & Evacuation
- **Infrastructure Branch**
  - ESF 3-Public Works & Engineering
  - ESF 11-Agriculture
  - ESF 12-Energy
- **Human Services Branch**
  - ESF 6-Mass Care
  - ESF 8-Public Health & Medical
  - ESF 18-Domestic Animal Care
  - ESF 20-Volunteer Management

**Planning Section**

- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

**Logistics Section**

- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
- ESF 19-Donations Management
- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

**Finance/Administration Section**

- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

# HAZARDOUS MATERIALS                    ESF 10

## APPENDIX 3

## Chemical Emergency Notification Report

| Date: | Time: | AM / PM | Received by: | | |
|---|---|---|---|---|---|
| Caller's Name: | | | Representing: | | |
| Call Back Number: | | | Emergency Contact Name: | | |
| **FACILITY** | | | | | |
| Name: | | | | | |
| Address: | | | | | |
| City and County: | | | | | |
| **RELEASE** | | | | | |
| Date of Release: | Time: | | Duration: | hours | minutes |
| Materials Released: | | | | **E.H.S.  Yes  /  No** | |
| 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): | | | | | |
| | | | | | |
| Agencies Notified: | | | | | |
| 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

## 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).

## 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.

## Springfield Watershed Area
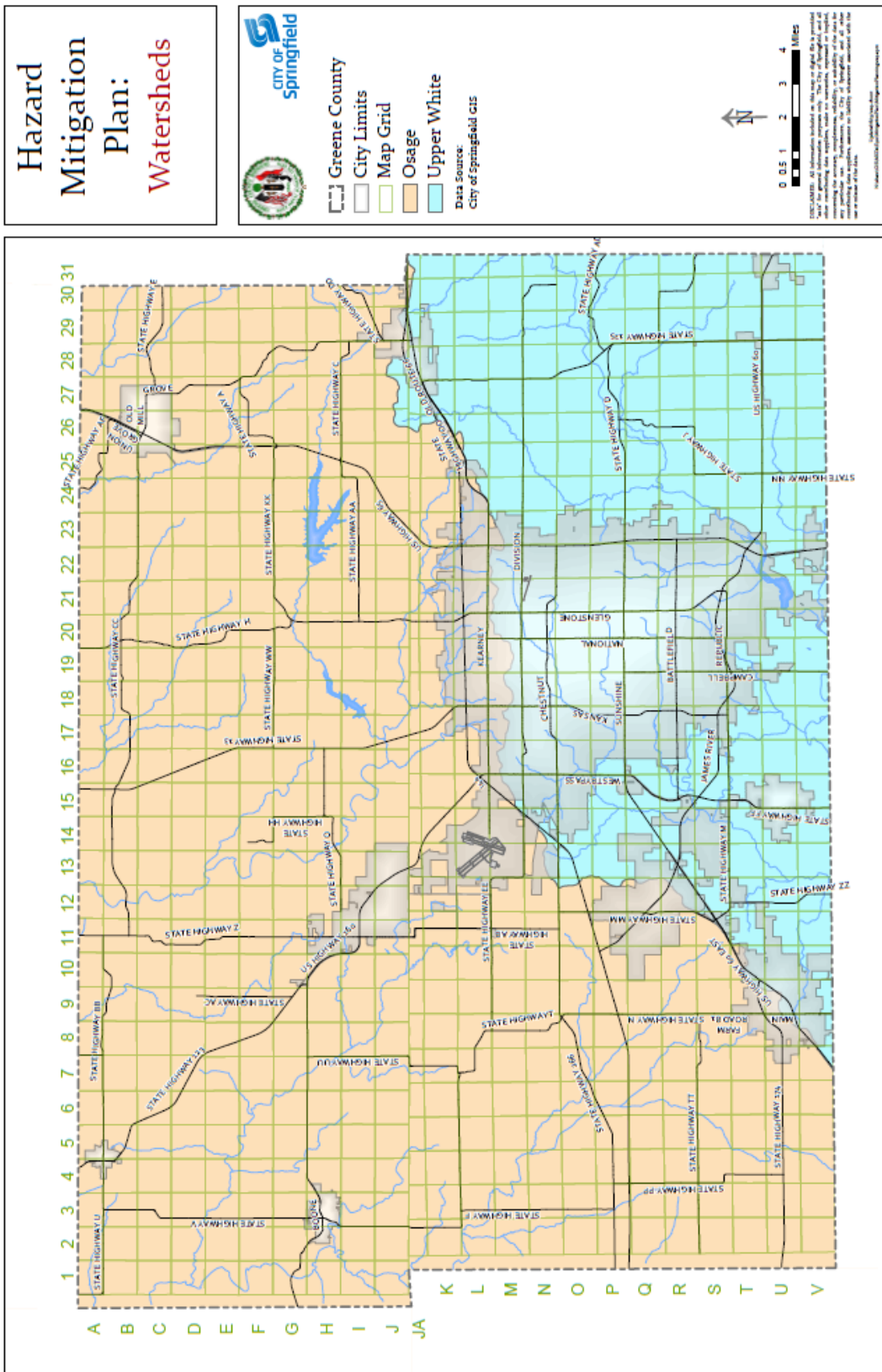
## APPENDIX 5

## Radiological Incidents

## 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.

## SITUATIONS AND ASSUMPTIONS

### Situations

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

1. <u>Fixed Facilities</u> – Hospitals, as well as various other facilities within Springfield-Greene County use or store radiological materials and dispose of radiological waste.
2. <u>Transportation Routes</u> – All transportation routes that traverse Springfield-Greene County must be considered in all radiological planning.
3. <u>Nuclear Detonation</u> – 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. <u>Radiological Dispersal Devices (RDD)</u> – 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.

### Assumptions

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.

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.

The chance of a nuclear detonation in Springfield-Greene County is not likely.  RDDs and accidental releases are possible threats.

## CONCEPT OF OPERATIONS

### Reporting Requirements

Federal laws closely regulate the reporting, handling, and transportation of radioactive materials. Fixed facilities are required to report their radioactive materials under SARA Title III (CERCLA) to the Local Emergency Planning Committee (LEPC). 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).

### Response Capability

1. **Local**

   - Fire and law enforcement personnel, as a minimum, receive awareness level training for hazardous materials as required under SARA Title III.
   - 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**

   - Trained radiological Response Teams are available from the state to respond to any radiological incident.
   - Primary Agencies:

     o Department of Health and Senior Services – Center for Emergency Response and Terrorism, 800-392-0272
     o Environmental Health and Communicable Disease Central Office 573-751-6112
     o Environmental Health and Communicable Disease Northwest Office 816-350-5431

   - Support Agencies:

     o Department of Natural Resources, 24 hour response: 573-634-2436
     o State Emergency Management Agency, Duty Officer: 573-751-2748.

   - Additional State Agency Assistance

     o Missouri State Highway Patrol, Troop D Headquarters, in Springfield, maintains a First Responder Kit to use for a radiological incident
     o 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
     o The Missouri National Guard 7th Civil Support Team (CST), stationed at Jefferson City 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.

## Monitoring Equipment

Radiological monitoring equipment for local organizations is provided, calibrated and maintained by the State Emergency Management Agency.  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.

## Accident Assessment

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.

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.

State radiological response teams have been established for rapid notification and deployment on a 24-hour basis. Procedures and guidelines for response by adequately trained teams have responsibility for the following functions:

- Assess need for first aid and lifesaving efforts, as appropriate
- Determine if radioactive materials and other non-radioactive hazardous materials, such as explosives, flammable and corrosives, are involved and, if so, which have separate hazards that might interact with radioactive materials or their packaging
- Establish procedures and guidelines for controlling access to and egress from the accident scene
- 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
- 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
- Obtain information on the accident including location, condition of radioactive materials packages, fire potential, weather conditions, and any other relevant information
- Determine capability of commonly available radiological survey instruments to measure specific radionuclides identified on shipping papers or labels
- Measure radiation levels, as appropriate, if capability exists (see "f" and "g" above)
- Perform preliminary dose projections, if needed, based on observation, measurements, and actual or potential radioactive releases
- Establish criteria for determining need and methods for taking environmental samples.

## Protective Actions for the Public

The three options for protecting the population are:  controlling access, evacuation and sheltering in place.  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 In-Place Protection and Evacuation.
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.

### Decontamination

The State Department of Health should be contacted regarding decontamination of personnel, facilities, equipment, and the environment.

### Cleanup

The responsibility for selecting and implementing the appropriate countermeasures is assigned to the Incident Commander in coordination with appropriate technical resources.

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.

## 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.

### Training

SEMA offers the following radiological training:

- 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.
- 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.

- 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.
- A refresher RRT course is available through SEMA and is an 8 hour course.
- 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.

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 procedure and guidelines for managing medical emergencies due to radiation accidents.

SEMA and the Division of Fire Safety will assist with arranging for hazardous materials awareness level courses for all first responders.

Independent study courses for radiological incidents are available from the Federal Emergency Management Agency (FEMA) by contacting SEMA.  These are IS-3: Radiological Emergency Management and IS-301: Radiological Emergency Response: An Independent Study.

## ADMINISTRATION AND LOGISITICS

Documentation of key data obtained or developed related to accident assessment will be made and maintained as a permanent record.

## REFERENCES

1. Public law 99-499, Superfund Amendments and Reauthorization Act (SARA), Title III, 1986
2. North American Emergency Response Guidebook (ERG)
3. Memorandum of Understanding Concerning Radiological Emergency Response (Department of Natural Resources, Department of Health, and SEMA)
4. 40 CFR, Part 302, Designation, Reportable Quantities, and Notification Issues for Hazardous Materials
5. 44 CFR, Part 10, Environmental Considerations
6. Chapter 292, Health and Safety of Employees, Missouri Emergency Response Commission, Revised Statutes of Missouri, August 2002
7. Public Law 101-615, Hazardous Materials Emergency Planning, Revised 1995
8. Public Law 85-256, Price-Anderson Act, provides for a system of compensating the public for harm caused by a nuclear power plant accident.

# AGRICULTURE                                    ESF 11

PURPOSE


SCOPE


SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions


CONCEPT OF OPERATIONS
- General
- Mission Areas


ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies


DIRECTION AND CONTROL


CONTINUITY OF OPERATIONS


ADMINISTRATION AND LOGISTICS


ESF DEVELOPMENT AND MAINTENANCE


REFERENCES


APPENDICES
1. Activation List
2. Organizational Chart
3. Reportable Diseases

# AGRICULTURE                                              ESF 11

**PRIMARY AGENCIES:**          Missouri State Veterinarian (District 8)

**SUPPORT AGENCIES:**          Springfield-Greene County Office of Emergency Management
                               Springfield-Greene County Parks
                               Springfield-Greene County Health Department

## 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.

## SITUATIONS AND ASSUMPTIONS

### Situations

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, broilers, turkeys, horses, goats, alpacas, and zoo animals 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, technological, or human-caused 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.

5. 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. Such a disaster would pose nuisance and public health and threats, injured and displaced animals, dead animals, rabies and other animal related diseases, and care and shelter issues.

6. Animal hospitals, kennels, private homes, pasturage and livestock facilities may be severely damaged or be severely damaged or destroyed.

7. 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 immediately 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 3).

8. 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 cannot 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.

9. 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. A FAD investigation can also be initiated by report of a positive trace from any infected or suspected farm, to a farm in Missouri. The USDA Assistant Director or Area Veterinarian in Charge (AVIC) 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.

10. The introduction of a FAD would present the county, state, and nation with a time situation that not only affects animal health but could also cause a potentially debilitating economic situation.

11. Poultry have the tendency to harbor aggressive diseases; a separate state plan called, "The Missouri Emergency Poultry Disease Management Plan," is available to address specific diseases.

12. 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.

13. Large scale evacuations of livestock are not considered feasible, regardless of the type of disaster.

14. Carcass disposal site availability may be affected if the incident takes place on sale date.

## 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 Greene County.  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 USDA Assistant Director or the AVIC.

5. Foreign Animal Disease can be used as a weapon 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. 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.

7. 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.

8. There will be times when livestock owners cannot care for their animals due to environmental conditions.

9. Numerous local, State and Federal agencies will play a role in eradicating the FAD or emerging disease outbreak.

10. 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 Greene County. 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. Accumulation of animal carcasses throughout Greene County may necessitate removal to solid waste landfills and/or cremation sites.

11. 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.

12. Facilities and transport vehicles, suspected of being contaminated will need to be cleaned and disinfected.

13. Any disaster may (potentially) have adverse effects on the jurisdiction animal population, or the public health and welfare of its citizens.

14. 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.

15. The State Veterinarian may issue a stop movement order for all applicable livestock.

16. 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.

## CONCEPT OF OPERATIONS

### General

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.

Technical advice and assistance through established statewide organizations and associations will be conducted through the Missouri Department of Agriculture.

The Springfield-Greene County Health Department Director and/or the Springfield-Greene County 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.

### Mission Area - Response

- 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 Greene County.
- State Veterinarian will initiate and maintain stop movement orders.
- Monitor and support the needs of the county, state, federal, and private industry Animal Response Teams that respond to the emergency.
- Have available supplies, equipment, additional personnel, and technical assistance needed, from support agencies, volunteer organizations, and private sector resources as needed.
- Conduct information gathering and maintain statuses of veterinary and animal hospital capabilities for dissemination.
- Ensure responding personnel have the proper safety equipment and clothing needed to handle the emergency and that it is worn at all times.
- State Veterinarian will manage and direct the evacuation and/or disposal of animals from the disaster area.  Will also ensure proper technical experts are on-scene to prevent animal injury, and further disease dissemination.
- Utilize available technology, record the location of all animal disposal sites, using Geographic Information System (GIS) technology.
- State Veterinarian will 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.
- 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.
- Agencies, that may serve a vital function in response, include:

    o State (District or Regional) Veterinarians
    o Missouri Volunteer Vet Corp
    o Local Missouri Department of Natural Resources (DNR)
    o Missouri Department of Conservation

- o Missouri Department of Transportation (MoDOT)
- o American Red Cross (ARC)
- o Local COAD or State VOAD
- o CERT Animal Response Team (CART)
- o Local Veterinarians
- o County (College and/or University) Agricultural Extension Staff
- o County Health Department

- 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:

  - o On-Site Burial
  - o Rendering
  - o Incineration
  - o Sanitary Landfill
  - o Composting
  - o *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.
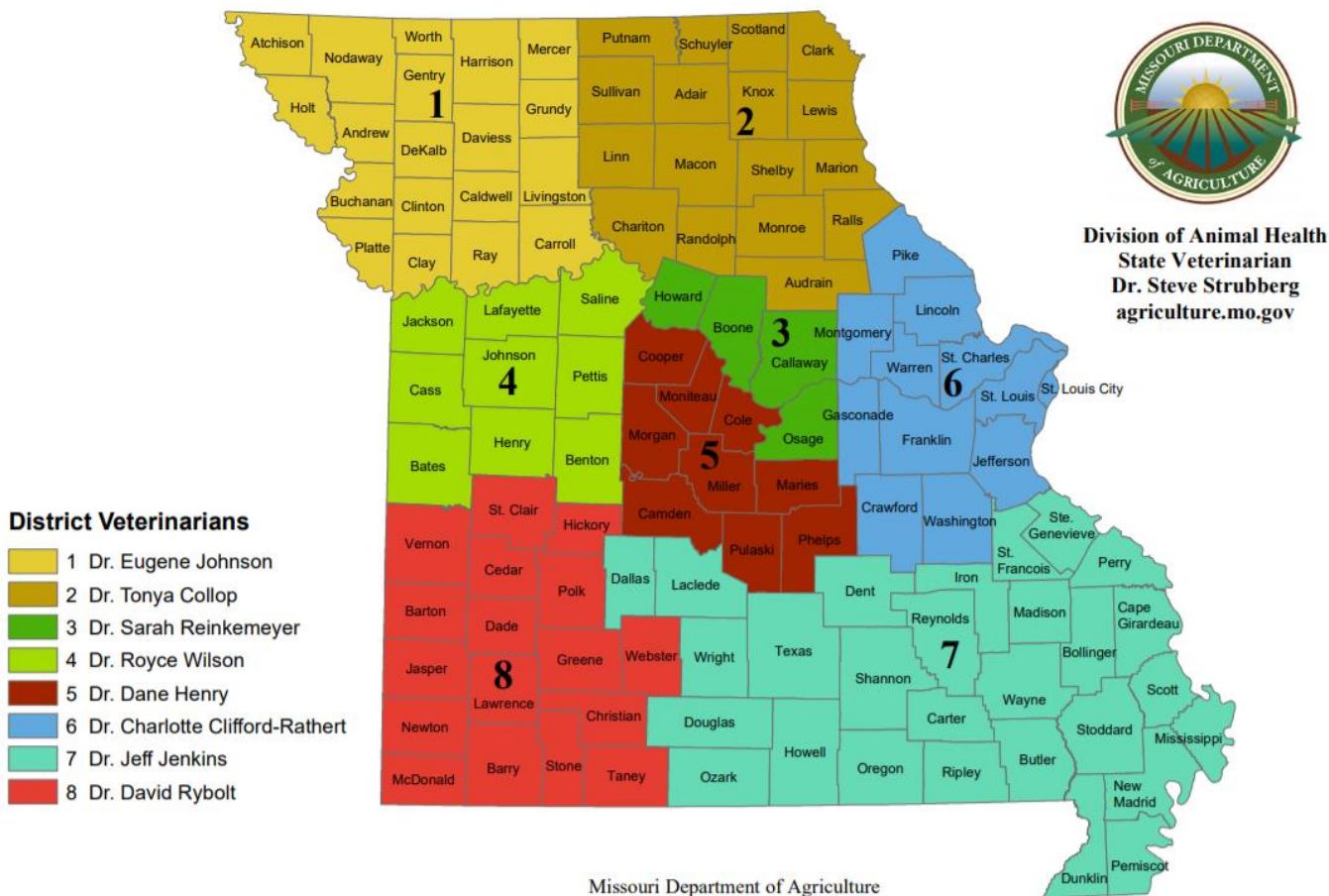
## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### Primary Agency:

1. **Missouri State Veterinarian (District 8)**

   - 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 District 4 (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).
   - The State Veterinarian will determine the need for a quarantine order following the consultation with the FADD and USDA Assistant Director 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 Greene County Animal Services Coordinator, and other local officials and organizations.
   - During a FAD event, coordinate with local veterinarians, regulatory veterinarians, humane organizations, farm service agency, and others on emergency preparedness and response issues.
   - Coordinate with Missouri Department of Agriculture and the Missouri Department of Natural Resources to determine the best methods of disposing of dead animals.
   - Provide public information while maintaining confidentiality when necessary.

**Veterinarian Districts of Missouri**

**District Veterinarians**

1 Dr. Eugene Johnson
2 Dr. Tonya Collop
3 Dr. Sarah Reinkemeyer
4 Dr. Royce Wilson
5 Dr. Dane Henry
6 Dr. Charlotte Clifford-Rathert
7 Dr. Jeff Jenkins
8 Dr. David Rybolt

Division of Animal Health
State Veterinarian
Dr. Steve Strubberg
agriculture.mo.gov

Missouri Department of Agriculture
P.O. Box 630
1616 Missouri Boulevard
Jefferson City, Missouri 65102

Updated: April 1, 2019

## Support Agencies :

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

   - The Springfield-Greene County Emergency Management Director, with the approval of the County Commission, may designate an individual to serve as the County Animal Emergency Coordinator (CAEC), if needed. This person may be a licensed veterinarian, or other animal health professional.
   - Assist veterinarians and agriculture officials in making appropriate and timely FAD reports.
   - Ensure all communications from the State Veterinarian are received and passed on to the County Veterinarian(s) and other animal health professionals in a timely manner.
   - Consult with emergency response officials on animal issues during the disaster or emergency operation.

- 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.
- Have the availability of resources for the disaster area(s) by maintaining a database that would include the following:

    - A list of shelters and confinement areas
    - A list of food and water sources provided by support agencies
    - A list of animal medical personnel, agencies or organizations.

- 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.
- Coordinate with Missouri Department of Agriculture and the Missouri Department of Natural Resources to determine the best methods of disposing of dead animals.

2. **Springfield-Greene County Parks Department**

- Provide shelter of housing for injured and displaced domestic, wild or exotic on a space available basis
- Provide expertise in the care and control of domestic, wild or exotic animals
- Assist in establishment of triage units for the care of injured animals
- Monitor animal populations for any zoonotic disease
- Provide emergency medical equipment and supplies
- Provide additional shelter support.

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

- Health Department 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.
- Work with the State Health Department on issues and controls Human Quarantines Orders.

## State Support Agencies:

1. **Missouri Department of Natural Resources**

- Provide technical assistance regarding environmental impacts, particularly soil and geological conditions, drinking water well protection and burial site suitability.

## Federal Support Agencies:

1. **Federal Emergency Management Agency (FEMA)**

- Responsible for providing federal aid and resources.

# AGRICULTURE                                                      ESF 11

## DIRECTION AND CONTROL

This ESF will be implemented as requested by the Springfield-Greene County Office of Emergency Management. 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.

This ESF will also assist local animal control agencies, livestock or farming organizations, or other animal industry representatives.

Upon identification of a highly suspect or confirmed case of a foreign or immerging animal disease, the State Veterinarian's office will notify the Springfield-Greene County Emergency Management Director either directly, or through State DHSS, SEMA, or the Missouri Center for Emergency Response and Terrorism (CERT). The Springfield-Greene County Emergency Management Director shall be briefed on the situation and shall provide assistance, and/ or activate their Emergency Operations Center (EOC), if applicable.

## CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations (COOP) 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.

## ADMINISTRATION AND LOGISTICS

### Administration

Basic administration and accountability procedures for any agriculture or animal related emergency will be followed as required, by 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.

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.

### Logistics

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

- Shelters and confinement area available at the time of evacuation so that the livestock can be left
- Feed and water
- Medical supplies and possibly an extra source of electricity
- Personnel for shelter and confinement areas and animal care volunteers

Resources required for Continuing Operations

- Fence material, bedding, cages, vehicles, portable telephones, water and disinfectant for cleaning (household bleach mixed with water)

## ESF DEVELOPMENT AND MAINTENANCE

It is the responsibility of the Springfield-Greene County Office of Emergency Management and the Primary Agency coordinators to review and update this ESF on an annual basis.

## REFERENCES

1. Robert T Stafford, Disaster Relief and Emergency Assistance Act Public Law 92-288, as amended (June 2007)
2. Office of the President, HSPD #9 (Defense of U.S. Agriculture and Food, January 2004)
3. Office of the President, HSPD #10 (Biodefense for the 21st Century).
4. RSMo., Title XVII, Chapter 261
   - 261.200- Gives the Director of Agriculture authority to impose quarantine.
5. RSMo., Title XVII, Chapter 267
   - 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
   - 267.179 –Indemnification for cattle registering positive for tuberculosis
   - 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
   - 267.240- May change existing rules on movement of animals/ travel and speaks about Governor proclaiming a quarantine
   - 267.590 & .595- Broad authority to the State Vet. To quarantine
   - 267.611- Indemnification, broad authority and can be set by the Director of Agriculture
   - 267.645- Authority to enter premises and examine livestock
   - Chapter 269- Deals with disposal of dead animals and inspections.
6. RSMo., Title XVII, Chapter 269
7. RSMo., Title XVII, Chapter 44
8. Missouri State Emergency Operations Plan
9. Code of State Regulations, Title 11, Division 10, Chapter 11
10. Emergency Poultry Disease (EPD) Management Plan (Tri-State Area, October 2003)
11. 2007 Census of Agriculture, USDA, National Agricultural Statistics Service.

## APPENDICIES

**APPENDIX 1:**     Activation List

**APPENDIX 2:**     Organizational Chart
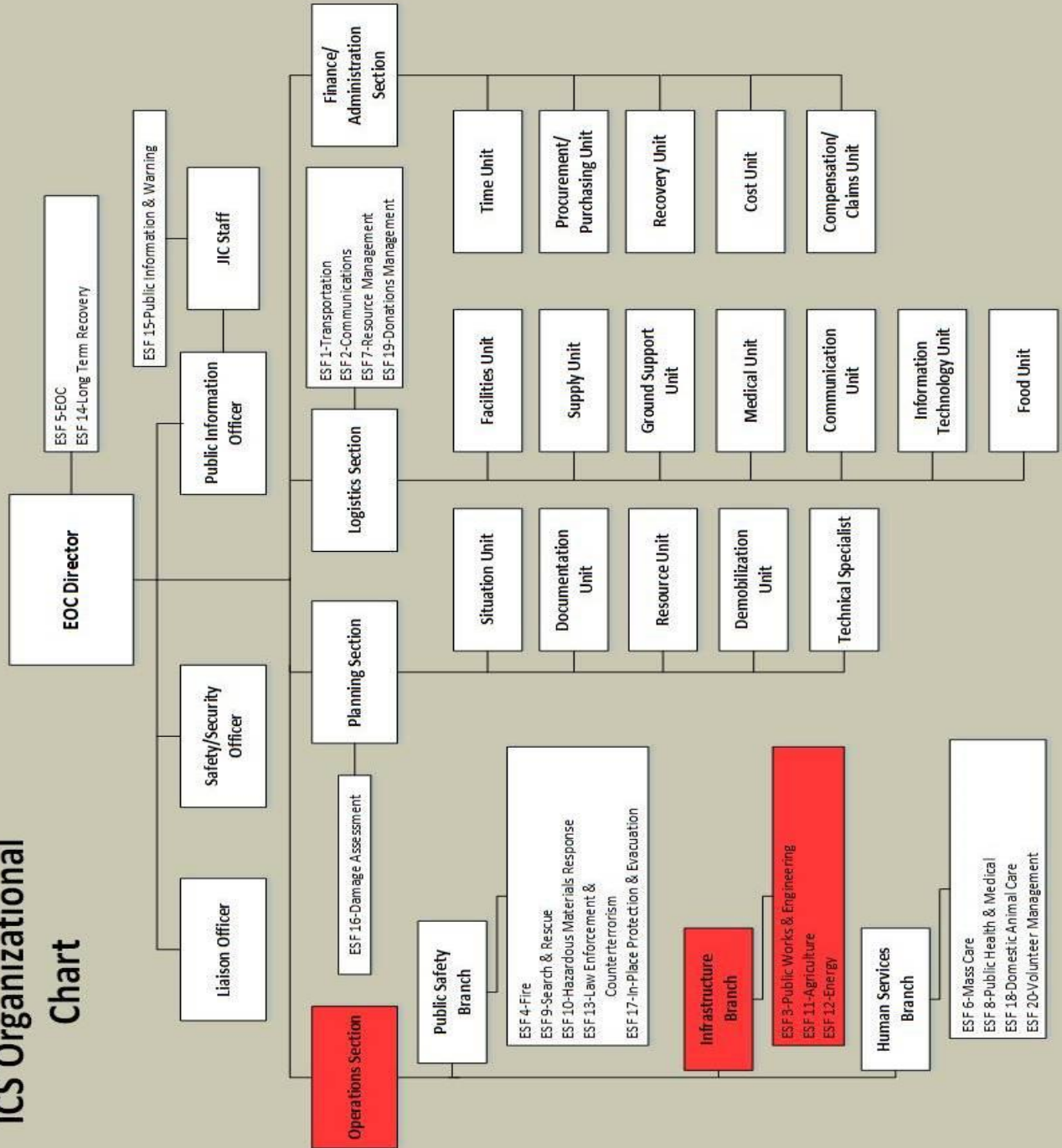
**APPENDIX 3:**     Reportable Diseases Chart

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## ICS Organizational Chart

**EOC Director**

- Liaison Officer
- Safety/Security Officer
- Public Information Officer
  - JIC Staff
  - ESF 15-Public Information & Warning
- ESF 5-EOC
- ESF 14-Long Term Recovery

**Planning Section**
- ESF 16-Damage Assessment
- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

**Logistics Section**
- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
- ESF 19-Donations Management
- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

**Finance/Administration Section**
- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

**Operations Section**

**Public Safety Branch**
- ESF 4-Fire
- ESF 9-Search & Rescue
- ESF 10-Hazardous Materials Response
- ESF 13-Law Enforcement & Counterterrorism
- ESF 17-In-Place Protection & Evacuation

**Infrastructure Branch**
- ESF 3-Public Works & Engineering
- ESF 11-Agriculture
- ESF 12-Energy

**Human Services Branch**
- ESF 6-Mass Care
- ESF 8-Public Health & Medical
- ESF 18-Domestic Animal Care
- ESF 20-Volunteer Management

## APPENDIX 3

## Reportable Diseases Chart

| Aquaculture (Fish) | | |
|---|---|---|
| Infectious Salmon Anemia | Spring Viremia of Carp | |

| Avian (Poultry, Chickens, Turkeys & Birds) | | |
|---|---|---|
| Avian infectious encephalomyelitis | Avian influenza (High pathogenic, H5, H7) | Infectious laryngotracheitis |
| Newcastle disease (WND) | | |

| Bovine (Cattle & Bison) | | |
|---|---|---|
| Anthrax | Bluetongue | Bovine babesiosis (Texas fever, piroplasmosis) |
| Bovine spongiform encephalopathy (BSE) | Brucellosis | Contagious bovine pleuropneumonia |
| Foot-and-mouth disease | Heartwater | Pseudorabies |
| Rift valley fever | Rinderpest (cattle plague) | Screwworm |
| Tuberculosis | Trichomoniasis | Vesicular stomatitis |

| Canine (Dogs)- Feline (Cats) | | |
|---|---|---|
| Rabies | | |

| Caprine (Goat)- Ovine (Sheep) | | |
|---|---|---|
| Brucellosis caused by Brucella meletensis and B. ovis | Foot-and-mouth disease | Goat and sheep pox |
| Heartwater | Peste des petits ruminants (kata) | Rift Valley fever |
| Scabies | Scrapie | Screwworm |
| Tuberculosis | Vesicular stomatitis | |

| Cervidae (Elk & deer) | | |
|---|---|---|
| Chronic Wasting Disease (CWD) | Foot-and-mouth disease | Tuberculosis |

| Equine (Horses) | | |
|---|---|---|
| African Horse sickness | Babesiosis (piroplasmosis) | Contagious equine metritis |
| Dourine (equine trypanosomiasis) | Eastern equine encephalomyelitis | Equine infectious anemia (EIA) |
| Equine piroplasmosis | Equine rhinopneumonitis | Equine viral arteritis |
| Glanders | Venezuelan equine encephalomyelitis | Vesicular Stomatitis |
| Western equine encephalomyelitis | | |

| Porcine (Swine, pigs & feral swine) | | |
|---|---|---|
| African swine fever | Brucellosis | Classical swine fever (Hog cholera) |
| Foot-and-mouth disease | Pseudorabies | Swine vesicular disease |
| Vesicular stomatitis | | |

| All Species | | |
|---|---|---|
| Anthrax | Brucellosis | Pseudorabies |
| Rabies | Screwworm | Tuberculosis |
| Vesicular stomatitis | | |

# ENERGY AND UTILITIES                                    ESF 12

PURPOSE

SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions

CONCEPT OF OPERATIONS
- General
- Mission Areas

ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies

DIRECTION AND CONTROL

CONTINUITY OF OPERATIONS

ADMINISTRATION AND LOGISTICS

ESF DEVELOPMENT AND MAINTENANCE

REFERENCES

APPENDICES
1. Activation List
2. Organizational Chart
3. Energy Providers Serving Greene County
4. Water Districts of Greene County

# ENERGY AND UTILITIES                                                 ESF 12

PRIMARY AGENCIES:            Springfield City Utilities
                             Independent Energy Suppliers
                             City of Springfield – Public Works
                             Water Districts


SUPPORT AGENCIES:            Springfield-Greene County Office of Emergency Management
                             Springfield-Greene County Health Department
                             Convoy of Hope


## PURPOSE

This ESF was developed to coordinate the restoration and response activities of utility systems and the provisions of emergency power, water, telecommunications and sanitary sewer as necessary and available during times of emergency and declared disaster.


## SITUATIONS AND ASSUMPTIONS

### Situations

1.  Energy, electric, potable water, sanitary sewer, and telecommunication services are supplied by multiple entities in Greene County.  The residents of Springfield-Greene County are served by several different utility service providers (see Appendix 4).

2.  Critical Infrastructure Sectors (def.) – The U.S. energy infrastructure fuels the economy of the 21st century.  Without a stable energy supply, health and welfare are threatened.  More than 80 percent of the country's energy infrastructure is owned by private sector.

3.  For the city of Springfield and the urban service area immediately surrounding the city limits of Springfield, Springfield City Utilities supplies natural gas, electric, and water to its customers.  City of Springfield provides sanitary sewer service.

4.  In unincorporated Greene County, electric is supplied by four electric service providers: Empire Electric, Southwest Electric, Ozark Electric and Webster Electric. Gas service is supplied by independently contracted liquefied petroleum gas (LPG) providers, Missouri Gas Energy and Summit Utilities.

5.  Potable water is provided in a combination of ways in unincorporated Greene County.  There are six water districts which are independent political subdivisions.  Citizens outside established service territories rely on personally owned wells and septic systems.

6.  Greene County is served by multiple wired and wireless telecommunications service providers.

7.  Springfield-Greene County is subject to many types of hazards (see *Greene County Multi-Jurisdictional Hazard Mitigation Plan*).  Utility service providers could become involved in any of these and could be asked to perform any of a large number of assignments.

8. Private resources are available in the region to assist in utilities activities and outside resources are available to assist should all local resources become committed.

## Assumptions

1. Local utility companies will not have adequate resources to cope with a major catastrophic disaster; however, they have mutual aid agreements with other utility companies that will respond when called upon to do so.

2. Local private resources should be adequate to supplement public resources.

3. State and federal assistance will respond when called upon.

4. When a disaster occurs, equipment and personnel will be available for response.

5. Following a major disaster, there may be widespread damage and destruction to the infrastructure, homes, buildings and transportation routes may become uninhabitable or impassible. Widespread power disruption and outages; and contaminated drinking water are possible.

# CONCEPT OF OPERATIONS

## General

During a classified emergency as addressed in the Basic Plan, each utility service provider will designate a Liaison to the EOC who will coordinate activities with the site incident command post.

## Mission Area – Response

1. Activate call-up plans
2. Establish contact with the EOC
3. Ensure protection of all personnel and equipment
4. Maintain increased readiness status until the situation escalates or stand-down is given
5. Provide support on a priority basis as determined by the EOC or the Incident Commander
6. Restore utility services to critical facilities as required
7. Restore utility services to facilitate emergency operations
8. Survey damage to infrastructure and facilities and report to the EOC.
9. Make recommendations to the EOC on priority of repairs and outside assistance required
10. Assist local agencies in obtaining fuel for transportation and emergency operations
11. Assist in estimating the total population exposed to the emergency
12. Coordinate with the EOC and report information regarding:

   - Capacity
   - Expected peak demand
   - 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

13. Provide tanker of potable water with appropriate hose connection to EOC as warranted
14. Monitor available water supplies

15. Monitor water contamination in disaster affected areas and estimate needs and quantities.
16. Coordinate this information with the Greene County Health Department (ESF-8).

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### Primary Agencies:

1. **City of Springfield – Public Works**
2. **City Utilities**

- City Utilities designated representatives will act as utility liaisons for the City of Springfield. Coordination responsibilities will include service restoration for electric, natural gas, water and telecommunication customers.
- City of Springfield designated representative will coordinate sanitary sewer service restoration efforts.
- City Utilities will monitor the procedures followed by individual energy providers during energy generating capacity shortages or outages to ensure consistent action and communication.
- In the event of a shortage of automotive transportation fuels or fuels needed for other industrial purposes, City Utilities will coordinate with industry groups and associations to obtain needed fuel supplies.
- Both will provide system information to EOC as applicable
- Both will provide priority listings for restoration of service.
- City Utilities will provide potable water as applicable, including a means of transferring potable water from facilities connections to transport vehicles for field distribution.
- Both will recommend commodity restrictions and conservation measures for implementation.

3. **Liberty Utilities**
4. **Empire District**
5. **Southwest Electric**
6. **Spire Inc.**
7. **Ozark Electric**
8. **Webster Electric  Summit Utilities**

- A representative from the affected energy company(s) will act as the Energy Liaison for Greene County.
- Monitor the procedures followed by individual energy providers during energy generating capacity shortages or outages to ensure consistent action and communication
- 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.
- Each utility will have its own specialized priorities for emergency repairs. Below are general guidelines for such repairs:

  o Restore services to facilities with special needs (i.e. hospitals, nursing homes, temporary shelters, etc.)
  o Restore services to schools and businesses
  o Make any necessary repairs to expedite recovery.

**9. Water Districts**

- Provide water distribution system information to EOC as applicable.
- Provide priority listings for restoration of service interruptions.
- Provide potable water as applicable, including a means of transferring potable water from facilities connections to transport vehicles for field distribution.
- Recommend water restriction and conservation measures for implementation.

## Support Agencies:

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

- Maintain EOC readiness in the event of a disaster involving the use of this ESF.
- Provide "hotlines" in conjunction with Public Information (*ESF 15*) to assist with gathering information to provide to this ESF
- Coordinate with all Primary and Support Agencies to ensure they have all appropriate and needed resources.

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

- Assist in determining potential problems of water contamination.
- Assist in health education as necessary.

**3. Convoy of Hope**

- Assist in transporting water into the affected area(s).

## State Support Agencies:

**1. Missouri Public Service Commission**

- Monitor and regulate utility related resource issues within jurisdiction.

2. **Missouri State Attorney General**

- Monitor related issues such as price fixing or gouging.

**3. Missouri National Guard**

- Assist in transporting water into the affected area(s).
- Provide personnel and cargo handling equipment to assist in the emergency response and provide warehousing capabilities if possible.

## Federal Support Agencies

**1. U.S. Department of Energy**

- Serve as a focal point for issues and policy decisions relating to energy in all response and restoration efforts.

2. **North American Electric Reliable Corporation (NERC)**

- A Regulatory authority, whose mission is to assure the reliability of the bulk power system in North America. Monitors bulk power system awareness.

3. **Federal Energy Regulatory Commission (FERC)**

- An independent agency that regulates the interstate transmission of electricity, natural gas, and oil.

## DIRECTION AND CONTROL

Springfield City Utilities will be controlled from their Control Center through a liaison representative in the Springfield-Greene County EOC.

Representatives of other utility service providers will act as liaisons to the Springfield-Greene County EOC, if needed. The representative(s) will maintain updates and direction through contact between the EOC and the City Utilities Control Center or other established control centers.

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.

## CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations (COOP) 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.

## ADMINISTRATION AND LOGISTICS

### Administration

Resources for this function will be requested through Resource Management (*ESF 7*).

### 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.

# ENERGY AND UTILITIES                                            ESF 12

## ESF DEVELOPMENT AND MAINTENANCE

It is the responsibility of the Springfield-Greene County Office of Emergency Management and the Utility Liaisons to support the maintenance of this ESF.  Utility service providers will participate in regularly conducted drills and exercises and incorporate the results into the ESF.

## REFERENCES

1. City Utilities: Procedures for Natural Gas Emergencies (December 2012)
2. City Utilities Electric Transmission & Distribution Emergency Response Plan (March 2013)
3. City Utilities: Oil Spill Prevention Control & Counter Measure Plan (SPCC) –  Substations (March 2012).
4. City Utilities:  Water Emergency Response/Operating Plan

## APPENDICIES

**APPENDIX 1:**    Activation List

**APPENDIX 2:**    Organizational Chart

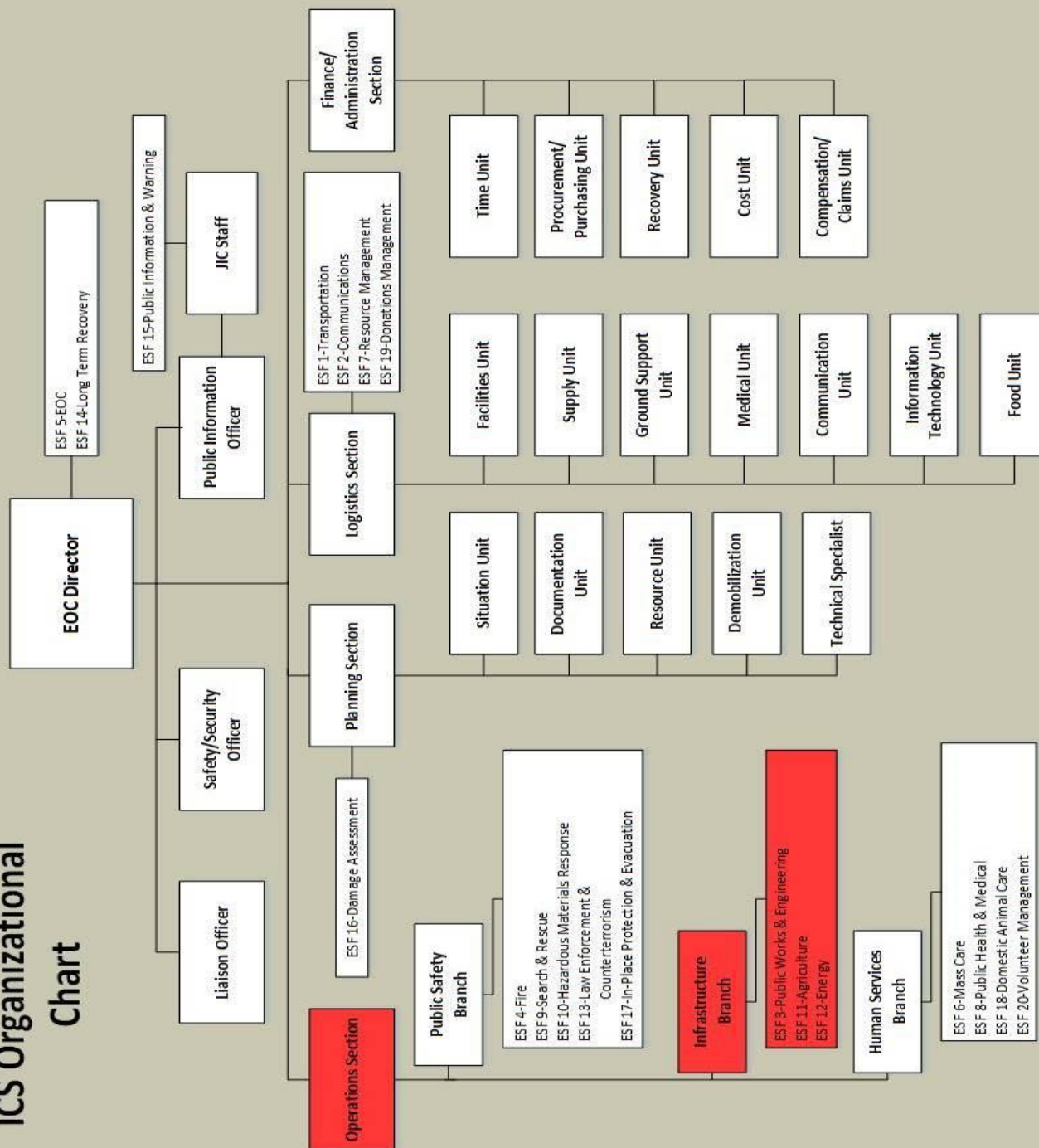**APPENDIX 3:**    Energy Supplies Serving Greene County

**APPENDIX 4:**    Water Districts of Greene County

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## APPENDIX 2

## ICS Organizational Chart

**EOC Director**

- Safety/Security Officer
- Liaison Officer
- Public Information Officer
  - ESF 15-Public Information & Warning
  - JIC Staff
  - ESF 5-EOC
  - ESF 14-Long Term Recovery

**Finance/Administration Section**
- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

**Logistics Section**
- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
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- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

**Planning Section**
- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

**Operations Section**
- ESF 16-Damage Assessment
- Public Safety Branch
  - ESF 4-Fire
  - ESF 9-Search & Rescue
  - ESF 10-Hazardous Materials Response
  - ESF 13-Law Enforcement & Counterterrorism
  - ESF 17-In-Place Protection & Evacuation
- Infrastructure Branch
  - ESF 3-Public Works & Engineering
  - ESF 11-Agriculture
  - ESF 12-Energy
- Human Services Branch
  - ESF 6-Mass Care
  - ESF 8-Public Health & Medical
  - ESF 18-Domestic Animal Care
  - ESF 20-Volunteer Management

## APPENDIX 4

## Energy Suppliers Serving Greene County

| PROVIDER | ADDRESS | AREAS SERVED | PHONE |
|---|---|---|---|
| **City Utilities of Springfield** | 301 E. Central St.<br>Springfield, MO 65802 | Springfield<br>Turners | 417-831-8380 (24 hr) |
| **Spire, Inc.<br>(MO Gas Energy)** | 943 N. Walnut Ave<br>Republic, MO 65738 | Ash Grove<br>Galloway<br>Republic<br>Walnut Grove<br>Willard | 800-582-1234  (24 hr) |
| **Southwestern Power Administration** | 2858 S. Golden<br>Springfield, MO 65807 | | 417-881-8772  (office)<br>417-881-2606 (24-hr)<br>417-881-2605<br>417-889-9394 Emergency |
| **Ozark Electric CO-OP** | 10943 Hwy. 39<br>Mt. Vernon, MO 65712 | Battlefield<br>Brookline | 417-466-2144  (office)<br>800-947-6393 (24 hr)<br>417-844-8774 ( emergency) |
| **Empire District Electric Company** | 201 W. Brick St.<br>Ozark, MO 65721 | Ash Grove<br>Bois D'Arc<br>Fair Grove<br>Republic<br>Strafford | 800-206-2300 (24 hr)<br>888-625-5152  (24 hr)<br>417-581-7425 (Ozark) |
| **Southwest Electric CO-OP** | 1023 S. Springfield Ave.<br>PO Box 150<br>Bolivar, MO 65613 | | 800-262-0326 (24 hr) |
| **Webster Electric** | 120 Vivian St.<br>Marshfield, MO 65706 | | 417-859-2216 (office) |

## APPENDIX 5

## Water Districts of Greene County

| PROVIDER | ADDRESS | AREAS SERVED | PHONE |
|---|---|---|---|
| **Greene County – Public Water Supply District #1** | 5435 Tower Dr. Battlefield, MO 65619 | Battlefield Galloway | 417-881-1762 |
| **Greene County – Public Water Supply District #5** | 113 S Orchard Fair Grove, MO 65648 | Fair Grove | 417-759-7066 |
| **Greene County – Public Water Supply District #6** | PO Box 503 Bois D'Arc, MO 65612 | Bois D'Arc Elwood | 417-881-8772  (office) 417-881-2606 (24-hr) 417-881-2605 417-889-9394 Emergency |
| **City Utilities of Springfield** | 301 E. Central St. Springfield, MO 65802 | Springfield | 417-863-9000 |
| **Municipal** | N/A | Ash Grove Brookline Republic Strafford Walnut Grove Willard | N/A |

# LAW ENFORCEMENT                                      ESF 13

PURPOSE

SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions

CONCEPT OF OPERATIONS
- General
- Mission Areas

ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies

DIRECTION AND CONTROL

CONTINUITY OF OPERATIONS

ADMINISTRATION AND LOGISTICS

ESF DEVELOPMENT AND MAINTENANCE

REFERENCES

APPENDICES
1. Activation List
2. Organizational Chart
3. Law Enforcement Agencies in Greene County
4. Organizational Planning Responsibility
5. Terrorist Incident Response Checklist
6. Counter-Terrorism

# LAW ENFORCEMENT                                                    ESF 13

PRIMARY AGENCIES:          Greene County Sheriff's Office
                           Springfield Police Department

SUPPORT AGENCIES:          Springfield-Greene County Office of Emergency Management
                           Municipal Police Departments
                           Springfield-Greene County Park Rangers
                           School Resource Officers
                           Springfield-Branson National Airport
                           Missouri National Guard
                           Missouri State Highway Patrol

## 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 Emergency Support Function (ESF) is designed to address issues outside of law enforcement's normal day-to-day duties.   Adequate resources 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.

## SITUATIONS AND ASSUMPTIONS

### Situations

Springfield-Greene County could find itself subjected to many hazards (see *Greene County Multi-Jurisdictional Hazard Mitigation Plan*) that would threaten the lives and property of its citizens. In each of these, local law enforcement personnel will have a major response role.

Local law enforcement resources are adequate to meet day-to-day operations, but a need could arise that would exceed local capabilities. Outside law enforcement resources (Federal, State, and other local agencies) are available to support operations in Springfield-Greene County.

Special training for law enforcement personnel is required in the areas of:

- Hazardous materials incidents
- Counter Terrorism/Weapons of Mass Destruction (WMD) response
- Civil Disorder
- Storm watch
- Traffic movement in the event of a crisis evacuation
- National Incident Management System (NIMS).

## Assumptions

The following are assumptions that may be made regarding Law Enforcement and this ESF:

- During a disaster or major emergency, local law enforcement personnel will respond as directed in this plan.
- Situations will arise that will tax or exceed local law enforcement capabilities.
- Outside resources will respond when called upon to do so.
- During evacuation due to any type of emergency/disaster, the Springfield Police Department will control such operations within the City while the Greene County Sheriff Office will control operations outside of Springfield in the unincorporated areas of Greene County. Cooperation is essential if maximum efficiency of effort is to be maintained.

## CONCEPT OF OPERATIONS

### General

Communications for the Greene County Sheriff's Office, Springfield Police Department, Springfield-Branson National Airport Police, and Park Rangers will be provided by the Springfield-Greene County Emergency 911 Communications Department (ECD).

During evacuation due to any type of emergency/disaster, the Springfield Police Department will control such operations within the City. After being advised that Crisis Evacuation is imminent, the City Traffic Engineer will advise the Springfield Police Department on the control of traffic. He or she will supply the information on which lights should be green or red, which streets should be blocked off or barricaded and where to expect problems.

Coordination and control of law enforcement on Parks Board-owned property is the responsibility of the Parks Director.

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 exhaust available resources and involve several jurisdictions.

In addition to being the lead agency in certain response situations (i.e., terrorist events, civil disturbance, hostage situations, etc.), law enforcement will provide security and support in all other emergencies that threaten life and property.

Local law enforcement agencies will primarily perform law enforcement functions and support agencies will be used for traffic control, when practical.

Disaster operations will be directed from the Emergency Operations Center (EOC), or if a limited emergency/disaster, operations may be directed from a Mobile Command Center or from an Alternate EOC (see *ESF 5*, Appendix 5).

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. Police departments of the incorporated areas will control law enforcement operations within their jurisdictions.

The Springfield-Branson National Airport Police will control law enforcement on the airport property. Assistance will be requested from the Springfield Police Department and the Greene County Sheriff's Office in accordance with the Airport Emergency Operations Plan.

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The Springfield Public Schools 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.

The Springfield-Greene County Park Rangers will control law enforcement on the property owned by the Springfield-Greene County Parks Board. Assistance will be requested from the Springfield Police Department and the Greene County Sheriff's Office in accordance with the Park Board's Emergency Operations Plan.

## Mission Area – Response

- Activate necessary personnel to meet the situation
- Maintain law and order
- Provide traffic and crowd control, especially during a crisis evacuation
- Provide security to critical facilities, including the EOC
- Control evacuation process and patrol evacuated areas
- Assist in search and rescue operations
- Control access to damaged areas
- Participate in EOC operations
- Assist in warning (mobile units)
- Provide security for shelter-in-place operations
- Assist by identifying damaged areas and populations affected to the EOC staff
- Maintain records and report regularly to the EOC
- Activate mutual aid and private resources and deploy them as necessary
- Assist other emergency services as directed by the EOC
- Provide personnel in mass care, lodging and feeding facilities, and emergency shelters as priorities allow, especially during crisis evacuation
- Implement plans for the relocation of prisoners
- Provide information to Public Information Office (PIO) or, if applicable, the Joint Information Center (JIC) for news releases
- Conduct health and welfare checks.

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

## Primary Agencies:

1. **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.

2. **Springfield Police Department**

   - Coordination and control of law enforcement functions in Springfield is the responsibility of the Springfield Police Department.

## Support Agencies      :

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

2.  **Springfield-Branson National Airport Police**

    *   Coordination and control of law enforcement on Springfield-Branson National Airport property is the responsibility of the Airport Director.

3.  **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 and the Greene County Sheriff's Office in accordance with the R-XII School Emergency Operations Plan.

4.  **Municipal Police Departments**

    *   Mutual aid will be requested through the EOC to the applicable department
    *   Mutual aid agencies will assist as assigned by the requesting agency.

5.  **School Resource Officers**

    *   School Resource Officers will control law enforcement issues on their respective school properties. Assistance will be requested from the local municipal police department and/or the Greene County Sheriff's Office in accordance with their respective school Emergency Operations Plans.

6.  **Springfield-Greene County Park Rangers**

    *   Mutual aid will be requested through the EOC to the State Emergency Management Agency (SEMA) as needed
    *   Mutual aid agencies will assist as assigned by the requesting agency.

## State Support Agencies:

1.  **Missouri State Highway Patrol (MSHP)**

    *   Mutual aid will be requested through the EOC to SEMA as needed
    *   Mutual aid agencies will assist as assigned by the requesting agency.

2.  **Missouri National Guard (MONG)**

    *   Requests for the Missouri National Guard must come from the Chief Elected Official through the local EOC to SEMA. SEMA will then forward the request to the Governor for approval
    *   Unless appropriate units are available locally, the average response time after call-up is 72-hours. Support may come sooner based on unit availability (see *ESF 21*).

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Federal Support Agencies:

1.  **Federal Bureau of Investigation (FBI)**

    - Specifically relating to terrorism, the FBI will coordinate the federal crime scene investigation function for the Federal government. During any other type of operation, the FBI will function as applicable by Federal law.

## DIRECTION AND CONTROL

In a classified Level I-III emergency/disaster (see *Basic Plan*) overall control will originate from the EOC's Direction and Control staff (see *Basic Plan*).  Each department will eventually have a representative present in the EOC, depending upon the magnitude of the emergency or disaster.

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 or she will maintain contact with and provide information to the prescribed communications center and will do so until relieved of duty.

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.

## 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 and agency services.

COOP Plans for the various departments and 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 and 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.

## ADMINISTRATION AND LOGISTICS

### Administration

All law enforcement agencies will develop plans and procedures to ensure a timely submission of all reports and records.

Security for the EOC and other County property will be provided by the Greene County Sheriff's Office.  Security for any alternate EOC locations will be provided by the Greene County Sheriff's Office or the Springfield Police Department depending on the jurisdictional location.

The legal basis for any emergency action is contained in Chapter 44, RSMo *spell out with "RSMo" in parenthesis.

## Logistics

Normal purchasing and procurement procedures can be circumvented with written permission of the chief elected official. In most situations, Purchasing (City of Springfield or Greene County) will be available to handle supply matters (see *ESF 7, Resource Management*). Communications and communications equipment will be controlled, issued, and maintained by the EOC and the law enforcement agencies involved.

## DEVELOPMENT AND MAINTENANCE

Each operating law enforcement agency will be responsible for developing and maintaining written procedures to accomplish their assigned tasks in this ESF.

It will be the responsibility of the Office of Emergency Management to initiate a review and update of all law enforcement plans, call-up lists, procedures, and inventories annually.

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.

## REFERENCES

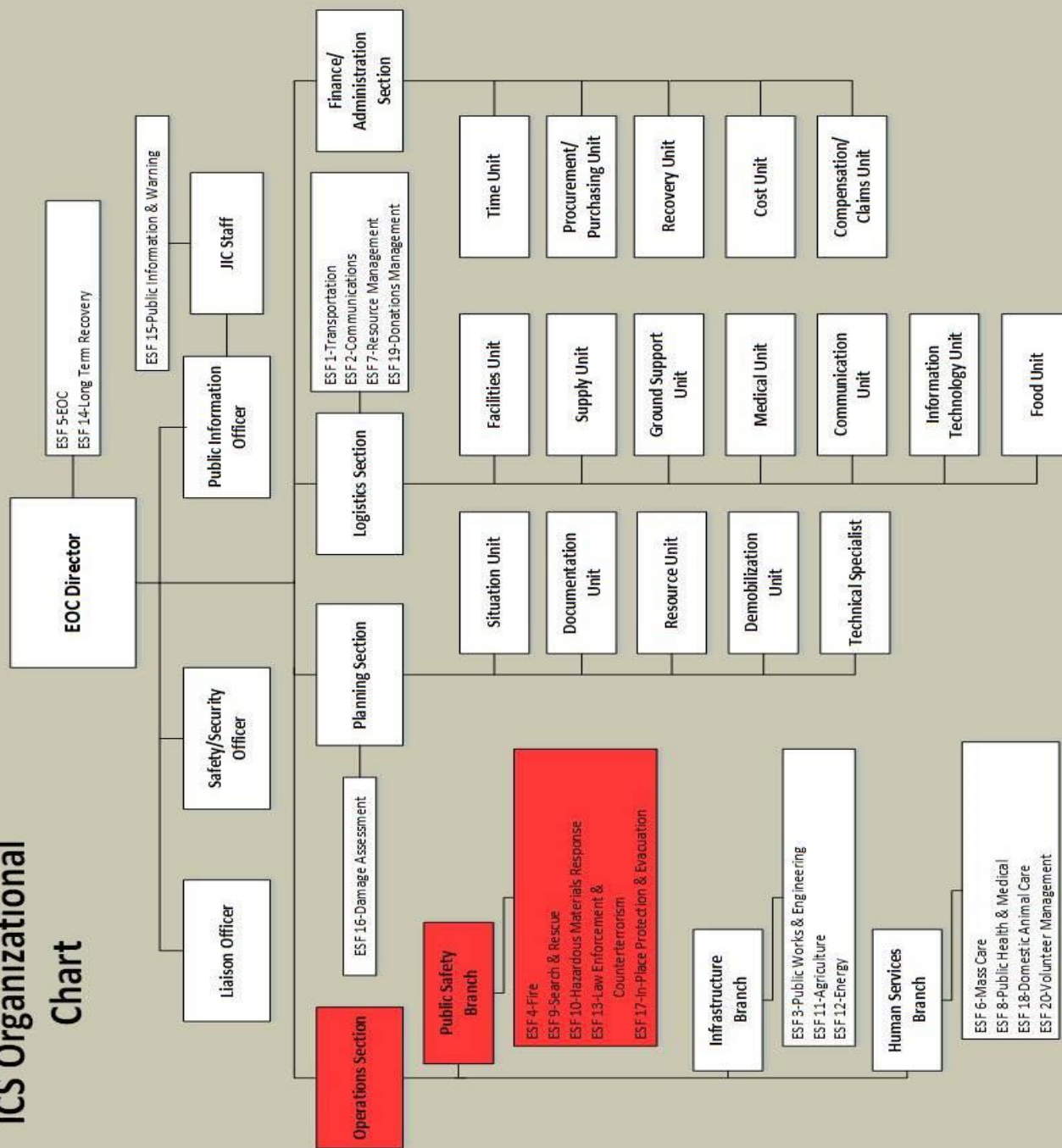1. Springfield Police Department: SOG 409.3 – Disaster and Civil Disorder Response.

## APPENDICIES

**APPENDIX 1:**     Activation List

**APPENDIX 2:**     Organizational Chart

**APPENDIX 3:**     Law Enforcement Agencies in Greene County

**APPENDIX 4:**     Organizational Planning Responsibility

**APPENDIX 5:**     Terrorist Incident Response Checklist

**APPENDIX 6:**     Counter-Terrorism

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## ICS Organizational Chart

EOC Director

- Liaison Officer
- Safety/Security Officer
- Public Information Officer
  - JIC Staff
- ESF 5-EOC
- ESF 14-Long Term Recovery
- ESF 15-Public Information & Warning

Planning Section
- ESF 16-Damage Assessment
- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

Logistics Section
- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
- ESF 19-Donations Management
- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

Finance/Administration Section
- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

Operations Section
- Public Safety Branch
  - ESF 4-Fire
  - ESF 9-Search & Rescue
  - ESF 10-Hazardous Materials Response
  - ESF 13-Law Enforcement & Counterterrorism
  - ESF 17-In-Place Protection & Evacuation
- Infrastructure Branch
  - ESF 3-Public Works & Engineering
  - ESF 11-Agriculture
  - ESF 12-Energy
- Human Services Branch
  - ESF 6-Mass Care
  - ESF 8-Public Health & Medical
  - ESF 18-Domestic Animal Care
  - ESF 20-Volunteer Management

## APPENDIX 3

## LAW ENFORCEMENT AGENCIES IN GREENE COUNTY

| Greene County | State Supporting Agencies |
|---|---|
| Greene County Sheriff's Office | Missouri State Highway Patrol |
| Greene County Park Rangers | Missouri Department of Conservation |
| School Resource Officers | Missouri National Guard |
| **Springfield** | **Federal Supporting Agencies** |
| Springfield Police Department | Federal Bureau of Investigation (FBI) |
| Springfield-Branson National Airport Police | Federal Bureau of Alcohol, Tobacco and Firearms and Explosives (ATFE) |
| Springfield R-XII School Police Department | U.S. Drug Enforcement Agency (DEA) |
| **Other Jurisdictions** | U.S. Customs Service |
| Ash Grove Police Department | U.S. Immigration and Customs Enforcement |
| Battlefield Police Department | U.S. Marshall's Service |
| Fair Grove Police Department | U.S. Secret Service |
| Republic Police Department | U.S. Medical Center |
| Rogersville Police Department | Federal Bureau of Prison (FBOP) |
| Strafford Police Department | |
| Walnut Grove Police Department | |
| Willard Police Department | |

## APPENDIX 3

## ORGANIZATIONAL PLANNING AND RESPONSIBILITIES

### Planning and Prevention

| | |
|---|---|
| **Identify and Monitor Potential Terrorism Threats** | • Springfield Police Department. - OC&V<br>• Greene Co. Sheriff's Office. - Chief of Detectives<br>• Rural Law Enforcement Agencies<br>• FBI and DOJ - National Crime Information Center |
| **Raise General Public Awareness & Employee Education at Potential Target Sites** | • Springfield-Greene County Office of Emergency Management<br>• Springfield-Greene County Health Department<br>• Law Enforcement Agencies<br>• Fire Agencies<br>• EMS & Hospital Agencies<br>• Public Works & Highway Dept.<br>• Public Utilities |
| **Assess and Enhance Readiness** | • Springfield-Greene County OEM, MO-SEMA & FEMA<br>• Local Law Enforcement & DOJ<br>• Springfield-Greene County Health Dept. & CDC |
| **Prepare Contingency Plans or SOPs/SOGs** | • Springfield-Greene County OEM<br>• Springfield-Greene County Health Department<br>• All Individual Response Agencies<br>• Law Enforcement Agencies<br>• Fire Agencies<br>• EMS & Hospital Agencies<br>• Public Works & Highway Dept.<br>• Public Utilities<br>• Volunteer Response Agencies |
| **Secure Targets and Threat Interdiction** | • BOP: U.S. Federal Medical Center<br>• Greene Co. Sheriff's Office: County Government Buildings<br>• Springfield Police Department.: City Government Buildings<br>• Public Safety Division: Springfield Public Schools<br>• FBI/GSA: Federal Buildings<br>• Airport Security: Springfield-Branson National Airport |
| **General Support Efforts** | • Springfield-Greene County OEM: Interagency Response Coordination<br>• Greene Co. LEPC: Hazardous Materials Training Program<br>• MO SEMA: Equipment Acquisition, Planning & Training Support |

## Response

| | |
|---|---|
| **Suppress and Counter Immediate Terrorist Threat** | • Springfield Police Department. – SRT<br>• Springfield Fire Department. - HAZMAT & Technical Services<br>• Logan-Rogersville Fire Protection District – HAZMAT<br>• FBI (HRT & HAZMAT)<br>• 7th Civil Support Team - WMD |
| **Rescue Lives & Save Property** | • Fire Departments<br>• EMS Agencies<br>• Public Works & Highway Dept.<br>• MO Army National Guard<br>• Federal Response Teams (USAR) |
| **Provide Emergency Medical Assistance** | • EMS Agencies & Hospital Systems<br>• Fire Departments<br>• Volunteer Organizations<br>• National Disaster Medical Assistance Team (DMAT) |
| **Evacuation** | • Emergency Operations Center (Senior Elected Officials)<br>• All Individual Response Agencies |
| **Communicate with the Media and the Public** | • Joint Information Center (Federal, State, and Local Officials)<br>• City of Springfield Public Information Office<br>• Designated PIO for Greene County |
| **Maintain and/or Restore Order to Jurisdiction** | • Local Law Enforcement Agencies<br>• MO State Highway Patrol<br>• MO Army National Guard |
| **Provide Mass Care & Human Services** | • Emergency Operations Center<br>• Local Chapter - American Red Cross<br>• Springfield-Greene County Health Department (Staffing/Expertise Only) |
| **Maintain Continuity of Government** | • City of Springfield (Senior Elected Officials)<br>• Greene County (Senior Elected Officials) |
| **Initiate Criminal Investigation** | • Springfield Police Department<br>• Greene County Sheriff's Department<br>• FBI, ATF, DOD, & Other Federal Agencies |
| **Conduct Damage Assessment** | • Springfield-Greene County OEM<br>• Emergency Operations Center<br>• SEMA & FEMA |
| **Remediation and Restoration** | • Emergency Operations Center<br>• SEMA & FEMA |
| **Compensate and Assist Victims** | • DOJ Victims Compensation Fund<br>• State of Missouri Disaster Relief Fund<br>• Federal Stafford Act Relief Fund |
| **Physical & Mental Health Care and Surveillance** | • Springfield-Greene County Health Department<br>• MO State Department of Health<br>• U.S. Dept. of Health and Human Services |

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## APPENDIX 4

## 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 |
|---|---|---|
| | **INITIAL RESPONSE:** | |
| | 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:<br>• Observed indicators of use of chemical/biological weapons<br>• Wind direction and weather conditions at scene<br>• Plume direction, if any<br>• Approximate number of apparent victims<br>• Orientation of victims<br>• Types of victim injuries and symptoms observed<br>• Observations or statements of witnesses | |
| | 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.<br>•    Determine & implement protective measures for public in those areas.<br>•    Determine & implement protective measures for special facilities at risk. | |
| | 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. | |

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| ✓ | Action Item | Assigned |
|---|---|---|
| | **MEDICAL MANAGEMENT:** | |
| | 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 pressure evidence. | |
| | 31. Coordinate with Medical Examiner to determine autopsy requirements for victims. | |
| | 32. Transport deceased to morgue, mortuary, or temporary holding facilities. | |
| | **OTHER RESPONSE ACTIONS:** | |
| | 33. Activate mutual aid agreements and/or request state or federal assistance, as needed | |
| | 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:<br>• Activate shelter/mass care facilities to house evacuees.<br>• Provide transportation for evacuees without vehicles.<br>• Provide security for shelters. | |
| | 36. If evacuation of special facilities (schools, nursing homes, hospitals, correctional facilities) has been recommended:<br>• Assist facilities in arranging suitable transportation and carrying out evacuation.<br>• Assist facilities in arranging suitable temporary reception facilities. | |
| | 37. Provide information and instructions to the public.<br>• Activate emergency public information operation.<br>• Identify facilities for use by media. | |
| | 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 and contaminated areas will be handled. | |
| | 45. Decontaminate essential facilities and equipment, if feasible. | |

## APPENDIX 6

## COUNTER-TERRORISM

## 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.

## SITUATIONS AND ASSUMPTIONS

### Situations

Located in the heart of the United States, Southwest Missouri is home to many groups with strong convictions whose viewpoints range the full spectrum. The most prevalent of these in Missouri are the right-wing groups. These organizations have been known to be active and 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.

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 within the City. Additionally, Springfield-Greene County plays a crucial role in the agricultural and food production industries.

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.

A terrorist incident involving a WMD can occur at any time with or without warning. 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.

## Assumptions

**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 federal department or agency acting under its own authority has requested the assistance of the Secretary.
- The resources of the State and local authorities are overwhelmed and Federal assistance has been requested.
- More than one Federal department or agency has become substantially involved in responding to the incident.
- The Secretary (of State?) has been directed by the President to assume responsibility.

**Crime Scene Investigation**

The Federal Bureau of Investigation (FBI) 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 Springfield Police within the City of Springfield, or the Greene County Sheriff, in the unincorporated areas of Greene County, will function as the primary local agencies during any terrorist incident.

**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.

**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.

**Personal Protection Equipment**

If appropriate personal protective equipment is not immediately available for responders, entry into a contaminated area (hot zone) may be delayed until the material dissipates to safe levels.

**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.

## CONCEPT OF OPERATIONS

### General

**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, resolve a threat. During an incident, 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.

**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.

**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 IC will direct and control responding resources and designate emergency operating areas. Typical operating area boundaries established for a terrorist incident may include:

- **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.
- **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.
- **Incident boundary**. This includes the crime scene, the hazardous material scene, staging and casualty collection areas, shelter-in-place areas, and quarantine areas. Access and egress to these areas are normally controlled.

**Incident Command and Emergency Operations Center (EOC)**

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.

**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.

**Joint Operations / Joint Information Center (JIC)**

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 FBI, 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.

In addition to the JOC, a Joint Information Center (JIC) will be established.  Public Information Officers (PIO) from each jurisdiction and/or department or agency will liaison with the JIC to coordinate the collection and dissemination of information related to the terrorist incident. All press releases and any information that is to be put out to the general public will be coordinated through the JIC.

**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:

- **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.
- **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.
- **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.
- **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.

**Mass Care**

The American Red Cross (ARC) is the primary agency, chartered by Congress, to provide mass care during a major disaster (see **ESF-6**). The ARC provides bulk distribution of food and emergency relief supplies and shelter for disaster survivors at mass care facilities.

**General Population Shelters**

The ARC cannot provide direct patient care in a mass care facility.  Patient care 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.

**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.

**Mass Prophylaxis**

In the event of a public health emergency, 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. It also coordinates the requisitioning, staging, and distributing of pharmaceuticals and supplies from the SNS.

## Mission Area – Response

- Preserve life and minimizing risk to health.
- Prevent a threatened act from being carried out or an existing terrorist act from becoming aggravated.
- Locate, access, render safe, control, contain, recover, and dispose of a CBRNE that has not yet functioned.
- Rescue, decontaminate, transport, and treat survivors and prevent secondary casualties as a result of contamination or collateral threats.
- Release emergency public information that ensures adequate and accurate communications with the public from all involved response agencies.
- Restore essential services and mitigating suffering.
- Apprehend and successfully prosecute perpetrators.
- Conduct site restoration.
- Once a CBRNE incident is suspected, local law enforcement officials will request assistance from the FBI.
- Law enforcement, emergency management and other agencies involved in the response effort will provide representatives to the FBI.
- The Joint Information Center (JIC) will coordinate public information
- Activate the Emergency Management Assistance Compact (EMAC) for mutual aid as needed.

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

## Primary Agencies

1. **Springfield Police Department**
2. **Greene County Sheriff's Office**

   - Maintain a Law Enforcement Standard Operating Procedures document to detail the specific roles and responsibilities of law enforcement personnel during a CBRNE incident.
   - Maintain Special Response Team (SRT) or SWAT capability for Regional CBRNE task force deployments.
   - Respond to reports of potential or actual CBRNE incidents.
   - Take steps to preserve evidence at the crime scene.
   - Establish a unified command post to coordinate activities.

- Initiate intelligence gathering and establish investigation protocols.
- Provide Force Protection security and maintain civil order in and around the area of operation.
- Maintain open access and egress routes for authorized vehicles in the area of operations.
- Assist with In-Place Shelter or Evacuation (see ESF-17) notification.

## Support Agencies

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

    - Coordinate the maintenance of the Counter Terrorism ESF in the Springfield-Greene County Emergency Operations Plan.
    - Convene meetings to determine the scope of the Counter Terrorism Plan and its goals and objectives.
    - Coordinate exercises to evaluate the practicality of the plan.
    - Coordinate counter terrorism training for local response agencies with other state and federal agencies, academic institutions, and private training entities.
    - Conduct assessments of local facilities to recommend improvements and enhance their preparedness against a CBRNE incident.
    - Sponsor and promote public awareness of counter terrorism efforts within the community.
    - Establish and staff the EOC when called upon during a potential or actual CBRNE incident.

2.  **Fire Departments and Rural Fire Protection Districts**

    - Maintain a Fire Services Standard Operating Procedures document to detail the specific roles and responsibilities of Fire Service personnel during a CBRNE incident.
    - Provide awareness training to fire service personnel to ensure familiarity with their roles and the hazards involved in a CBRNE incident.
    - Respond to reports of potential or actual CBRNE incidents.
    - Determine the hazard level of the incident and direct response operations to include:

        o   Establishing hazard exclusion zones.
        o   Decontaminate survivor and first responders.
        o   Executing appropriate mitigation efforts.

    - In coordination with Law Enforcement, establish a unified command post at the incident site.
    - Coordinate with appropriate agency for fire, environmental, or hazardous materials incidents and provide reports as required.

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

    - Maintain and execute Public Health guidance documents for Public Health personnel during biological events.
    - Provide awareness training to all public health personnel.
    - Respond to reports of potential or actual biological incidents.
    - Facilitate epidemiological, toxicological, and environmental analysis as appropriate and make recommendations to the Incident Commander and safety officer.
    - Manage public health resources.
    - Coordinate with the Public Information Officer and/or the Joint Information Center for release of information and notification of the public.

## Regional Response Teams

1.  **Homeland Security Regional Response System (HSRRS)**

    - Administered through the Springfield-Greene County OEM
    - Includes Hazardous Materials, SWAT, EMS and Bomb response teams with enhanced capabilities for responding to CBRNE incidents.
    - Utilizes Unified Command for Task Force direction and control in local jurisdictions and the task force must be requested through the division of fire safety.

2.  **Springfield Fire Department Bomb Unit**

    - Administered by the Springfield Fire Department
    - Responds to local and regional incidents.

3.  **Springfield Police Department Special Response Team (SRT)**

    - Responds to hostage, barricades, and active aggressor situations.
    - Responds as the Regional asset with the task force.

## State Support Agencies

1.  **Missouri State Highway Patrol (MSHP)**

    - Coordinates prevention of and immediate response to a CBRNE incident.
    - Responsible for providing assistance to local law enforcement as requested.
    - Capabilities of the MSHP include bomb response teams and air support.

2.  **Missouri Disaster Assistance Team-1**
3.  **Missouri Mortuary Response Team-1**

    - Responds to mass casualty and disaster situations and is activated by contacting SEMA.

4.  **Missouri National Guard (MONG)**

    - Provides support to local jurisdictions during any disaster
    - Provides ground and air transportation and evacuation assets
    - Provides emergency communication systems
    - Provides security and law enforcement support

5.  **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:

        o   Assistance with statistics relating to terrorist incidents
        o   Fire investigators
        o   Explosive Canine Units

6.  **Missouri Department of Health and Senior Services (DHSS)**

    - The primary source for assistance with health and welfare issues
    - Assists in directing personnel decontamination at assembly areas in coordination with local and county response teams, health organizations, and emergency management
    - Monitors to ensure that radiological dose limitations for workers are not exceeded during evacuation, decontamination, or other operations
    - Provides guidance for preparing and maintaining exposure records of personnel involved in response operations
    - Assists with the administration of protective pharmaceuticals to emergency workers.
    - Analyzes food and water supplies in contaminated areas
    - Assists in preparing and issuing health and environmental advisories
    - Coordinates 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)

7.  **Missouri Department of Natural Resources (DNR)**

    - Provides twenty-four hour emergency response support for chemical incidents or environmental disasters
    - Supports local and county clean up and decontamination operations
    - Supervises air, water, soil and vegetation sampling of contaminated area
    - Assists in preparing and issuing environmental advisories
    - Coordinates response activities from the EPA.

## Federal Support Agencies

1.  **Federal Bureau of Investigation (FBI)**

    - Lead agency for crisis management and investigation of all CBRNE related matters, including incidents involving WMD
    - Designate a Special Agent in Charge who is responsible for coordinating the overall Federal response effort during the crisis management phase.

2.  **Department of Homeland Security (DHS)**

    - 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.

3.  **Federal Emergency Management Agency (FEMA)**

    - 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
    - Coordinates the Federal aspects of consequence management in the event of a terrorist act.

4.  **Department of Energy (DOE)**

    - Manages radiological emergency response assets that support both crisis and consequence management response in the event of an incident involving a high yield incidents.

5. **Nuclear Emergency Support Team (NEST)**

- Responds to nuclear or radiological incidents and is activated by contacting the SEMA.

6. **Department of Health and Human Services (DHHS)**

- Provides coordination of the Federal assistance in response to public health and medical care needs following a major disaster.

7. **Center for Disease Control and Prevention (CDC)**

- Responsible for protecting the public health of the country through prevention and control of disease and for response to public health emergencies
- Assists State and local governments in response to acts involving weaponized biologicals.
- Provides emergency response personnel to assist investigating and responding to biological, chemical, and radiological incidents.
- Provides epidemiologists trained to investigate and control outbreaks of illness, as well as laboratories capable of quantifying an individual's exposure to CBRNE agents.
- Maintains the Strategic National Stockpile.

8. **Department of Agriculture (USDA)**

- Ensures the safety of food for all Americans. The primary concern is bio-terrorism and its effect on agriculture in rural areas.
- Investigates any CBRNE incident involving the agricultural sector
- Analyzes the impact of an emergency and developing strategies for mitigation and recovery
- Provides food assistance to officially designated disaster areas.

9. **Environmental Protection Agency (EPA)**

- Responds to a CBRNE release regardless of the cause
- Supports responders during crisis management by providing technical assistance, recommendations, scientific and technical assessments
- Has teams that deploy during consequence management to supplement local resources

## CONTINUITY OF GOVERNMENT

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 organization.

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.

Primary and support agencies will ensure all records necessary for emergency management operations can be easily obtained from each member agency in an emergency. the primary and support agencies will also ensure these records are also duplicated at another location in the event the primary records are destroyed.

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.

## ADMINISTRATION AND LOGISTICS

### Administration

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.  The EOC is activated as soon as the incident is designated a CBRNE threat or action.

### 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.

## ESF DEVELOPMENT AND MAINTENANCE

The Springfield-Greene County Office of Emergency Management, in coordination with those agencies listed.

## REFERENCES

1. Region D Disaster Plan
2. Springfield Police Department: SOG 409.3- Disaster and Civil Disorder Response

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## LONG TERM RECOVERY

*(See Long Term Recovery Plan)*

# PUBLIC INFORMATION & WARNING                    ESF 15

PURPOSE

SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions

WARNING SYSTEMS
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- Primary Warning System
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CONCEPT OF OPERATIONS
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ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
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ADMINISTRATION AND LOGISTICS

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APPENDICES
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2. Organizational Chart
3. Media Points of Contact
4. Format and Procedures for News Releases
5. Initial Media Advisory on Emergency
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8. National Weather Service Civil Emergency Radio Activation Request
9. Joint Information Center (JIC) Plan

# PUBLIC INFORMATION & WARNING                                    ESF 15

**PRIMARY AGENCIES:**          Springfield-Greene County Office of Emergency Management
                               Greene County Public Information Office
                               City of Springfield Public Information Office

**SUPPORT AGENCIES:**          Individual Department Public Information Officers
                               Empower: Abilities
                               Community Organizations Active in Disaster (COAD)
                               Local Media Partners
                               United Way 211

## PURPOSE

This plan will provide for the timely release of accurate information to the residents and media of Springfield-Greene County 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.

## SITUATIONS AND ASSUMPTIONS

### Situations

Any area of Greene County could be affected by several types of disasters that would require warning and the dissemination of information and instructions to the general public.

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/fire protection districts/departments, Emergency Communications Center, Office of Emergency Management or the National Weather Service. Mass notification methods include:

- Emergency Alert System (EAS)
- Outdoor Warning Siren System (Springfield and urban areas only.)
- NOAA All-Hazards/Weather Radio
- Social media
- Community bulletin boards
- Internet/website
- Cable Networks
- Local media partners

According to the 2015 U.S. Census, 5.97% of Springfield-Greene County residents either speak English poorly or not at all. Since the predominant languages of these residents are Spanish, Chinese, Vietnamese, and French, assistance with translation of emergency public information may be needed.

Springfield has 52 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.

There are currently 34 sirens located within Greene County municipalities:

| Municipality | Number of Sirens |
|---|---|
| Ash Grove | 1 |
| Battlefield | 4 |
| Bois D'Arc | 1 |
| Fair Grove | 5 |
| Republic | 13 |
| Strafford | 3 |
| Walnut Grove | 1 |
| Willard | 6 |

The local police or fire department may activate these sirens in accordance with current SOPs or SOGs. The Urban Service Area is activated the same as the city of Springfield as well as some of the area municipalities including Ash Grove, Battlefield (3), Bois D' Arc, Willard, Fair Grove (3), and Strafford.

Procedures for activation of the outdoor warning sirens are in accordance with established OEM SOGs.

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

| Agency | Phone Number |
|---|---|
| Emergency Communications Center (ECC) | 911 |
| Springfield-Greene County OEM | 869-6040 |
| City of Springfield – City Hall | 864-1555 |
| Greene County Courthouse | 862-6725 |
| Greene County Sheriff's Dpt – Records | 863-6360 |
| Mercy Paramedics | 820-3636 |
| CoxHealth Systems | 269-8116 |
| CoxHealth Systems – Walnut Lawn | 269-1779 |
| Lakeland Hospital | 865-5223 |
| Relay Missouri, Voice Line | 711 / 800-735-2466 |
| Relay Missouri, TDD Line | 711 / 800-735-2966 |

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.

The use of overhead electronic message signs, called Dynamic Message Signs (or DMS) to provide needed information to drivers on weather related, storm damage contact information, travel times, road closures, crashes or significant congestion, and for abduction alerts. These overhead boards sit at selected spots on major or high volume city streets and interstates in the Springfield-Greene County area.

When more than one jurisdiction or non-local government department Public Information Officer (PIO) is involved during emergency operations, this may require coordination of public information through a Joint Information System (JIS).

## 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 Springfield-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 Springfield-Greene County news release procedures. They may attempt to obtain information from other than official sources.

5.  Federal and State officials may be on-site and called upon for information. Federal and State agencies will provide PIO support to Springfield-Greene County. The lead local PIO will have jurisdictional control concerning local PIO activities.

6.  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.

7.  An effective public information program will reduce casualties and damages, keep rumors to a minimum, and provide education to the public.

## WARNING SYSTEMS

Greene County hazard potentials are well defined, but can vary in scope and magnitude.  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 Springfield and Greene County given the likely operational environment of the following hazards identified by Springfield-Greene County:

| Natural | Technological | Human-Caused |
|---|---|---|
| Weather:<br>• Damaging Wind<br>• Drought<br>• Extreme Cold<br>• Extreme Heat<br>• Flood<br>• Hail<br>• Ice and Snow<br>• Lightning<br>• Tornado<br><br>Other:<br>• Animal Disease<br>• Communicable Disease<br>• Earthquake<br>• Land Subsidence (Sinkholes)<br>• Wildfire | • Aircraft Crash<br>• Cave/Mine Collapse<br>• Dam Failure<br>• Hazardous Materials<br>• Power Failure<br>• Train Derailment<br>• Urban Fire | • Biological<br>• Chemical<br>• Civil Unrest<br>• Cyber<br>• Explosives<br>• Nuclear<br>• Radiological<br>• Sabotage<br>• Targeted Violence<br>• Waste |

Although most warning alerts come from outside sources (i.e., State, National Weather Service, etc.), the Springfield-Greene County Emergency Management Program in conjunction with area municipalities will maintain the capability to identify potential hazards, such as tornadoes, floods, etc., and ensure a timely warning to its population.

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 City of Springfield and Greene County has opportunity to receive the warning.

Primary and secondary warning systems may also be activated in conjunction with outside agencies.

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

**General**

Outdoor Warning Sirens with the exception of Republic 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).

Local police or fire departments within the Greene County Urban Service Area may activate their respective sirens in accordance with current SOPs or SOGs.

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.

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.

The National Response Framework assigns responsibility to NOAA's National Weather Service (NWS) to broadcast non-weather emergency messages.

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.

**Outdoor Warning Siren Activation**

The Springfield-Greene County Office of Emergency Management acts as the primary activation point for the outdoor warning sirens. Backup locations are 911 Emergency Communication Department and Springfield Public Works.

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.

| Activation Criteria | |
|---|---|
| **Tornado Warning** | National Weather Service issues a tornado warning with the jurisdiction in the warned polygon and in the path of the storm **AND/OR** A trained spotter reports rotation, funnel cloud or tornado in the jurisdiction; may include storms tracking toward the jurisdiction from the name county or adjacent counties |
| **Thunderstorm Warning** | National Weather Service issues a thunderstorm warning producing life-threatening winds of 75mph or more **AND/OR** A trained spotter reports life-threatening winds of 75mph in or approaching the jurisdiction |
| **Siren Testing** | Siren operational period: sirens will sound for one 3-minute cycle then rest for one 3-minute cycle. Sirens may sound multiple times throughout the warning. |

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.

**NOAA All-Hazards Radio Activation**

The National Weather Service (NWS) will automatically activate the NOAA all-hazards radio system during severe weather warnings and many natural hazards.

Non-weather emergency messages will be broadcast over NWR when:

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

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.

When officials wish to broadcast a message on the NOAA all-hazards radio system, they need to 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 expedite the process.

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

1. A formal request will be submitted from an authorized Springfield-Greene County authority. The primary requesting authority for Springfield and Greene County is the Emergency Management Director or on-call Emergency Manager.
2. The requesting agency must email or fax a statement that the SGF staff will use as the narrative of the Civil Emergency Message (CEM). Should email and 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 10.


**Testing/Maintenance**

The Springfield-Greene County Outdoor Warning Siren system is regularly tested on a monthly basis in order to maintain a state of readiness. The Springfield-Greene County Office of Emergency Management will initiate a test of the Outdoor Warning System on the second Wednesday of each month at 10:00am CST. During the monthly test, all outdoor warning sirens will be activated for a period of three minutes. Sirens will not be tested if any of the following conditions occur on the test date:

- 100% cloud cover or overcast skies
- Thunderstorms predicted for the area
- Freezing weather conditions

*If sirens are not tested on the regular monthly test date and time, there will be no makeup test for that month.*

The results of tests (including errors) 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. 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.

Responsibility for maintenance and repair of outdoor warning sirens within the city limits of Springfield and Greene County Urban Service Area 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.

Sirens may be tested after maintenance or repairs if local media is notified with the goal of 12-24 hours of advance notice. Sirens may be tested after maintenance or repairs (incorporated municipalities) and respective municipalities are responsible for any public/media notification to their citizens.

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 Specific Area Message Encoding (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.

## Alternate Warning System – Emergency Alert System (EAS)

**General**

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.

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.

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.

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.

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.

The Springfield-Greene County Office of Emergency Management has been designated as a local entry point for EAS activation and can submit emergency alerts directly to KTTS-FM 94.7 MHz.

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.

**EAS Activation**

Procedures for Designated Officials:

- OEM maintains an EAS activation terminal within the EOC Situation Room and can generate emergency alert system messages as warranted.
- OEM staff will determine transmission details (i.e., live or recorded, immediate or delayed). OEM staff should develop a message 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.
- 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.

**Testing/Maintenance**

The EAS system is regularly tested by Greene County on a monthly basis in order to maintain a state of readiness. The Springfield-Greene County Office of Emergency Management (OEM) will initiate a test of the EAS on the second Wednesday of each month. Testing protocols are as follows:

- OEM 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.

The results of tests (including errors) performed on the EAS system are documented within the OEM and any discovered problems are addressed.

OEM will retain responsibility for ensuring that any deficiencies identified in the testing process are addressed.

**Additional Tools for Warning**

The Springfield-Greene County Emergency Management Program 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:

- Social media outlets
- Community bulletin boards
- Internet/websites

Additional tools utilized for warning will be closely coordinated with the Springfield-Greene County Public Information System.

## PUBLIC INFORMATION SYSTEM

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.

A Lead Public Information Officer (PIO) will be designated for each operational period of the disaster and will be located in the Springfield-Greene County 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.

The EOC will be the central contact facility for the media during disaster events. Within the EOC, this will include the Joint Information Center (JIC) and the media briefing room which will be utilized to directly address and coordinate media inquiries.

The designated spokespersons for emergency management-related public information are the OEM Director, OEM Public Information Officer, and County or City Public Information Officer, depending on the location of the disaster.

Only information approved by the EOC Director, designee, or lead PIO will be considered official. The media will be so informed. 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.

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 (**see Appendix 12 of Basic Plan**).

Space for briefing the media will be available in the media room located on the first floor of the Greene County Public Safety Center at 330 W. Scott in Springfield. Alternate locations will be Springfield City Council Chambers and fourth floor conference room of the Busch building.

**Joint Information System (JIS)**

During an emergency or as deemed necessary by the OEM Director or Lead PIO, a Joint Information System (JIS) may be established.

When a JIS is established to coordinate multiple PIOs and/or multiple sources of public information, the Springfield-Greene County JIC will be utilized as the official source of public information for the City of Springfield and Greene County jurisdictions.
The lead PIO is the official local government representative for any 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.

For additional information related to the establishment of a JIS (**see Appendix 9, Joint Information Center Plan).**

**Public Information Call Center (PICC)**

During an emergency or as deemed necessary by the OEM Director or Lead PIO, a Public Information Coordination Center (PICC) may be established. 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.

Conditions that necessitate the establishment of a PICC may include but are not limited to:

- A local emergency or disaster results in a surge of phone calls to the OEM or other city/county departments
- A state or national emergency or disaster results in a surge in phone calls to the OEM or other city/county departments.
- A crisis or disaster crosses disciplines and requires a multi-discipline or multi-jurisdictional response.

A PICC supervisor will be established and will be under the direction of the JIC supervisor.

**Interpreters / Functional Needs / Vulnerable Populations**

During emergency situations it is imperative for public information to be made available to the citizens of the City of Springfield and Greene County. This includes non-English speaking populations as well as special needs and vulnerable populations.

The Lead PIO will determine need for language translation of outgoing messages. The Lead PIO will coordinate with possible interpreters as identified in **Appendix 7**. For language interpreters not identified in **Appendix 7**, the lead PIO will submit a request form through the Logistics Section.

For all other public communications with vulnerable or functional needs populations, the Lead PIO will coordinate with the EOC liaison from the Southwest Center for Independent Living (SCIL). SCIL will serve as a central repository of information to provide to their populations served. SCIL will pro-actively push the information to identified vulnerable populations. Methods of information dissemination include but are not limited to: phone, email, and/or personal visits. The center will also coordinate with other local agencies serving development disability populations.

## CONCEPT OF OPERATIONS

### Mission Area – Response

**Warning**

- o Activate sirens per Primary Warning procedures outlined on page 15.4.
- o Active EAS if deemed necessary
- o If timing allows, issue warnings through normal press release channels, utilize all applicable systems such as television, radio and social messaging avenues

**Joint Information Center (JIC)**

- Lead PIO will oversee all JIC Operations **(see Appendix 9).**
- 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 in the EOC.

  - o Lead PIO
  - o Agency PIO
  - o Audio/Visual Production and Support
  - o Briefing Room Manager
  - o Media Monitor
  - o Social Media Posting Monitor
  - o Web Manager
  - o VIP coordinator
  - o 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 Manager

**Public Information Coordination Center (PICC)**

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

**Social Media/Internet**

- Outgoing social media messages and webpage information will be coordinated through the PIOs of the JIC
- 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 OEM PIO or the County PIO or City PIO.

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### Primary Agencies:

1. **Springfield-Greene County Office of Emergency Management Public Information**
2. **City of Springfield Public Information Office**
3. **Greene County Public Information Office**

   - When an emergency situation broadens beyond a single City Department, all City public information employees will be assigned under the Lead Public Information Officer (PIO) for the City.
   - The OEM, working with the Greene County PIO and OEM Director or designee, is responsible for the preparation and release of public information for the County. He/she may release all public information if review and approval from the EOC is not feasible within a reasonable amount of time.

- The lead PIO is the official local government representative for any community JIS established for the incident. He/she is responsible for coordinating the PIOs not working in the Springfield-Greene County JIC and/or other established JICs activated for the same incident.
- The Lead PIO will assemble the Joint Information Center (JIC) team when appropriate.
- The Lead PIO is responsible for the overall coordination of public information to be released. The Lead PIO will coordinate with the EOC Director on the official clearing and release of disaster information.
- Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

## Support Agencies:

1. **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.

2. **Empower: Abilities**

   - The Agency Representative will support communications needs to special needs populations throughout the community via their established networks and specialized communications equipment, as requested and coordinated by the Lead PIO.

3. **United Way 211**

   - Will maintain a comprehensive pre-disaster database of nonprofit government and faith based organizations providing health or human services in any phase of disaster.
   - Limited to landline telephone services. Mobile phone users as well as those waiting for 2-1-1 in their area can make the same one-call connection by dialing 1-800-427-4626. Calls through some business phone systems also may need to use this alternative approach.

4. **Community Organizations Active in Disaster (COAD)**

   - A group of local agencies and organizations focused on offering assistance during times of disaster
   - Will be called upon to assist in response efforts on a situational basis.

5. **Local Media Partners**

   - Will assist in the dissemination of disaster related information to the public.

## State Support Agencies:

1. **State Emergency Management Agency (SEMA)**

   - Will coordinate with local government agency PIOs during and after major disasters and emergencies.

**Federal Support Agencies:**

1. **Federal Emergency Management Agency (FEMA)**

   - Will be responsible for implementing the Federal Public Affairs activities after a major disaster or emergency.

## DIRECTION AND CONTROL

Release of general incident public information will be under the control of the Lead PIO with approval from the chief elected official or their designee. Each agency retains the ability to issue its own single-agency special topic news release during JIC activation. The OEM/County/City PIO is a member of the EOC staff.

## CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations (COOP) 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.

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.

In the event of a limited emergency, PIO operations may be directed from a site designated at that time.

Space will be provided in the EOC for all EOC personnel. Space for briefing the media will be available in the media center located on the first floor of the Greene County Public Safety Center at 330 W. Scott in Springfield. Alternate EOC locations include the Transportation Management Center of the Ozarks.

## ADMINISTRATION AND LOGISTICS

### Administration

A chronological file of all news releases during a disaster, as well as all disaster-related events, will be maintained in the EOC with a log of these releases. All administrative functions will be the responsibility of the Office of Emergency Management.

## Logistics

Communications support (i.e., internet, phone, 800 radio, etc.) will be furnished by the EOC as needed and/or requested.  All other logistical support will be the responsibility of the acting Logistics Section Chief

## ESF DEVELOPMENT AND MAINTENANCE

The 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.

## APPENDICIES

**APPENDIX 1:**     Activation List

**APPENDIX 2:**     Organizational Chart

**APPENDIX 3:**     Media Points of Contact

**APPENDIX 4:**     Format and Procedures for News Releases

**APPENDIX 5:**     Initial Media Advisory on Emergency

**APPENDIX 6**:     Community Bulletin Board Contacts

**APPENDIX 7:**     Interpreters Contact List

**APPENDIX 8:**     National Weather Service Civil Emergency Radio Activation Request

**APPENDIX 9:**     Joint Information Center (JIC) Plan

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## ICS Organizational Chart

**EOC Director**

- Liaison Officer
- Safety/Security Officer
- Public Information Officer
  - ESF 15-Public Information & Warning
  - JIC Staff
- ESF 5-EOC
- ESF 14-Long Term Recovery

**Operations Section**

- ESF 16-Damage Assessment
- Public Safety Branch
  - ESF 4-Fire
  - ESF 9-Search & Rescue
  - ESF 10-Hazardous Materials Response
  - ESF 13-Law Enforcement & Counterterrorism
  - ESF 17-In-Place Protection & Evacuation
- Infrastructure Branch
  - ESF 3-Public Works & Engineering
  - ESF 11-Agriculture
  - ESF 12-Energy
- Social Services Branch
  - ESF 6-Mass Care
  - ESF 8-Public Health & Medical
  - ESF 18-Domestic Animal Care
  - ESF 20-Volunteer Management

**Planning Section**

- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

**Logistics Section**

- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
- ESF 19-Donations Management
- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

**Finance/Administration Section**

- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

## APPENDIX 3

### MEDIA POINTS OF CONTACT

| TELEVISION STATIONS | | | | | | |
|---|---|---|---|---|---|---|
| **STATION NAME** | **ADDRESS** | **BUSINESS PHONE** | **BUSINESS FAX** | **NEWSROOM PHONE** | **NEWSROOM FAX** | **EMAIL** |
| **KOLR 10 – CBS** | 2650 E Division St. Springfield, MO 65803 | 862-1010 | 862-8914 or 862-6439 | 862-6397 | 866-6397 | news@ kolr10.com |
| **KOZK 21 – PBS** | 901 S. National Springfield, MO 65897 | 836-3500 | 836-5889 | - | - | mail@optv.org |
| **KOZL 27** | 2650 E. Division St. Springfield, MO 65803 | 862-1010 | 866-69397 | 862-6397 or 862-2727 | - | - |
| **KRBK 5 – FOX** | 1701 S Enterprise St. Springfield, MO 65804 | 522-0020 | - | - | - | help@krbktv.com |
| **KSPR 33 – ABC** | 999 W. Sunshine St. Springfield, MO 65807 | 268-3000 | - | 268-3333 | - | news@kspr.com |
| **KYTV 3 – NBC** | 999 W. Sunshine St. Springfield, MO 65807 | 268-3000 | - | 268-3200 | - | newsalerts@ ky3.com or newsproducers@ ky3.com |
| **TV 23 – Cityview** | 840 Boonville Springfield, MO 65802 | 864-1010 | 864-1028 | - | - | city@ springfieldmo.gov |

| RADIO STATIONS | | | | | | |
|---|---|---|---|---|---|---|
| **STATION NAME** | **ADDRESS** | **BUSINESS PHONE** | **BUSINESS FAX** | **NEWSROOM PHONE** | **NEWSROOM FAX** | **EMAIL** |
| **KGBX – 105.9** | 1856 S. Glenstone Springfield, MO 65802 | 890-5555 | | | | request@ kgbx.com |
| **Midwest Family Brdcsting.** | 2453 E Elm. St. Springfield, MO 65802 | 886-5677 | 886-2155 | - | - | - |
| **KSMU 91.1 – NPR** | 901 S. National Springfield, MO 65897 | 836-5878 | 836-5889 | - | - | ksmu@ missouristate.edu |
| **KTTS – 94.7** | 2330 W Grand Springfield, MO 65802 or PO Box 2180 Springfield, MO 65801 | 865-6614 | 865-9643 | 447-6397 | 866-8537 | news@ktts.com |
| **KTXR – 101.3 The Outlaw** | 3000 E. Chestnut Exp. Springfield, MO 65802 | 862-3751 | - | - | - | info@1013the outlaw.net |
| **KWFC – 89.1** | 2550 S. Campbell Springfield, MO 65807 | 869-0891 | 866-8656 | 658-0353 | - | info@ kwfc.org or news@ kwfc.org |
| **KWND – 88.3 The Wind** | 2550 S. Campbell Springfield, MO 65807 | 889-0883 | 886-8656 | - | - | onair@ kwnd.com |

## APPENDIX 3

## MEDIA POINTS OF CONTACT (CON.)

| NEWSPAPERS AND OTHER PUBLICATIONS | | | | |
|---|---|---|---|---|
| NAME | ADDRESS | BUSINESS PHONE | BUSINESS FAX | EMAIL |
| **417 Magazine** | 2111 S. Eastgate Ave. Springfield, MO 65809 | 883-7417 | - | editor@417mag.com |
| **Greene County Commonwealth** | 312 S. Hickory St. Mt. Vernon, MO 65712 | 466-2185 | 685-4145 | reporter@greenecounty commonwealth.com |
| **Springfield Business Journal** | 313 Park Central West Springfield, MO 65806 or PO Box 1365-01 Springfield, MO 65801 | 831-3238 | 864-4901 | sbj@sbj.net |
| **The Buzz – Ozarks Technical Community College** | 1001 E. Chestnut Exp. Springfield, MO 65802 | 447-7500 | - | - |
| **The Daily Events** | PO Box 1 Springfield, MO 65801 | 866-1401 | - | info@thedailyevents.com |
| **The Lance – Evangel University** | 1111 N. Glenstone Springfield, MO 65802 | 865-2815 ext. 8634 | 865-9599 | evangellance@gmail.com |
| **The Mirror – Drury University** | 900 N. Benton Springfield, MO 65802 | 873-7318 | 873-7897 | mirror@drury.edu |
| **The News-Leader** | 651 Boonville Springfield, MO 65806 | 836-1100 | - | webeditor@ news-leader.com |
| **The Standard – Missouri State University** | 901 S. National Springfield, MO 65897 | 836-5272 | 836-6738 | standard@missouristate.edu |

## APPENDIX 4

### FORMAT AND PROCEDURES FOR A NEWS RELEASE

**FORMAT**

1.  Title:  NEWS RELEASE

2.  Date and time of news release

3.  Text of the news release
    - Summary of information
    - Details supported by credible sources
    - Possible quotes from local officials
    - Actions that should or should not be taken by the public

4.  Name, address, and phone number of the news release initiator

**RELEASE PROCEDURES**

1.  Verify the authenticity (via department heads, subject matter experts, etc.) of the information contained in the release.

2.  Verify that a duplicate release has not already been made.

3.  Prepare the release in the format listed above.

4.  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.

5.  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.

6.  Share information with stakeholders and/or partners as appropriate.

7.  News releases will be distributed fairly and impartially to the news media.

8.  Copies of all news releases will be filed chronologically by date, number and/or time.

9.  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 still evolving 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

### INTERPRETERS CONTACT LIST

*(A copy of this list is located at the Office of Emergency Management)*

## APPENDIX 7

### PUBLIC INFORMATION CALL CENTER PLAN

### 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.

### 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 24 telephones and telephone lines with long distance service available. 24 computers are also available at the PICC.

### 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:

- People may not have access to the Internet.
- Traditional media may not be readily accessible or offer the information people need at the time they need it.
- Information may not be in the language or format some people need.
- Some people will prefer personal contact for information.
- 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.

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## 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.

## Location

The PICC is located on the first floor of the Greene County Public Safety Center, located at 330 W. Scott

## Activation

All requests for PICC activation will be approved by the OEM Director. Potential reasons for PICC activation may include:

- A local emergency or disaster results in a surge in phone calls to the OEM or other city/county departments.
- A state or national emergency or disaster results in a surge in phone calls to the OEM or other city/county departments.
- A crisis or disaster crosses disciplines and requires a multi-discipline or multi-jurisdictional response.

Upon activation, the following assignments will be coordinated by OEM:

- OEM PIO to oversee management, coordinating with PICC supervisor
- OEM, Greene County, and City of Springfield Public Information Office will coordinate messages.
- Volunteer management to recruit and training PICC staff.

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.

## Organization

The PICC will follow National Incident Management System (NIMS) guidelines.
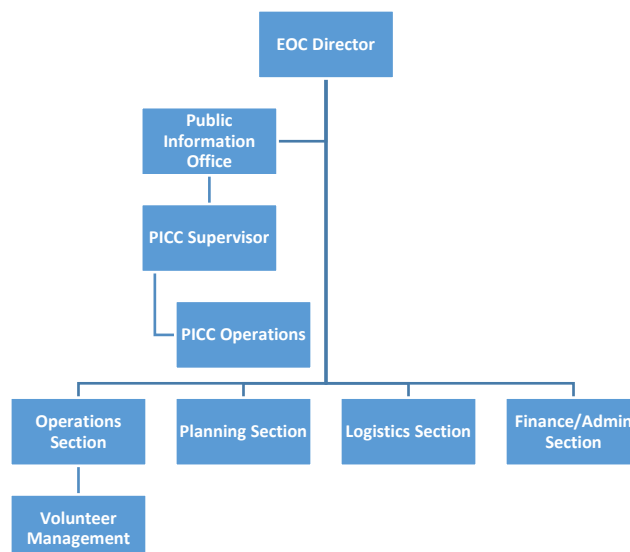
The phone bank operations will be the responsibility of the JIC Lead PIO in coordination with the EOC Manager. The JIC Lead PIO will support coordination between Volunteer Management and PICC Supervisor to ensure adequate staffing.

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 JIC Lead PIO apprised of valuable intelligence.

## 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.

## Staff

Personnel pre-identified and pre-trained by OEM 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.

## Roles and Responsibilities

**Director of Emergency Management**

- Makes determination to activate PICC
- Requests OEM Public Information Officer to initiate PICC process

**OEM Public Information Officer**

- Supports PICC Supervisor with any operational needs
- Ensures most current information available in PICC
- Relays common questions, rumors, or situational information to the Situation Unit Leader, and lead PIO.
- Ensures subject matter experts are assigned and available in the PICC for reference

**Lead Public Information Officer**

- Works with other local PIOs through JIC to provide verified, credible, accurate, concise information
- Coordinate flow of information to PICC Supervisor
- Work with PICC Supervisor to provide training in advance for PICC staff
- Work with PICC Supervisor to provide just in time training for PICC spontaneous volunteers
- Keep Planning Section Chief informed on changing messages (see Message Update Form)
- Activate PICC by recruiting PICC Supervisor
- Coordinate staffing between Volunteer Management and PICC Supervisor

**Volunteer Coordinator**

- Provides staffing for the PICC
- Works with PIOs and PICC Supervisor to provide training in advance for PICC staff
- Works with PIOs and PICC Supervisor to provide just in time training for PICC spontaneous volunteers
- Maintains time records of all personnel and hours worked in the PICC

**PICC Supervisor**

- Works with PIOs and Volunteer Coordinator to orient trained staff (see Orientation Script)
- Works with PIOs and Volunteer Coordinator to ensure spontaneous volunteers are provided just in time training
- Reports directly to JIC Lead PIO
- Delivers incoming messages to appropriate response personnel in coordination with NIMS
- Ensures that PICC staff and volunteers take adequate breaks and meals (see Staff Monitoring Form)
- Steps in when PICC staff and volunteers need assistance handling a difficult caller
- Ensures staff and volunteers follow PICC operating procedures at all times (see PICC Operating Procedures)
- Is aware of developing mental health needs for staff and volunteers
- Maintains necessary documentation
- Works with Logistics at the request of the PICC Supervisor to acquire necessary supplies and equipment to keep the PICC functioning
- Provides updates via EOC briefings

**Subject Matter Experts**

- Provide specialized information pertinent to the incident as needed to PICC operators

## 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.

## 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.

## Evaluation

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

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## APPENDIX 8

### 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**:

_____
_____
_____
_____
_____

**EXACT MESSAGE TO BE BROADCAST**:

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

## APPENDIX 9

### JOINT INFORMATION CENTER (JIC) PLAN

## PURPOSE

A Joint Information Center (JIC) is a group of communications representatives from agencies, departments and organizations located together to provide public information about a significant, large-scale event. It is designed to handle public information needs on a larger scale than could be effectively managed by a single agency. The JIC structure is designed to work equally well for large- or medium-sized situations and can expand or contract to meet the needs of the incident. The JIC is led by the lead agency Public Information Officer (PIO) who has three primary responsibilities:

1. **Gather incident data:** Obtain verified, up-to-date information from appropriate sources
2. **Inform the public:** Serve as the source of accurate and comprehensive information about the incident and the response to a specific set of audiences
3. **Analyze public perceptions of the response:** Employ techniques for obtaining feedback to provide response agencies with insight into community information needs, their expectations for the role to be played by the response agencies and the lessons to be learned from specific response efforts

It is critical to provide emergency information in a timely fashion.  Therefore, time spent getting organized rather than responding at the time of an event can lead to confusion and a loss of public confidence. Through a JIC, the different agencies (including federal, state, and other entities) involved in a response can work in a cohesive manner, enabling them to speak with one voice. By maintaining a centralized communication facility, resources can be better managed and duplication is minimized.

Finally, the use of a JIC allows for tracking and maintaining records and information more accurately - therefore, improving the ability to conduct post-incident assessments used to improve crisis communication and general response activities during future incidents.

## JIC ACTIVATION

**JIC Activation and Notification**

The JIC will be activated at the discretion of the Springfield-Greene County Director of Emergency Management or their designee. Notification of the JIC staff will be made by the I.R.I.S., individual phone calls, email, or other communication source.

**Media Notification of JIC Activation**

Once the JIC is open and has an appropriate number of staff present and fax/email capability is in place, a pre-approved media advisory will be issued. This advisory will announce the JIC has been activated and will provide important information for news media representatives covering the emergency/disaster.

## JIC OPERATIONS

**JIC Facility and Equipment**

The JIC will operate in the designated JIC room located in the basement of the Springfield-Greene County EOC. Space is reserved for:

- Media, government and community phone staff
- News release writers
- Supervisors
- Work space to collate news releases, fact sheets, etc.
- Status boards/maps

Each PIO working in the JIC will need to bring his/her own laptop.  The resources provided at the JIC include:

- Eight phones
- Internet connectivity
- Copier/Printer
- Two television monitors tied into EOC matrix system

The media briefing room is located on the first floor of the Greene County Public Safety Center. The media briefing room is large enough to accommodate several media and ancillary personnel. The room has three pan-tilt-zoom cameras with full audio. Audio visual in the room includes two LCD TVs integrated into the building's matrix switching system.

JIC personnel arriving at the facility will enter through the first floor Scott Street entrance. Each JIC participant will sign a log sheet at the EOC registration desk and receive an EOC ID badge. The Lead PIO will provide a copy of the roster to the facility security for subsequent check-ins.

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:

- People may not have access to the Internet.
- Traditional media may not be readily accessible or offer the information people need at the time they need it
- Information may not be in the language or format some people need.
- Some people will prefer personal contact for information.
- 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.  This will be addressed in the Public Information Coordination Center (see Section K).

**Staffing the JIC**

This JIC plan has been intentionally designed as a communications framework to respond to a major emergency/disaster.  Its staffing levels are identified specific job positions which include Lead PIO, Agency PIO, Audio Visual Production and Support, Briefing Room Manager, Media Monitor, Social Media Monitor, Web Manager, and Writer. Understanding that most activations of the JIC will not require every position be filled, managers may opt to combine or eliminate positions.  For responsibilities of each JIC staff member, see the JIC Operations Manual.

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The JIC may be declared operational when the lead agency PIO is present. Variations from this approach may be considered depending on the situation (i.e., a large media presence and if a key JIC representative isn't present); however, a change must be coordinated through the Lead PIO or the EOC Director.

Under normal operations, the JIC will use two 12 hour shifts. At the discretion of the EOC Manager and Lead PIO, the JIC may suspend activities during overnight periods if activity level warrants.

JIC members arriving on the next shift will:

1. Arrive 30 minutes prior to shift change for the briefing
2. Sign in and receive ID badge
3. Participate in briefing prior to shift change
4. Brief incoming shift member (if going off-shift)
5. Turn over logs, notes and other pertinent data
6. Sign out and turn in badges if going off-shift

**Initial Internal Briefing**

A situation briefing should take place as soon as possible.  It should, at a minimum, include the following:

- Briefing of incident status
- Report on media notification
- Report on partner notification and participation in JIC
- A list of organizations or persons to whom information has been promised but calls have not returned
- Briefing of any rumors or misinformation.

**Joint Information System Coordination**

The lead PIO is the official local government representative for any 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.

Each staff person at the Springfield-Greene County JIC is responsible for initiating and maintaining communications with their respective agency or department. **Each agency retains the ability to issue its own single-agency special topic news release during JIC activation**.  For PIOs working within the Springfield-Greene County JIC, the following process will be used for the coordination of information among agencies at the JIC:

1. Each staff member is responsible for gathering the information (from their respective agency/department) to be used in the upcoming media briefings
2. Before its release, federal, state and local information will be coordinated to the maximum extent possible to ensure consistency and accuracy
3. Information will be relayed to the other spokespersons, posted on JIC/EOC status boards and provided to the PICC telephone teams, media monitors and the media briefing room manager
4. When sufficient information has been gathered by the spokespersons, a decision will be made (by the EOC Planning Section Chief, Lead PIO and EOC Director) on scheduling a media briefing. Prior to the scheduled media briefing, the spokespersons will meet to ensure understanding and coordination of the information to be presented to the media.

**Development and Approval of Media Releases**

The development and approval process for JIC media releases is detailed below:

1. The Lead PIO decides there is sufficient information to issue a news release
2. The Lead PIO, working with JIS partners, oversees news release development in the approved format on JIC letterhead and reviews, as relevant, with approval from the EOC Director.

Once information is reviewed and approved by all applicable agencies, the news release is ready for distribution.

The JIC staff will be responsible for duplicating, filing and distributing the media advisory to the JIC staff. The advisory will be provided as a handout to media present at the beginning of the next media briefing. For media not present, the administrative staff will fax and/or e-mail advisories.

**Media Coordination**

Media access will be coordinated by the Lead PIO and supported by EOC security.  Upon arrival, media will register at the entrance to the EOC. Once registered, media will be provided badges and an information packet if available. They will then be directed to the media briefing room.

**Media Briefings**

The primary means of communicating to the media and the general public will be through regularly scheduled media briefings. For major incidents, a regular schedule of news briefings should be established by the Lead PIO. There should be a minimum of two news media briefings each day for as long as the size of the media contingent covering the event warrants that number of briefings. Briefings should be scheduled to help reporters meet news deadlines.

**Schedule**

Although the specific times for news briefings will be determined by the Lead PIO in conjunction with the EOC Director, a typical daily news availability schedule may be as follows:

1. **Morning media availability** — technical experts and/or PIOs;
2. **Afternoon media availability** — unified commander with selected experts;
3. **Evening media availability** — end-of-day briefing by experts and/or PIOs, statements by elected officials.

**If an incident occurs during the evening or early morning, every effort should be made to hold the first news briefing before 5 a.m. If it happens late morning or early afternoon, every effort should be made to conduct the first news briefing by 3 p.m.**

Prior to each media briefing, the JIC staff will advise the media of the briefing protocol and provide information as needed on facilities/services available to reporters.

Spokespersons from the involved agencies will provide statements, updated information and answer questions. Technical advisers, provided by EOC Operations or other agencies including non-profit organizations (NPOs), will be available during each media briefing to respond to questions or provide additional details as needed.

All briefings will be shown live throughout the EOC on specified displays.  A summary of each media briefing will be prepared by the JIC staff. This information also will be provided to all managers and all spokespersons.

Response to a rumor or incorrect information may be disseminated through a media advisory, an announcement at subsequent media briefings or direct contact with members of the public or the media.

**Briefing Pre-meeting**

At least 30 minutes before each news briefing, the Lead PIO will meet with the participants, elected officials, or any others involved in the briefing.   A review of logistics, order of presenters, anticipated questions and use of graphics/props should be discussed.

Between briefings, a list of anticipated questions should be developed by the Lead PIO in conjunction with the JIC staff, especially the media phone staff. Suggested responses should be discussed during the pre-briefing meeting.

**After the Media Briefing**

During each news briefing, the JIC staff should take notes of responses to reporter questions and note any unanswered questions. A video recording will be made of each briefing for posting on the Internet. As soon as possible after the news briefing, the Lead PIO or designee should provide a briefing to the JIC staff of any new information or policy statements that were presented. The lead PIO should also ensure information is obtained to address any unanswered questions. As appropriate, the JIC staff should debrief with their respective agencies/departments regarding the effectiveness of the news briefing.

**Public Officials and VIP interface with Public Information**

The Lead PIO or designee is responsible to ensure all adequate and appropriate public information coordination is done with relevant public officials and VIP visits received during the incident.  During such visits the Lead PIO will ensure the following:

- Relevant statements from public officials or VIPs are included and approved in press releases as requested
- Appropriate public officials and VIPs are invited, as deemed necessary, to participate in media briefings
- If participating in media briefings, talking points are adequately reviewed in the Briefing pre-meeting as described above
- Support media coordination of any on-site visits conducted by public officials and VIPs as requested or deemed appropriate

**Public Information Coordination Center (PICC) Telephone Operations**

The goals of the PICC hotline team are to answer individual questions, address concerns and to detect, track and nullify rumors or incorrect information during an emergency.

The JIC is responsible for providing information to the PICC team to assist answering questions about the emergency.  This will be shared through the use of fact sheets, prepared statements and media advisories. Team members will maintain forms based on public queries. The team will provide operational period feedback to the JIC on the flow of emergency public information.

The PICC Coordinator attends all meetings and media briefings to gather information on the emergency and provide this to team members. Information provided through the phone bank will be consistent with information provided to the media.

When a telephone team member cannot respond to a citizen's question, they should obtain the caller's name and telephone number for the inquiry form.

The team member will submit the inquiry form to the PICC Coordinator who will distribute these to the appropriate staff for processing.

For additional information on the PICC, see the Public Information Call Center Plan.

**Dynamic Message Boards**

During an EOC activation, the Missouri Department of Transportation (MoDOT) has authorized the use of Dynamic Message Boards, to provide preloaded mass communication messages as might be directed by the EOC during response and recovery phases. Preloaded messages available are:

| Disaster | To Report | Disaster Info |
|----------|-----------|---------------|
| Hotline | Storm Damage | On Twitter |
| 829-6200 | 829-6200 | @GCOEM |

Custom messages can be created and could include staging area information, donation locations, and volunteer info. Signs in the metro area can accommodate 14 characters per line, up to 3 lines of information. Signs on I-44, US 60 and US-65 can accommodate 18 characters per line, up to 3 lines of information.

## JIC DEACTIVATION

**When to Deactivate the JIC**

Following the conclusion of the emergency and at the point where there is diminishing media or public interest, the JIC will enter a deactivation phase. The decision to deactivate is a joint decision by the Lead PIO, participating agencies/departments and the EOC Director.

**Media Notification of JIC Deactivation**

Media will be notified that the JIC is being deactivated in the final JIC news briefing. A media advisory will be issued to the regional media as appropriate. Media will be referred to the appropriate public information officer for follow-up queries.

**JIC Staff All-Hands Meeting**

Once operations have ceased, the Lead PIO will chair a brief all-hands meeting for the purpose of identifying problems or concerns that occurred during JIC operations.

Following deactivation, each manager will provide a report stating his individual perspective of the emergency to the Lead PIO.

The Lead PIO will submit a final report to the participating agencies and partners.

**Disassembly and Storage of Equipment**

All JIC staff members are responsible for assisting in the disassembly and storage of JIC equipment.

JIC staff will retrieve all equipment/materials containers and re-shelf them in the storage room.  Missing materials or equipment requiring replacement or repair will be noted on the container inventory sheet.  "Go-kits" will be inventoried and replenished.

## ATTACHMENTS

1. Attachment A:  JIC Setup Procedures
2. Attachment B:  News Briefing Preparation Checklist
3. Attachment C:  Media Advisory on Upcoming News Briefing
4. Attachment D:  News Briefing Introduction Guidelines

## ATTACHMENT A

## JIC SETUP CHECKLIST – if alternate location

**The first person(s) to arrive in the JIC should:**

❑    Report to JIC Operations room in basement

❑    Set up tables, chairs other furnishings according to needs

❑    Connect and test telephones

❑    Connect and test any available computers, printers and modems

❑    Place materials/supplies (pens, paper, forms and so forth) at each workstation including 213s and 214s

❑    Contact agency PIOs and advise them your section/function is operational

❑    Solicit assistance from the OEM staff member if any equipment is found inoperable or if materials or supplies are needed

❑    Brief incoming co-workers

## ATTACHMENT B

## NEWS BRIEFING PREPARATION CHECKLIST

❑ Select the appropriate time for the news briefing
*(note: if possible, should be no less than two hours before the majority of news deadlines or a soon as possible After a major development)*

❑ Ensure Media Room at EOC is ready for news briefing (lights on, chairs set, monitors on and displaying relevant logo/message, mic is on, etc.)

❑ Notify media of place and time for the news briefing and what credentials will be required

❑ Produce briefing packets for distribution to the media

❑ Identify spokespeople, schedule and conduct speaker preparation for as much time as possible before the news briefing starts

❑ Appoint a news briefing moderator who will:
- Set the agenda (discuss format)
- Greet the assembly
- Explain the purpose of the news briefing
- Introduce the speakers
- Provide sources for additional information
- Control the amount of time spent on any given subject
- End the conference on time

❑ Assist reporters with any additional needs immediately following the news briefing

❑ Record news briefings

## ATTACHMENT C

## 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** **330 W. Scott** **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 330 W. Scott 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.**

## ATTACHMENT D

## 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

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# DAMAGE ASSESSMENT                                    ESF 16

PURPOSE


SCOPE


SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions


CONCEPT OF OPERATIONS
- General
- Types of Damage Assessments
- Mission Area


ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies


DIRECTION AND CONTROL


CONTINUITY OF OPERATIONS


ADMINISTRATION AND LOGISTICS


ESF DEVELOPMENT AND MAINTENANCE


APPENDICES
1. Activation List
2. Organizational Chart
3. Assessment Criteria
4. American Red Cross Form 5739
5. Individual Assistance Field Worksheet
6. Individual Assistance Summary
7. Public Assistance Field Worksheet
8. Public Assistance Emergency Assessment
9. Public Assistance Annually Qualifying Figures
10. Damage Assessment Summary

# DAMAGE ASSESSMENT ESF 16

**PRIMARY AGENCIES:**     Springfield-Greene County Office of Emergency Management

**SUPPORT AGENCIES:**     Greene County Building Regulations
Volunteer Agencies
Greene County Assessor
American Red Cross

## 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.

## SITUATIONS AND ASSUMPTIONS

### 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.

### Assumptions

Immediately following a disaster, local responders will be able to communicate initial damage assessment reports to the Emergency Operations Center (EOC). Following the public safety response, local, state, and federal personnel will be available to conduct necessary damage assessment.

## CONCEPT OF OPERATIONS

### General

The Damage Assessment Coordinator will, under normal circumstances, be the appointed Planning Section Chief or his/her designee for each particular incident.  The Planning Section Chief has full discretion as to who may be involved in the damage assessment process.

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.

### Type of Damage Assessments

1. Initial Damage Assessment

   - Initial damage assessments may be reported by first responders at the scene of an incident. Other sources such as County/City employees operating in the field and/or private citizens may also report damages.
   - The initial damage assessments reported during the response phase will be plotted on maps by Geographic Information System (GIS) personnel, supported by Office of Emergency Management (OEM) personnel as needed. OEM will use the location information available at the time of the report, which may be incomplete, to identify the areas with the most damage.
   - These maps will also be used to help identify:

     o Possible areas impacted by the disaster but not assessed by first responders
     o Areas needing the most assistance.

2. Local Damage Assessment

   - The EOC will determine if the situation requires local damage assessment teams to be deployed. If the situation necessitates local damage assessment teams to be deployed, they will be coordinated from the EOC.
   - Any of three types of assessments may take place:  residential, business, and public property.

     1. Residential assessments

        - OEM Community Emergency Response Team (CERT) volunteers will 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 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, OEM Individual Assistance Field Worksheet may be used (see Appendix 5).

- After all known areas have been assessed, the CERT volunteer will report back to OEM with copies of the assessment data.
- The acquired data will be entered into the OEM Damage Assessment database.
- If the website is not available, the data will be entered into OEM Individual Assistance Assessment Summary (see Appendix 6).

2. Business Assessments

- OEM Damage Assessment teams will be organized with personnel from Greene County Assessor's office, Greene County Resource Management, Greene County Environmental Office, and the city of Springfield Building Development Services
- The teams will be organized in pairs of two
- Teams will report to a pre-designated staging area upon notification for assigned tasks
- The OEM 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 OEM Individual Assistance Field Worksheet forms provided (see Appendix 5)
- After all known areas have been assessed, the teams will report back to OEM. The data collected will be submitted to OEM and entered into the OEM Damage Assessment database
- If the database is not available, the data will be entered into OEM Individual Assistance Assessment Summary (see Appendix 6).

3. 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 OEM Public Assistance Field Worksheet (see Appendix 7).
- After all known areas have been assessed, the teams will report back to OEM. The data collected will be submitted to OEM and entered into the OEM Damage Assessment database.
- The OEM 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 OEM 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

- The Planning Section Chief or designee will submit damage assessment data to SEMA. If Preliminary Damage Assessments (PDA) are conducted, the EOC Management team will determine if adequate damage justifies a PDA in Greene County (see Appendix 9).
- If it is determined that a PDA for Greene County 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.

- A minimum of one OEM personnel or designee will accompany the state and federal representatives assigned to Greene County for the PDA during the field assessment.
- A damage map, database, and report summary, acquired from the OEM Damage Assessment database, will be provided for each agency represented (see Appendix 10).
- 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 OEM representative.

## Mission Area – Response

- Use 800, and Amateur radio reports, phone calls and 911 calls to compile a list of the known damages.
- Contact support agencies and private sector organizations to schedule the detailed damage assessment.
- Utilize Damage Assessment webpage to plot known damaged areas.

# ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

## Primary Agencies:

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

    - The OEM has the primary responsibility for the Damage Assessment function in Greene County. Damage assessment in each municipality will be the responsibility of the chief elected official or his/her designee. The Damage Assessment Coordinator will:

        o Maintain damage assessment procedures consistent with state and federal guidelines.
        o Facilitate training of personnel in damage assessment procedures
        o Identify and establish liaison with private individuals who can provide assistance in damage assessment (i.e., American Red Cross, Insurance agents, engineers, etc.)
        o Coordinate private and public damage assessments
        o Collect/display damage information, brief elected officials and prepare reports
        o 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.

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

## Support Agencies:

1. **Greene County Assessor**

    - Function as member of damage assessment teams. The office will help assess damage to public and private property
    - Maintain or be able to obtain a file of maps, pre-disaster photos, tax assessments, etc.

2. **Greene County Building Regulations**

- Function as a member of damage assessment teams. The office will assess public and private property for damage and structural safety concerns.

3. **American Red Cross**

- Trained in damage assessment techniques and can provide support (assess damage to homes, identify victims needs).

## State Support Agency:

1. **Missouri Department of Transportation**

- Assess damage to roadways, bridges and other applicable infrastructure.

## Federal Support Agency:

1. **U.S. Army Corps of Engineers**

- Assess damages to roadways, bridges, dams, levees, etc.

2. **Civil Air Patrol**
   Assist with aerial damage assessment and transport of officials.

## DIRECTION AND CONTROL

The Damage Assessment Coordinator is an important member of the EOC staff. The Coordinator will control damage assessment operations from the EOC. All damage reports that come to the EOC will go through the Damage Assessment section for analysis and plotting.

## CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations (COOP) 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.

# DAMAGE ASSESSMENT                                                ESF 16

## ADMINISTRATION AND LOGISTICS

Required damage assessment report forms are referenced in the appendices.

Damage assessment information will be provided to the State Emergency Management Agency (SEMA) for necessary release to the Federal agencies. Records of actions taken and recommendations made will be compiled by appropriate county and/or city personnel in the EOC.

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 Supply Management (*ESF 7, Resource Management).*

## ESF DEVELOPMENT AND MAINTENANCE

The Damage Assessment Coordinator(s) are responsible for developing, maintaining, and updating this ESF and its appendices. The Office of Emergency Management will instigate an annual review and updating of this ESF.

## APPENDICIES

**APPENDIX 1:**     Activation List

**APPENDIX 2:**     Organizational Chart

**APPENDIX 3:**     Assessment Criteria

**APPENDIX 4:**     American Red Cross Form 5739

**APPENDIX 5:**     Individual Assistance Field Worksheet

**APPENDIX 6:**     Individual Assistance Summary

**APPENDIX 7:**     Public Assistance Field Worksheet

**APPENDIX 8:**     Public Assistance Annually Qualifying Figures

**APPENDIX 9:**     Damage Assessment Summary

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## APPENDIX 2



ICS Organizational Chart
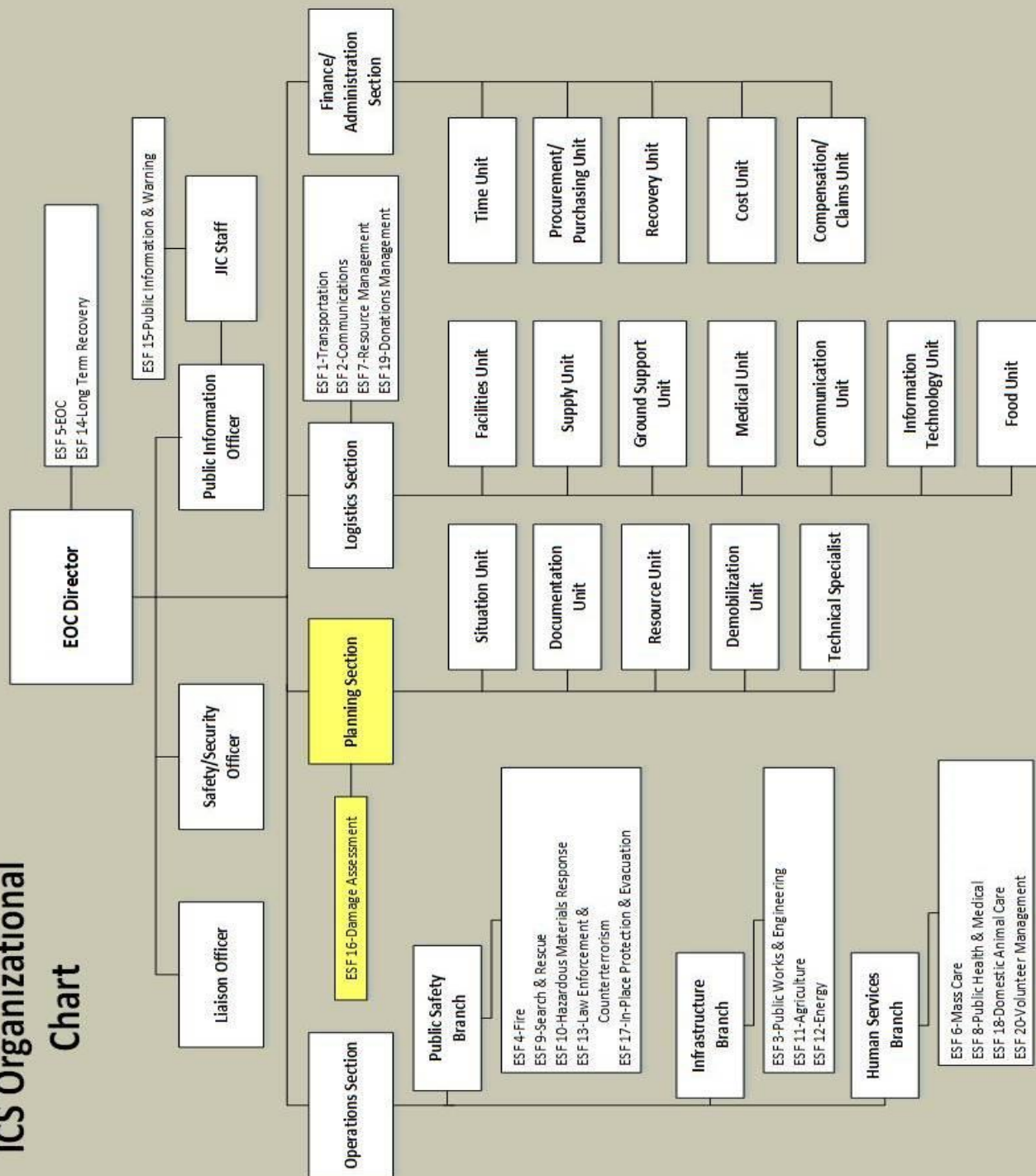
## APPENDIX 3

### ASSESSMENT CRITERIA

## Springfield/Greene County Office of Emergency Management

| Damage Definitions | General Description | Things to Look For | Water Levels |
|---|---|---|---|
| **DESTROYED** | **DESTROYED** | **DESTROYED** | **DESTROYED** |
| Structure is a total loss. Not economically feasible to rebuild. | Structure leveled above the foundation, or second floor is gone. Foundation or basement is significantly damaged. | Structure leveled or has major shifting off its foundation or only the foundation remains. Roof is gone, with noticeable distortion to walls. | More than 4 feet in first floor. More than 2 feet in mobile home. |
| **MAJOR** | **MAJOR** | **MAJOR** | **MAJOR** |
| Structure is currently uninhabitable. Extensive repairs are necessary to make habitable. Will take more than 30 days to repair. | Walls collapsed. Exterior frame damaged. Roof off or collapsed. Major damage to utilities: furnace, water heater, well, septic system. | Portions of the roof and decking missing. Twisted, bowed, cracked, or collapsed walls. Structure penetrated by large foreign object, such as tree. Damaged foundation. | 2 to 4 feet in first floor without basement. 1 foot or more in first floor with basement. 6 inches to 2 feet in mobile home with plywood floors. 1 inch in mobile home with particle board floors. |
| **MINOR** | **MINOR** | **MINOR** | **MINOR** |
| Structure is damaged, and uninhabitable. Minor repairs are necessary to make habitable. Will take less than 30 days to repair. | Interior flooring / exterior walls with minor damage. Tree(s) fallen on structure. Smoke damage. Shingles / roof tiles moved or missing. | Many missing shingles, broken windows and doors. Loose or missing siding. Minor shifting or settling of foundation. Minor damage to septic system. | 2 inches to 2 feet in first floor without basement. 1 foot or more in basement. Crawlspace – reached insulation. Sewage – in basement. Mobile home, "Belly Board" to 6 inches. |
| **AFFECTED HABITABLE** | **AFFECTED HABITABLE** | **AFFECTED HABITABLE** | **AFFECTED HABITABLE** |
| Structure has received minimal damage and is habitable without repairs. | Chimney or porch damaged. Carpet on first floor soaked. Broken windows. | Few missing shingles, some broken windows. Damage to air conditioning units / etc. Some minor basement flooding. | Less than 2 inches in first floor Minor basement flooding. Mobile home, 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)

Disaster Assessment Toolkit

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## APPENDIX 5

### INDIVIDUAL ASSISTANCE FIELD WORKSHEET

Springfield-Greene County Office of Emergency Management

**Individual Assistance (IA) Field Worksheet**

| Address | | | Residential | | | Business | | | | Assessment Category | | | | Displaced (Y or N) | Insurance (Y or N) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Street Number | Street Name | Street Type | City | Single Family | Multi-Family | Mobile Home | Commercial | Industrial | Days Closed | # of employees | Affected | Minor | Major | Destroyed | | |
| | | | | | | | | | | | | | | | | |
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## 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 |
| Residential | Multi-Family | $167,017 | 0 | 0.05 | 0 |
| Residential | Mobile Homes | $133,346 | 0 | 0.05 | 0 |
| Residential | **TOTAL** | | | | **$0** |
| Business | Commercial | $324,200 | 0 | 0.05 | 0 |
| Business | Industrial | na | | na | |
| Business | **TOTAL** | | | | **$0** |
| **TOTAL AFFECTED ESTIMATED LOSS:** | | | | | **$0** |

| | **Minor** | | | | |
|---|---|---|---|---|---|
| | **Type** | **Value** | **Number** | **Factor** | **Estimated Loss** |
| Residential | Single Family | $133,346 | 0 | 0.2 | 0 |
| Residential | Multi-Family | $167,017 | 0 | 0.2 | 0 |
| Residential | Mobile Homes | $133,346 | 0 | 0.2 | 0 |
| Residential | **TOTAL** | | | | **$0** |
| Business | Commercial | $324,200 | 0 | 0.2 | 0 |
| Business | Industrial | na | | na | |
| Business | **TOTAL** | | | | **$0** |
| **TOTAL MINOR ESTIMATED LOSS:** | | | | | **$0** |

| | **Major** | | | | |
|---|---|---|---|---|---|
| | **Type** | **Value** | **Number** | **Factor** | **Estimated Loss** |
| Residential | Single Family | $133,346 | 0 | 0.55 | 0 |
| Residential | Multi-Family | $167,017 | 0 | 0.55 | 0 |
| Residential | Mobile Homes | $133,346 | 0 | 0.55 | 0 |
| Residential | **TOTAL** | | | | **$0** |
| Business | Commercial | $324,200 | 0 | 0.55 | 0 |
| Business | Industrial | na | | na | |
| Business | **TOTAL** | | | | **$0** |
| **TOTAL MAJOR ESTIMATED LOSS:** | | | | | **$0** |

| | **Destroyed** | | | | |
|---|---|---|---|---|---|
| | **Type** | **Value** | **Number** | **Factor** | **Estimated Loss** |
| Residential | Single Family | $133,346 | 0 | 1 | 0 |
| Residential | Multi-Family | $167,017 | 0 | 1 | 0 |
| Residential | Mobile Homes | $133,346 | 0 | 1 | 0 |
| Residential | **TOTAL** | | | | **$0** |
| Business | Commercial | $324,200 | 0 | 1 | 0 |
| Business | Industrial | na | | na | |
| Business | **TOTAL** | | | | **$0** |
| **TOTAL DESTROYED ESTIMATED LOSS:** | | | | | **$0** |

## APPENDIX 7

### PUBLIC ASSISTANCE FIELD WORKSHEET

**Public Assistance (PA) Field Worksheet**

| Property Name | Category Type<br>C: Roads<br>D: Water Control<br>E: Buildings/Equip<br>F: Public Utility<br>G: Other | Address | | | Insurance | Estimated Pre-Disaster Value | Estimated Repair Cost | Estimated Insurance Recovery | Estimated Uninsured Loss |
| | | Street Number | Street Name | Street Type | City | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | $0 |
| | | | | | | | | | $0 |
| | | | | | | | | | $0 |
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| | | | | | | | | | $0 |
| | | | | | | | | | $0 |

## APPENDIX 8

### PUBLIC ASSISTANCE FIELD WORKSHEET

| County Departments | Expenses  (Personnel, Equipment, etc.) | Sub-Total |
|---|---|---|
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| **Municipalities** |  |  |
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|  |  |  |
|  |  |  |
| **Utilities** |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| **Fire Districts/Departments** |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| **School Districts** |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  | TOTAL | $0 |

# DAMAGE ASSESSMENT                                         ESF 16

## APPENDIX 9

### PUBLIC ASSISTANCE ANNUAL QUALIFYING FIGURES

For disasters declared from October 1, 2018 – September 30, 2019

PUBLIC ASSISTANCE PROGRAM:

**STATEWIDE** per capita impact indicator:                        $ 1.50

(2010 Missouri Census Population (5,988,927) x Indicator ($1.50) =
State Threshold                                                   ($8,983,390.50)

Cost share adjustment threshold:                                 $136.00

(2010 Missouri Census Population (5,988,927) x Indicator ($136.00) =
State Threshold                                                   $814,494,072.00

**COUNTYWIDE** per capita impact indicator:                      $ 3.78

(2010 Greene County Census Population (275,174) x Indicator ($3.78) =
County Threshold                                                 $1,040,157.72

SMALL PROJECT CAP:                                               $128,900.00

SMALL PROJECT MINIMUM                                            $3,200.00

Catalog of Federal Domestic Assistance (CFDA) # for Public Assistance is 97.036

INDIVIDUALS and HOUSEHOLDS PROGRAM:

MAXIMUM GRANT:                                                    $32,900.00

*Catalog of Federal Domestic Assistance (CFDA) # for the Individuals and Households Program -
Other Needs is 97.050

*Figures taken from:  https://www.fema.gov/public-assistance-indicator-and-project-thresholds

## APPENDIX 10

## STATE EMERGENCY MANAGEMENT AGENCY (SEMA)
## 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**

   - **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.

   - **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.

   - **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.*

# DAMAGE ASSESSMENT                                             ESF 16

## Disaster Assessment Summary
### Initial Supplemental

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 | $ | | |
| **Total Estimate**      Total Estimate | $ | | |

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# IN-PLACE PROTECTION AND EVACUATION                    ESF 17

PURPOSE


SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions


CONCEPT OF OPERATIONS
- General
- Mission Areas


ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies


DIRECTION AND CONTROL


CONTINUITY OF OPERATIONS


ADMINISTRATION AND LOGISTICS


ESF DEVELOPMENT AND MAINTENANCE


APPENDICES
1. Activation List
2. Organizational Chart
3. Evacuation Organizational Chart

# IN-PLACE PROTECTION AND EVACUATION                    ESF 17

PRIMARY AGENCY:                    Springfield-Greene County Office of Emergency Management

SUPPORT AGENCIES:          N/A

## 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 buildings. 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.

## SITUATIONS AND ASSUMPTIONS

### Situations

Springfield-Greene County is subject to many hazards (see *Greene County Multi-Jurisdictional 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.

In the event of a natural or technological disaster, in most situations, in-place protective shelter may provide essential shelter to the public.

Potential disasters that could cause in-place sheltering in Greene County include:

- Hazardous Materials Incidents - People will be advised to stay indoors and reduce the airflow into the structure (home, public facility, etc.).
- 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.
- Terrorism/WMD - Chemical or biological attacks may facilitate the need for in-place protection or quarantine.

Springfield-Greene County has a well-established transportation network that will facilitate evacuation or reception of the general population.

There are a large number of special facilities (hospitals, nursing homes, etc.) that will require special consideration in this ESF.

### Assumptions

In almost every emergency situation requiring evacuation, a number of people will evacuate on their own volition. In some cases, such as a hazardous materials release, in-place protection may be the best alternative.

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. Panic by these evacuees can be lessened if the government furnishes adequate information and direction.

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.

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.

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.

Assistance in planning for and in conducting actual evacuations will be provided by higher levels of government.

## CONCEPT OF OPERATIONS

### General

This ESF encompasses the following:

- **Evacuation:** Will be considered based on the conditions at the selected destination and any risk of exposure to the disaster while en route.
- **In-Place Protection:** Will depend on the relative protection from potential disaster provided by the available residential, commercial, and recreational structures in the community. Coordination of in-place protection will also be given.

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 Springfield-Greene County 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.

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*).

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. 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.

During any evacuation, close coordination will be required with the following functions:

1. Mass Care (*ESF 6*) -- The evacuees must have some place to refuge or shelter.
2. 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.
3. Transportation for persons without automobiles, food, clothing, and fuel will require coordination with Transportation (*ESF 1*), Resource Management and Donations Management (*ESF 7* and *ESF 19*).
4. Other support agencies -- Constant interface will be required with the state and federal government and private agencies such as the American Red Cross.

# IN-PLACE PROTECTION AND EVACUATION                    ESF 17

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.

Special facility populations must be identified.  In-place protection may be the only available option for these facilities.

Transportation will be provided for patients of nursing homes, hospitals, and other institutions requiring special care or attention *(ESF 1).* Private institutions should make all reasonable efforts to obtain feasible transportation for their clients in the event of a need evacuation.

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*).

## Mission Area – Response

- Advise citizens to evacuate or in-place protection when deemed necessary or by appropriate authority.
- Initiate mass care functions as needed.
- Notify all appropriate agencies to include state and federal agencies.
- Monitor the following actions to ensure the evacuation functions smoothly:

    o Traffic flow
    o Road conditions
    o Mass Care areas
    o Security for evacuated areas
    o National Weather Service

- Broadcast public information continuously during the evacuation or in-place protection to minimize confusion.
- Coordinate with and furnish information on the situation to the other emergency services.
- As the evacuation winds down, begin planning for the return.
- Provide for security and parking for Mass Care (*ESF 6*) areas.
- Provide for transportation for essential workers to commute to hazardous areas.
- Make provisions for the evacuation of handicapped, elderly, and institutionalized persons.
- Arrange for continued operation or rapid restart of essential services in the hazard area as soon as possible.

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

## Primary Agency:

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

    - 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.
    - Coordinate decisions on which areas should be evacuated and if applicable whether or not to open Mass Care centers.

- Advise citizens to evacuate upon recommendations by on-scene command personnel and through Public Information (*ESF 15*).
- 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.
- Direct the relocation of essential resources (personnel, equipment, supplies, etc.) to mass care centers.
- Identify high hazard areas and number of potential evacuees.

## Support Agencies:

**N/A**

## State Support Agency:

1. **Missouri Division of Family Services**

   - Coordinate with Emergency Management and the EOC for any sheltering or evacuations pertaining local institutionalized groups under state control.
   - Assist in planning as necessary.

## DIRECTION AND CONTROL

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. All evacuation operations will be coordinated through the EOC, which will serve as the source of all Direction and Control (see *Basic Plan*).

The chief elected city/county official has overall responsibility for all emergency management activities. The Springfield-Greene County Office of Emergency Management is responsible for coordination of emergency efforts among city/county departments or outside agencies.

A disaster or potential disaster that generates a requirement for protecting people from a harmful environment will automatically require activation of the EOC.

## CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations (COOP) 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.

# IN-PLACE PROTECTION AND EVACUATION                    ESF 17

## ADMINISTRATION AND LOGISTICS

Each jurisdiction is responsible for procurement of its own essential supplies needed for evacuation operations, through normal procurement channels.

Requisition of privately owned property will be in accordance with the provisions of Chapter 44, RSMo.

All city/county-owned transportation will be utilized, as required and formal arrangements for outside resources should be made.

## ESF DEVELOPMENT AND MAINTENANCE

Maintenance for this ESF is the responsibility of the Office of Emergency Management (OEM). This ESF and its associated Appendices should be reviewed at least annually.

## APPENDICIES


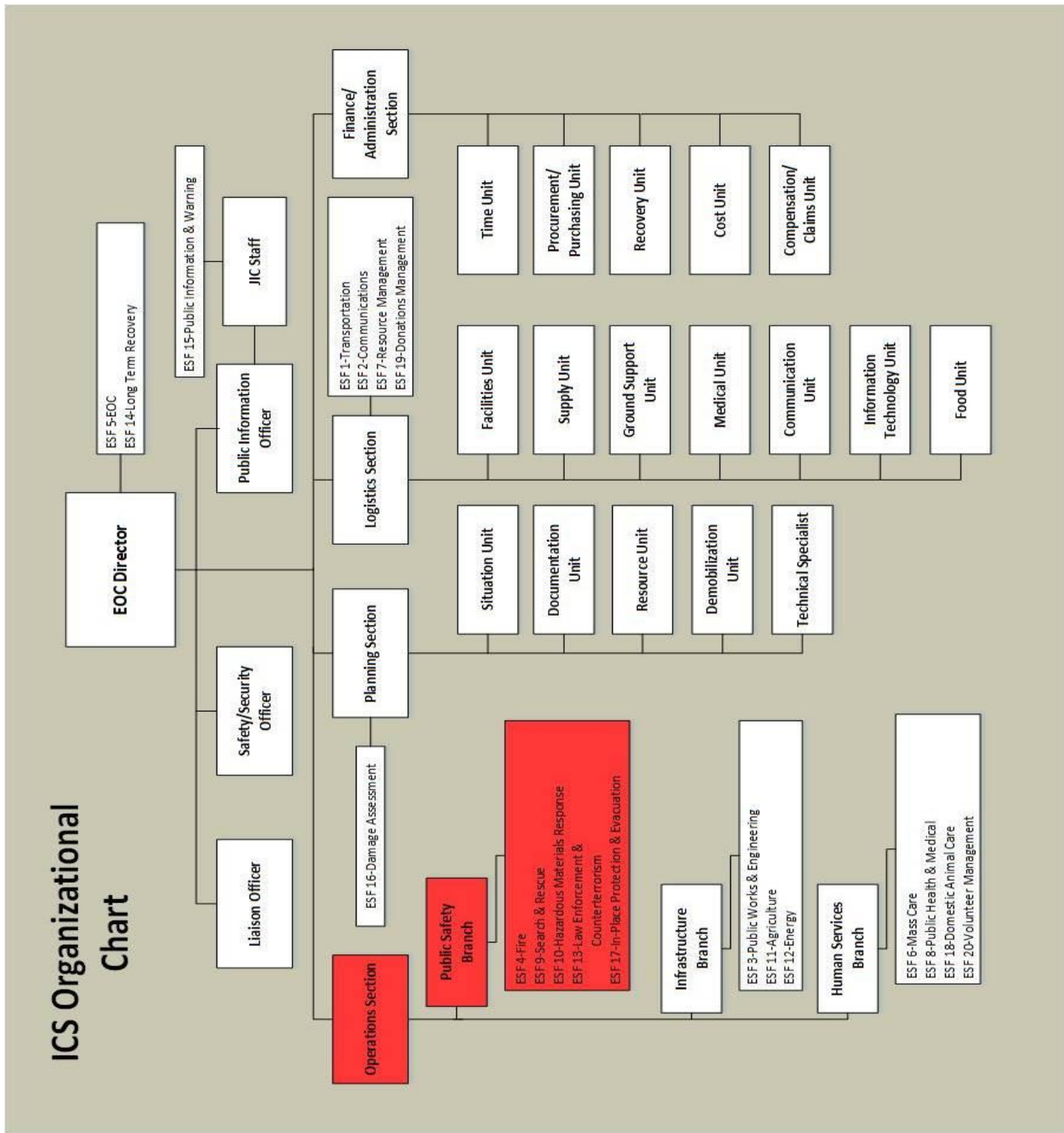**APPENDIX 1:**     Activation List

**APPENDIX 2:**     Organizational Chart

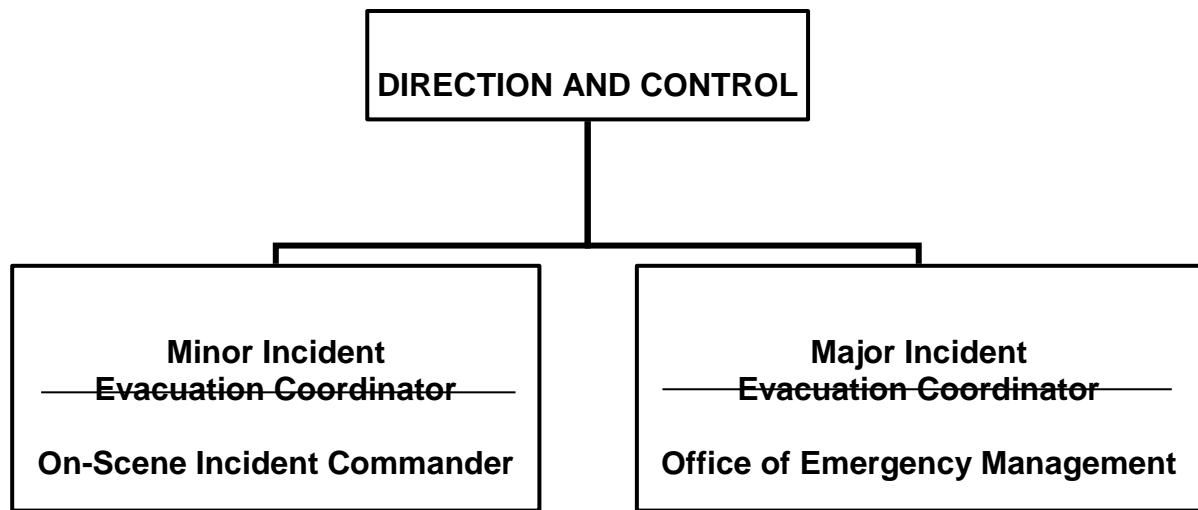**APPENDIX 3:**     Evacuation and Organizational Chart

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## ICS Organizational Chart

## APPENDIX 3

### EVACUATION ORGANIZATIONAL CHART

```
                    ┌─────────────────────────┐
                    │  DIRECTION AND CONTROL  │
                    └─────────────────────────┘
                                 │
              ┌──────────────────┴──────────────────┐
   ┌──────────────────────────┐        ┌──────────────────────────────┐
   │      Minor Incident      │        │       Major Incident         │
   │  ~~Evacuation Coordinator~~ │     │  ~~Evacuation Coordinator~~     │
   │                          │        │                              │
   │ On-Scene Incident Commander │     │ Office of Emergency Management │
   └──────────────────────────┘        └──────────────────────────────┘
```

# DOMESTIC ANIMAL CARE                    ESF 18

PURPOSE


SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions


CONCEPT OF OPERATIONS
- General
- Mission Areas


ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies


DIRECTION AND CONTROL


CONTINUITY OF OPERATIONS


ADMINISTRATION AND LOGISTICS


ESF DEVELOPMENT AND MAINTENANCE


REFERENCES


APPENDICES
1. Activation List
2. Organizational Chart

# DOMESTIC ANIMAL CARE                                           ESF 18

**PRIMARY AGENCIES:**          Springfield-Greene County Office of Emergency Management

**SUPPORT AGENCIES:**          Emergency Veterinary Clinic of Southwest Missouri
                               Springfield-Greene County Health Department
                               Humane Society of Southwest Missouri

## 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.

## SITUATION AND ASSUMPTIONS

### Situation

Springfield-Greene County is subject to a number of disasters that could cause the displacement of domestic animals from the affected areas (see *Greene County Multi-Jurisdictional Hazard Mitigation Plan*).

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.

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).

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.

Emergency response personnel will have access to an animal response trailer to treat injured and displaced domestic small animals.

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.

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 (ARC mass care shelters do not take domestic animals. However, ARC welcomes the presence of service animals in its shelters).

# DOMESTIC ANIMAL CARE                                                     ESF 18

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.

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.

## Assumptions

City/County 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.

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.

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.

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.

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.

Damage to roads, airports, communications systems, utilities, etc. will hamper emergency response efforts. The movement of emergency supplies may be seriously impeded.

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.

A significant emergency or disaster could overwhelm resources and capabilities in providing animal care and sheltering.

## CONCEPT OF OPERATIONS

### General

Domestic animal care and sheltering operations will be directed and coordinated by the Office of Emergency Management.  During declared disasters or emergencies, the Primary Agencies are responsible for implementing this ESF when needed.

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.

Shelters for Domestic Animal Care will be established next to or close proximity of a Red Cross Shelter.

Domestic Animal Care and Sheltering operations encompass the following:

- **Mass Shelter:** The Emergency Veterinary Clinic of Southwest Missouri in coordination with OEM, 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.
- **Domestic Animal Care:** The Emergency Veterinary Clinic of Southwest Missouri provides care for domestic animal in their facility and other veterinary facilities designated by the Emergency Veterinary Clinic of Southwest Missouri.
- **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.

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.

If any animals are a danger to the public or themselves they will be disposed of in a humane and expeditious manner.

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.

Coordinate with Public Health and Medical (*ESF 8*)*,* concerning the involvement of animals in accordance with applicable operational guidelines.

A representative of the primary agencies will be available in the EOC or the incident command post during activation if requested.

This ESF will coordinate and monitor domestic animal care, regulation, and veterinary activities being conducted in conjunction with emergency operations.

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.
The Springfield-Greene County Health Department Director or designee and/or the Springfield-Greene County 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.

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.

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.

# DOMESTIC ANIMAL CARE                                           ESF 18

## Mission Area – Response

- Assess the disaster situation and forecast animal care response needs, and anticipate future animal care requirements if applicable.
- 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.
- Maintain communications with the State Emergency Operations Center (SEOC).
- Assist in locating and reuniting displaced animals with their families.
- Provide an information service for rapid determination of where each animal is being sheltered and the amount of care the animal required.
- Support in capture of animals that have escaped confinement or have been displaced from their natural habitats.
- Provide humane handling and care of animals after the disaster(s) by providing animal shelters, as well as treatment/euthanasia assistance as needed.
- Ensure shelters have adequate quarantine areas and procedures to check incoming animals for serious illness/disease to reduce the chance of an outbreak.
- 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.
- Coordinate the delivery and supply of food, medicine and equipment.
- 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.

- Brief key government officials and department heads (*Basic Plan*).
- Support and coordinate with Public Health and Medical (*ESF 8*) to provide rabies control and monitoring.
- Collect and dispose of dead animals as provided by applicable laws.
- In the event 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.
- Provide additional volunteer support to temporary domestic animal shelter locations as needed/possible through the CART.
- 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.
- Provide CART training to non-government agencies for assistance with animal sheltering as needed or requested.

# DOMESTIC ANIMAL CARE                                        ESF 18

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### Primary Agency:

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

   - Coordinate local governmental emergency response by incorporating animal care issues.
   - 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).
   - Cross-link animal care efforts and in-place sheltering for bulk distribution where applicable.
   - 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.
   - Assure the availability of resources for the disaster area(s) by maintaining a database including the following:

     - A list of shelters and confinement areas
     - A list of food and water sources provided by support agencies
     - A list of animal medical personnel, agencies or organizations.

   - Springfield -Greene County OEM, working with the Emergency Veterinary Clinic of Southwest Missouri will oversee all registered Greene County CERT Animal Response Team (CART) members and maintain the database with current members.
   - Maintain CART trailers with supplies to be used for deployment.

### Support Agencies:

1. **Emergency Veterinary Clinic of Southwest Missouri**

   - Provide emergency medical needs to companion/domestic animals during disaster incidents.
   - An emergency response trailer (no medications) is located at the OEM. Items in the trailer, but not limited to are:

     - Syringes
     - Surgical Gloves
     - Coveralls
     - Masks
     - Microchip Scanner
     - Large/Small cages

   - 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.
   - The Animal Care Coordinator for Greene County is a designee from the Emergency Veterinary Clinic of Southwest Missouri in cooperation with the Office of Emergency Management.
   - 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.

- This function will support the management and coordination of sheltering, feeding, bulk distribution of emergency relief items to the disaster-affected population.
- Supplies and other resources that will be needed will be the responsibility of the Resource Management (*ESF 7*) and Donations Management (*ESF 19*).
- Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

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

- **Animal Control –** To ensure the health and welfare of the Springfield community and its animals through the enforcement of ordinances related to animals. Animal Control Officers may recover lost and roaming animals and promote animal welfare to the community.
- **Animal Shelter –** Assure that the animals are cared for when held in their facilities. Provide vaccinations, heath and safety, food, and water. Work with the Animal Care Coordinator on the reunification of pets with their owners.

3. **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.

## State Support Agency:

1. **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.

## Federal Support Agency:

1. **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.

2. **Federal Emergency Management Agency (FEMA)**

- Provides 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.

# DOMESTIC ANIMAL CARE                                                    ESF 18

## DIRECTION AND CONTROL

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*).

Emergency operations are managed by the animal care coordinator assigned by the Emergency Veterinary Clinic of Southwest Missouri or by the Springfield-Greene County Office of Emergency Management.

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.

The Emergency Veterinary Clinic of Southwest Missouri and other supporting agencies will administer animal care activities locally.

A disaster or potential disaster that generates a requirement for protecting animals from a harmful environment will activate the EOC.

Springfield-Greene County Government has the responsibility to plan and prepare an effective response for all populations within the county. 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.

## CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations (COOP) Plan 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.

## ADMINISTRATION AND LOGISTICS

### 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.

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.

# DOMESTIC ANIMAL CARE                                      ESF 18

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 feasibility possible during this period.

As with any disaster or emergency event, the ICS will be used to organize and coordinate response and recovery.

## Logistics

Resources required prior to the disaster:

1. 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

2. Personnel

   - Shelter, quarantine, and medical examination and operation
   - Animal care volunteers

Resources required for Continuing Operations:

- 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).

## ESF DEVELOPMENT AND MAINTENANCE

The Springfield-Greene County Office of Emergency Management will be responsible for review and up keep of this ESF.

This ESF and its associated Appendices should be reviewed and updated annually. All revisions will be incorporated immediately and appropriate changes should be made ancillary to resource materials.

## REFERENCES

1. Greene County EOP Emergency Support Function #6 (August 2019)
2. Robert T. Stafford, Disaster Relief and Emergency Assistance Act-Public Law 93-288.
3. RSMo., Title XVII, Chapter 267 (State Veterinarian-Diseased Animals)
   - 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".
   - 267.179 – Indemnification for cattle registering positive for tuberculosis.
   - 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.
   - 267.240 – May change existing rules on movement of animals/travel and speaks about Governor proclaiming quarantine.
   - 267.590 & .595 – Broad authority to the State Vet. regarding quarantine.

- 267.611 – Indemnification, broad authority and can be set by the Director of Agriculture.
- 267.645 – Authority to enter premises and examine livestock.
- Chapter 269 – Deals with disposal of dead animals and inspections.
4. RSMo., Title XVII, Chapter 269 (Disposal of Dead Animals)
5. RSMo., Title XVII, Chapter 44
6. Missouri State Emergency Operations Plan
7. Code of State Regulations, Title 11, Division 10, Chapter 11

## APPENDICIES


**APPENDIX 1:**     Activation List
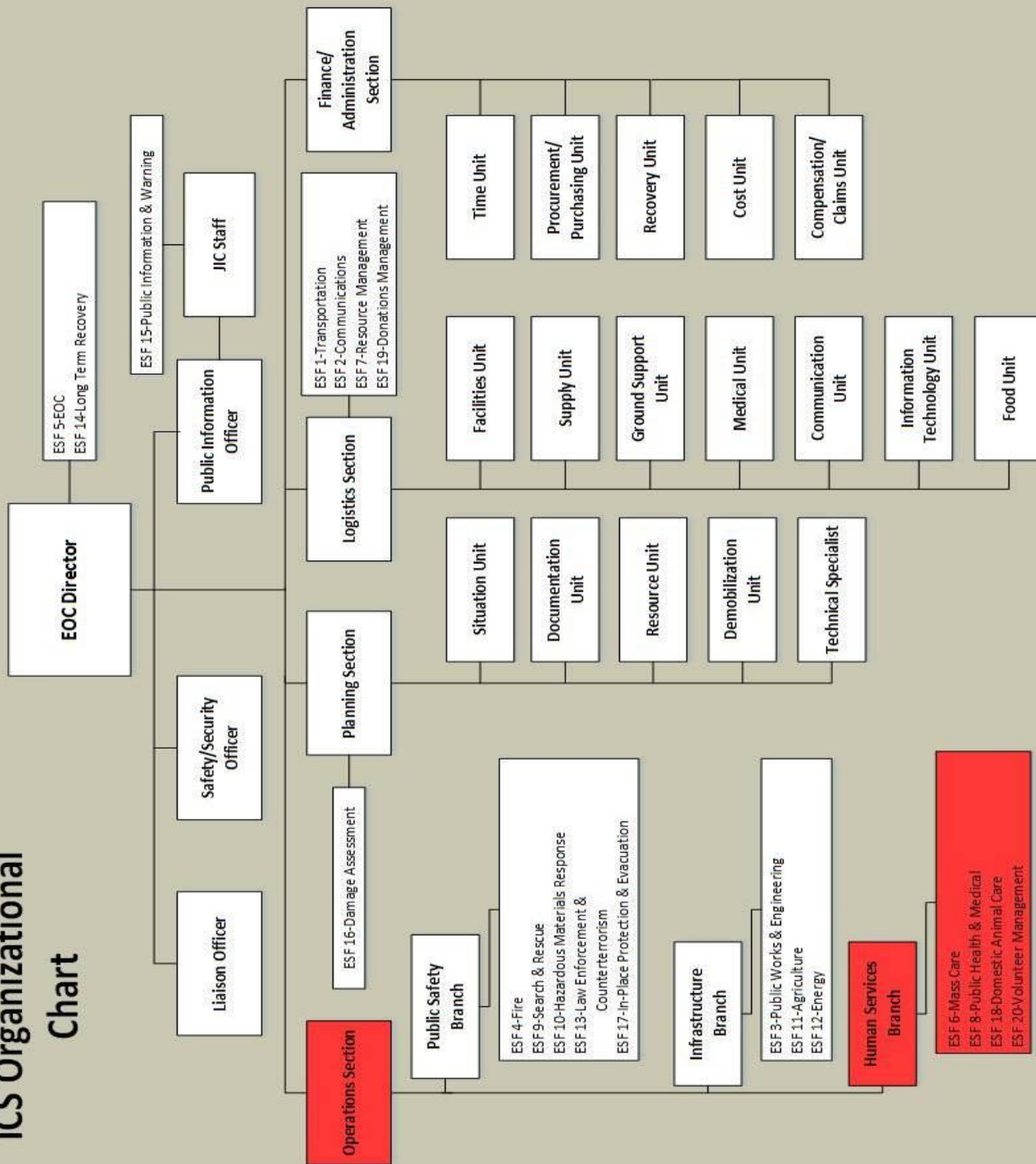
**APPENDIX 2:**     Organizational Chart

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## ICS Organizational Chart

**EOC Director**

- ESF 5-EOC
- ESF 14-Long Term Recovery

**Liaison Officer**

**Safety/Security Officer**

**Public Information Officer**
- ESF 15-Public Information & Warning

**JIC Staff**

**Finance/Administration Section**
- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

**Logistics Section**
- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
- ESF 19-Donations Management
- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

**Planning Section**
- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

**Operations Section**

- ESF 16-Damage Assessment

**Public Safety Branch**
- ESF 4-Fire
- ESF 9-Search & Rescue
- ESF 10-Hazardous Materials Response
- ESF 13-Law Enforcement & Counterterrorism
- ESF 17-In-Place Protection & Evacuation

**Infrastructure Branch**
- ESF 3-Public Works & Engineering
- ESF 11-Agriculture
- ESF 12-Energy

**Human Services Branch**
- ESF 6-Mass Care
- ESF 8-Public Health & Medical
- ESF 18-Domestic Animal Care
- ESF 20-Volunteer Management

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# DONATIONS MANAGEMENT                                    ESF 19

PURPOSE

SCOPE

SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions

CONCEPT OF OPERATIONS
- General
- Mission Areas

ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies

DIRECTION AND CONTROL

CONTINUITY OF OPERATIONS

ADMINISTRATION AND LOGISTICS

ESF DEVELOPMENT AND MAINTENANCE

APPENDICES
1. Activation List
2. Organizational Chart
3. POD Distribution

# DONATIONS MANAGEMENT                                          ESF 19

**PRIMARY AGENCIES:**          Springfield-Greene County Office of Emergency Management

**SUPPORT AGENCIES:**          Convoy of Hope
                               Salvation Army
                               American Red Cross

## PURPOSE

In order to deal with the many types of disasters that could affect Springfield-Greene County, 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 Springfield-Greene County.

## SITUATION AND ASSUMPTIONS

### Situations

1. Springfield-Greene County is subject to many types of occurrences that create the potential for a major disaster (**see Greene County Multi-Jurisdictional 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.
6. Private resources are available in the region to assist with food acquisition activities.
7. Outside resources are available to assist should all local resources become committed.

### 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/county.
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:

- Be given with an expectation of compensation, publicity, or tax write-off.
- 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.)
- Be provided illegally as a ruse in a fraudulent process to obtain money from disaster victims.
- Be offered at a "discount" to disaster victims, with no real savings.
- 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:

- Know what is needed in the disaster area–cash, goods, and/or services.
- Know how they should transport their donation to the local area, or it there is someone who can transport it for them.
- Start a donation drive to help disaster victims, but have no knowledge of what to do and how to do it.
- 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.
- Have their donation received by a local official and/or receive a letter of appreciation or public recognition.
- Want to be fed and provided with lodging if they are providing volunteers.

11. Disaster victims may:

- Desire immediate access to donations before they are sorted and ready to be disseminated at appropriate distribution points.
- 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.
- Have unmet needs which can be satisfied by additional donations.

## CONCEPT OF OPERATIONS

### General

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.

The Springfield-Greene County 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.

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.

The goals in donation management are as follows:

1. 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.
2. Determine which phase of activation will be required.
3. 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.
4. 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.
5. 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.

**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:

     o Represent and speak on behalf of donations policy in all EOC decisions
     o Communicate all policy decisions to the team
     o Represent the team in all EOC coordination issues
     o Work with EOC Management to produce appropriate news releases
     o Communicate needs identified in the EOC to the Needs group
     o 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.

## DONATIONS MANAGEMENT PHASES

| PHASE 1 | • Small, limited, or localized disaster<br>• Level III activation of the EOC<br>• Donations are few and sporadic<br>• Donations coordinator or Emergency Management Official handles inquiries |
|---|---|
| PHASE 2 | • Small to large disasters<br>• Level II or III activation of EOC<br>• Possible State and federal declaration<br>• One to several people can manage donations without activating plan<br>• Functions or positions may be combined to fit the needs of the disaster |
| PHASE 3 | • Very large of catastrophic disasters<br>• May generate large amount of media or public interest |

2. **Acceptance of Donations**

- **Unsolicited or unneeded donations**

  - Springfield-Greene County 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.

- **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 in Springfield-Greene County, both solicited and unsolicited will be accepted and received by the Donations Coordination Team at Convoy of Hope or other 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.
  - An inventory list of donated goods will be created and submitted to the Operations Section of the EOC at minimum daily.

- **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 Springfield-Greene County 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**

  o 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.
  o 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.

- **Personnel**

  o 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 Springfield-Greene County. 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 Springfield-Greene County Office of Emergency Management will activate the Volunteer Coordination Center (VCC). (**see ESF-20, Volunteer Management)**

- **Financial Resources**

  o The Springfield-Greene County emphasizes the preference for financial/cash donations.
  o Springfield-Greene County makes no distinction between solicited and unsolicited financial donations and will facilitate acceptance of all financial resources that may be donated.
  o Springfield-Greene County will connect the donor with one of the ESF partner non-profit organizations that assist with local response/recovery operations.

- **Facilities**

  o During a disaster Springfield-Greene County may be presented with offers of donated facilities.
  o 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 Springfield-Greene County 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**

    o 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
    o 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
    o The EOC Finance/Admin Section will coordinate with Springfield and/or Greene County legal services on any contracts that may be required for usage of the donated facility.

3. **Management of Donations**

- **Goods and Materials**

    o All goods and materials that arrive in Springfield-Greene County, both solicited and unsolicited will be accepted and received by the Donations Coordination Team at the established facility
    o This facility will act as the central location to receive, sort, organize, inventory, repackage if necessary, and temporarily store donated items and other goods
    o The Donations Coordination Team will maintain a database for the tracking and inventory of all donated goods and materials
    o An inventory list of donated goods will be created and submitted to the Operations Section of the EOC at minimum daily
    o All requests for distribution of donated goods and services will be routed through the DC and the Donations Coordination Team
    o The Donations Coordination Team will work with support agencies, to maintain a complete database to assure:

        - prompt response to donors
        - prompt allocation of donations
        - tracking of donations until it is received by the disaster victim or response agency

- **Services**

    o Services that are donated to Springfield-Greene County will be managed by the corresponding ESF to which that service has been assigned.
    o 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)

- **Personnel**

    o Personnel donations will be managed by the VCC, which will handle the coordination of professional, traditional, affiliated, and spontaneous volunteer personnel.
    o The 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*)

- **Financial Resources**

    o Neither Springfield, nor Greene County will have direct control or management of financial resources that are donated
    o 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.

- **Facilities**

    o Facilities that are donated to Springfield or Greene County will be managed by the corresponding ESF agency to which that facility has been assigned
    o 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)
    o 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**

- **Goods and Materials**

    o All goods and materials that arrive in Springfield-Greene County, both solicited and unsolicited will be accepted and received by the Donations Coordination Team at the established facility.
    o This facility will act as the central location to distribute goods and materials as assigned by the EOC which will be coordinate with ESFs to assess unmet needs.

- **Bulk Distribution:**

    o 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, and essential household items such as dishes, pots, pans, lanterns, water containers, blankets, cots, linens and tents.
    o The system for bulk distribution must be coordinated with donations management because bulk distribution largely relies upon donated goods to sustain itself.
    o 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.

    o The best method for doing so should be determined by the current situation and the agencies assigned to bulk distribution.
    o The EOC and the DC will help coordinate bulk distribution and donations management operations.

- **Services**

    o Services that are donated to Springfield or Greene County will be distributed to ESFs through the Operations Section of the EOC.
    o Distribution of donated services will be prioritized by need.

- **Personnel**

  - o Personnel donations will be distributed through the VCC to local non-profit partnering agencies. (see *ESF 20, Volunteer Management*)

- **Financial Resources**

  - o Neither Springfield nor Greene County will have direct control or management of financial resources that are donated.
  - o 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.

- **Facilities**

  - o Facilities that are donated to Springfield or Greene County will be distributed to ESFs through the Operations Section of the EOC.
  - o Distribution of donated services will be prioritized by need.

5. **Additional Planning Considerations**

- **Planning Components for Managing Goods**

  - o 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

  - o Donations management officials should have expertise in planning and training in these components.

- **Transportation**

  - o The DC will work closely with ESF 1. 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.

- o 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.
- o 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**

- The EOC, American Red Cross, and 211 will coordinate management of donor phone calls through their respective phone banks.
- Calls can generally be classed into four types:

  1. Donors providing a donation, starting a "drive", or wanting to know how best to donate.
  2. Vendors wanting to provide services or materials at a reduced cost to the disaster victim.
  3. Drivers, en route to the disaster area, desiring to know where they should deliver their cargo, and who will off-load it.
  4. 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 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.

## Mission Areas – Response

- Activate plan and notify all voluntary agencies of activation.
- Contact ESF- 20 team members and place on stand-by.
- Activate the phone bank and other local or "800" numbers.
- Maintain records of expenditures and in-kind donations received.
- Provide tanker of potable water with appropriate hose connection to EOC as warranted.

## Mission Areas – Demobilization

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.

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.

## ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES

### Primary Agency:

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

   - Review and assess damage information to establish priorities of supplies.
   - Arrange for distribution of goods with help from Resource Management (*ESF 7*) and Transportation (*ESF 1*).
   - Keep an accurate accounting of the flow of goods from donors to recipients.
   - Establish other staging areas as needed.
   - 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.
   - Review and revise priority area designations as needed.
   - Coordinate with liaison from Convoy of Hope.

### Support Agencies:

1. **Convoy of Hope**

   - Provide support for agencies on solicited and unsolicited goods and volunteers.
   - Provide a liaison between the EOC and donating agencies.
   - Provide EOC with donations status and availability.
   - Coordinate the warehousing and distribution of donated durable and non-durable items, including food. Coordinate with Food & Water (*ESF 18*).
   - Coordinate with private and public agencies to receive donated items.
   - Assist in transporting food supplies, water and ice into the disaster area(s).

2. **Salvation Army**

   - Coordinate with warehousing and distribution points for durable and non-durable goods.
   - Establish and maintain liaison with EOC.

3. **American Red Cross**

- Implement procedures and staff a telephone call in point for information concerning volunteers and donations of goods if requested.

## State Support Agency:

1. **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.

## Federal Support Agency:

1. **Federal Emergency Management Agency (FEMA)**

- FEMA supports the State Donations Coordinator and voluntary organizations through:

  - o Assisting with the Donations Coordination Team and Donations Coordination Center.
  - o Assisting with technical and managerial support.
  - o A national network of information and contacts to assist donations specialists.
  - o Providing donations management software and communications support.

## DIRECTION AND CONTROL

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 will staff this ESF, including the position of Donations Coordinator.

When a classified emergency occurs, normal operating procedures will be altered as necessary to ensure adequate direction and control.

## CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations (COOP) 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.

# DONATIONS MANAGEMENT                                              ESF 19

## ADMINISTRATION AND LOGISITICS

### Record Keeping

- 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.
- Federal resources will 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.
- Records of purchases, rentals, agreements, loans, etc., will be maintained, organized and monitored by the DCT.
- Each agency is responsible for maintaining its own records of expenditures for later reimbursement.

### Operational Equipment Supplies and Transportation

- OEM 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.
- 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 OEM Director.
- Each organization is responsible for furnishing its own transportation requirements for direction and control activities.

### Logistical Support

Logistical support for the Donations Coordination Center must be coordinated through the Donations Coordination Team Leader.

## ESF DEVELOPMENT AND MAINTENANCE

This ESF was developed by the Office of Emergency Management with the supporting documentation developed by American Red Cross, FEMA, SEMA and the participating departments/agencies. This ESF will be reviewed and updated annually. The Office of Emergency Management and the Donations Coordinator will instigate this review. Necessary updates will be accomplished by the responsible agencies.

Tests, exercise and drills will be conducted regularly. The results of these activities will be incorporated in this ESF when so indicated.

## REFERENCES

1. FEMA: FEMA 278, Donations Management Guidance Manual
2. American Red Cross: In-Kind Donations Information Packet, ARC 4039D (May 2005)
3. American Red Cross, Gifts of Goods & Services for Disaster Relief Volunteers Brochure

4.  American Red Cross: Local Disaster Volunteers, ARC 30-3054 (September 1999)
5.  American Red Cross: Disaster Services Spontaneous Volunteer Management, ARC 30-3054, Annex M (July 2003)
6.  American Red Cross: Coordinator of Disaster Volunteers, ARC 30-3054 Annex L  (November 2000)
7.  Missouri Revised Statutes: Chapter 44
8.  State Emergency Operations Plan, as amended (2005)

## APPENDICIES


**APPENDIX 1:**     Activation List

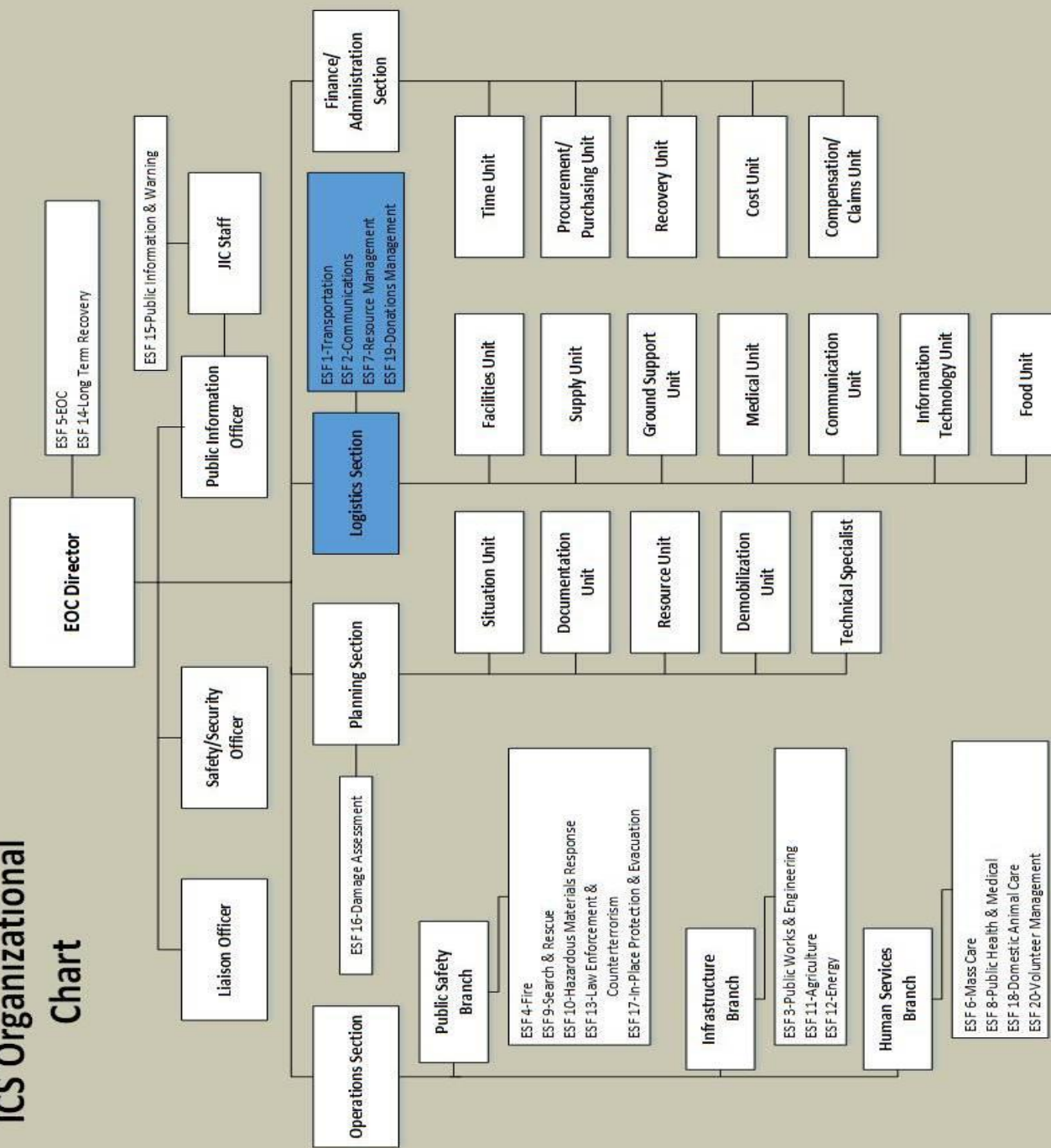**APPENDIX 2:**     Organizational Chart

**APPENDIX 3:**     Point of Distribution (POD)

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## ICS Organizational Chart

**EOC Director**
- Liaison Officer
- Safety/Security Officer
- Public Information Officer
  - JIC Staff
  - ESF 15-Public Information & Warning
- ESF 5-EOC
- ESF 14-Long Term Recovery

**Operations Section**
- **Public Safety Branch**
  - ESF 4-Fire
  - ESF 9-Search & Rescue
  - ESF 10-Hazardous Materials Response
  - ESF 13-Law Enforcement & Counterterrorism
  - ESF 17-In-Place Protection & Evacuation
- **Infrastructure Branch**
  - ESF 3-Public Works & Engineering
  - ESF 11-Agriculture
  - ESF 12-Energy
- **Human Services Branch**
  - ESF 6-Mass Care
  - ESF 8-Public Health & Medical
  - ESF 18-Domestic Animal Care
  - ESF 20-Volunteer Management

**Planning Section**
- ESF 16-Damage Assessment
- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

**Logistics Section**
- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
- ESF 19-Donations Management
- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

**Finance/Administration Section**
- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

## APPENDIX 3

### POINTS OF DISTIBUTION (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
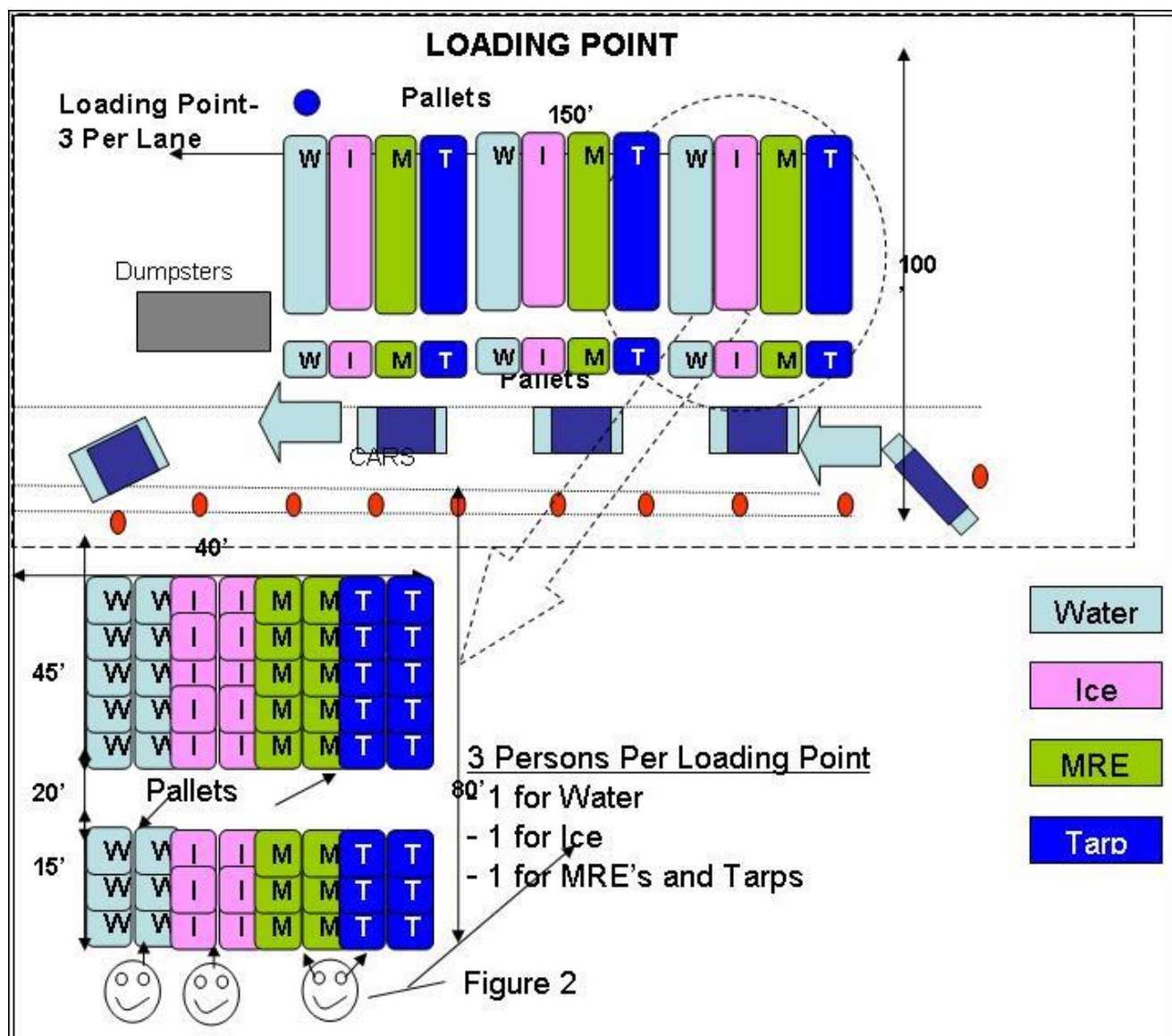


Figure 2

# VOLUNTEER MANAGEMENT                          ESF 20

PURPOSE


SCOPE


SITUATIONS AND ASSUMPTIONS
- Situations
- Assumptions


CONCEPT OF OPERATIONS
- General
- Mission Areas


ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES
- Primary Agencies
- Support Agencies
- State Support Agencies
- Federal Support Agencies


DIRECTION AND CONTROL


CONTINUITY OF OPERATIONS


ADMINISTRATION AND LOGISTICS


ESF DEVELOPMENT AND MAINTENANCE


APPENDICES
1. Activation List
2. Organizational Chart
3. Volunteer Release and Waiver of Liability

# VOLUNTEER MANAGEMENT                                              ESF 20

**PRIMARY AGENCIES:**          Springfield-Greene County Office of Emergency Management

**SUPPORT AGENCIES:**          The Church of Jesus Christ of Latter Day Saints
                               Community Emergency Response Team (CERT)

## PURPOSE

To establish and implement a working strategy for efficiently channeling offers of volunteer assistance in the aftermath of natural, technological or human caused disasters or emergency situations occurring in the Springfield-Greene County area.

## SITUATIONS AND ASSUMPTIONS

### Situations

1. Springfield-Greene County is subject to many different types of events that create the potential for a major disaster (see *Greene County Multi-Jurisdictional 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. Local government 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.

### 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/county.

3. In a disaster, local government, local volunteer groups and agencies may be overwhelmed and unable to effectively manage a sizable amount of spontaneous 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.

## CONCEPT OF OPERATIONS

### 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.

**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. *Minors: No individual under 18 years of age will serve as a volunteer for the Springfield-Greene County Office of Emergency Management. Partner, volunteer agencies may utilize minors in accordance with their own internal policy.

1. Professional

   - These volunteers are emergency personnel from either within Greene County 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.

2. 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.

3. 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.

4. 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.

# VOLUNTEER MANAGEMENT                                         ESF 20

**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.  Examples of volunteer agencies are:

- Community Emergency Response Team (CERT)
- The American Red Cross (ARC)
- AmeriCorps
- The Salvation Army
- Convoy of Hope

**Volunteer Management Assumptions**

The following is a list of underlying assumptions for the management of volunteers responding in a disaster situation:

1. There is an established and verified need for volunteers.
2. Agencies accept and manage their own volunteers.
3. Affiliated volunteers are preferable and may be required.
4. Spontaneous volunteers will be mission-assigned to an existing voluntary agency or organized group as appropriate.
5. 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.
6. Agencies should not discriminate in the employment of volunteers based on age, race, gender, physical ability, or religion.
7. Equal access to volunteers should be exercised among communities in need.
8. Equal access to volunteers should be exercised among all agencies.
9. Volunteers come from within the affected area, as well as from regional, state, national, and international origins.
10. Recruitment of volunteers may be needed, especially where unique skills are     needed and can be readily met through volunteer resources.
11. 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.
12. 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.
13. Successful recovery efforts in a community impacted by a disaster will normally require the use of volunteers.
14. In the event a Multi-Agency Resource Center (MARC) is established, the VCC will provide staff for a table for mission assignment requests.

**Volunteer Coordination Center (VCC)**

The type of disaster/event will determine the number of volunteers needed for an effective response. In an event where a large number of volunteers are needed, the Springfield-Greene County Office of Emergency Management will 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;

- Organizing
- Registering
- Vetting
- Providing Assignment

Volunteer services include efficiently meeting requests submitted by the whole community 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.

The Springfield-Greene County OEM 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. Identified volunteer agencies will be represented at the VCC by their respective liaisons. Identified needs that can be filled by volunteers will go through the VCC and be mission-assigned or disseminated to the appropriate agency. Spontaneous volunteers will be assigned to a volunteer agency.

Personnel for the VCC may include:

- Volunteer Coordinator
- EOC Representative
- Volunteer Agency Liaisons
- Front Desk Greeters
- Registration Personnel
- Volunteer Agency Representative
- Assistant Safety Officer
- Runners
- Security Personnel
- Field Supervisor

The VCC will be capable of serving in two capacities: 1) Coordination Center and 2) Mobilization Center.

1. Coordination Center

    - As a Coordination Center, the VCC will meet the needs of volunteer management and volunteer services. With identified volunteer agencies from the community represented at the VCC, the center will serve as a hub for volunteer service requests and join them with available volunteer resources.

2. 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.

# VOLUNTEER MANAGEMENT                                         ESF 20

**Volunteer Coordination Team**

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 (VC).  The VC may initially fulfill all roles of the coordination team, but as the incident grows, team responsibilities will be delegated by the VC.  Roles of the Volunteer Coordination Team are:

1.  Volunteer Coordinator (VC)

    - Oversees the operation of the Volunteer Coordination Center
    - Designates room locations for different stations
    - Assists in establishing a VCC
    - Works under the direction of the OEM Director
    - Coordinates with a liaison from each volunteer agency represented at the VCC
    - Coordinates with Donations Coordinator and Volunteer Agency Liaison
    - Briefs and assigns tasks to staff and volunteers of the VCC.
    - Monitors the operation and make changes when necessary
    - Tracks all expenses incurred at the VCC
    - Maintains time records of staff and volunteers working in the VCC

2.  Emergency Operations Center (EOC) Representative

    - Works under the direction of the Volunteer Coordinator
    - Works at the EOC
    - Proficiently maintain communication between the EOC and VCC
    - Communicates volunteer requests generated from EOC operations to the Volunteer Coordinator
    - Provides updated reports of volunteer activities and damage assessment teams to the Situation Unit Leader of the EOC Planning Section
    - Coordinates ongoing volunteer operations with the EOC Operations Section Chief

3.  Volunteer Agency Liaison

    - Coordinates all incoming requests submitted by other volunteer agencies to the coordination team
    - Makes volunteer assignments to affiliated agencies with approval from the Volunteer Coordinator

4.  Field Supervisor

    - Coordinates and monitors all field operations
    - Maintains field situational awareness and reports awareness to Volunteer Coordinator
    - Reports to the VCC Volunteer Coordinator
    - Maintains safety and accountability of field teams
    - Provides additional mission assignments to VCC
    - Reports unassigned volunteers to VCC Volunteer Coordinator

Other VCC Staff include:

1. Front Desk Greeters

   - Located at the facility entrance
   - Expresses appreciation and thanks to the volunteers for their time
   - Gives each volunteer a Volunteer Instructions Sheet
   - Finds out if they are affiliated with any Volunteer organization
   - Directs affiliated or unaffiliated volunteers to the next appropriate station

2. Registration Personnel

   - Provides unaffiliated volunteer with a Volunteer Registration Form
   - Reviews Volunteer Release and Waiver of Liability Form
   - Directs volunteers through to mission assignments

3. Volunteer Agency Representative

   - Fulfills identified needs as able
   - Receives and organizes volunteers assigned to agency
   - Coordinates with the Volunteer Coordinator
   - Fills out "Request for Volunteers" forms and submit to the Volunteer Coordinator
   - May be a representative from The American Red Cross, Southern Baptist, etc.

4. Assistant Safety Officer

   - Reviews Safety Training information with volunteers
   - Mandates that everyone attend a debriefing at the end of the shift
   - Distributes snack bags, water, gloves, etc.
   - Directs volunteers to exit area
   - Maintains all signed records of safety training provided to volunteers

5. Runners

   - Carries information from one station to another within the VCC
   - Supports each station with necessary supplies
   - Any duties as assigned

## Liability

Voluntary agencies will assume any liability related to their volunteers, and are responsible for considering appropriate insurance coverage such as a liability clause in their corporate insurance policy.  Personnel volunteering for the Springfield-Greene County OEM will not be provided any Worker's Compensation coverage. All volunteers will waive their right to make a claim if injured by signing the Greene County Volunteer Release and Waiver of Liability Agreement (see Appendix 3). Other Agency Waiver of Liability Forms may be utilized in addition to the Springfield-Greene County OEM Volunteer Release and Waiver of Liability Agreement.

Springfield - Greene County OEM will oversee registered Greene County Community Emergency Response Team (CERT) members. 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. All professionals must operate within Missouri's requirements for licensing reciprocity.

## Mission Area – Response

- Activate plan and notify all voluntary agencies of activation
- Contact ESF-20 team members and place on stand-by
- Activate the phone bank and other local or "800" numbers
- If the VCC is activated, a Representative will be present in the EOC as primary point of contact
- Maintain records of expenditures and in-kind donations received
- Respond to requests for services
- Maintain records of volunteer hours associated with governmental assistance for potential federal reimbursement

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### Primary Agency:

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

   - Determine the optimum location for the VCC, initiate activation procedures, coordinate with the Volunteer Coordinator directly and/or through the established volunteer liaison located in the EOC.
   - Implement procedures and staff a telephone disaster hotline for information concerning volunteers and where the VCCs will be located.
   - Coordinate representation of each volunteer agency at the VCC.
   - Support the Volunteer Coordinator in coordination with the various volunteer agencies.
   - Support the Volunteer Coordinator in structuring volunteer assignments so that they can be managed in a systematic manner.
   - Support the Volunteer Coordinator in the dispatch of volunteers as needed, coordinate with ESF 7, Resource Management.
   - 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.
   - Review and revise priority area designations as needed.
   - Review and assess damage information to establish priorities of services.

### Support Agencies:

1. **The Church of Jesus Christ of Latter Day Saints**

   - Establish and coordinate activities within the Volunteer Coordination Center (VCC).
   - Establish and maintain liaison with EOC.
   - Coordinate with American Red Cross and OEM in the warehousing and distribution points for durable and non-durable goods.
   - Work with the EOC to place volunteers in needed areas

2. **Community Emergency Response Team (CERT)**

   - Support and coordination of VCC processes

# VOLUNTEER MANAGEMENT                                      ESF 20

## State Support Agency:

1. **State Emergency Management Agency**

   - Works with the Statewide Volunteer Coordinator to assess the need for volunteer management and to provide any assistance needed.
   - Activate Americorps to assist if needed.

## DIRECTION AND CONTROL

For incidents that have reached an emergency classification overall direction and control will be from the EOC, however, The Jesus Christ of Latter Day Saints will support this ESF. When a classified emergency occurs, normal operating procedures will be altered as necessary to ensure adequate direction and control.

## 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.

## ADMINISTRATION AND LOGISTICS

### Record Keeping

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. Each agency is responsible for maintaining its own records of expenditures for later reimbursement.

### Operational Equipment Supplies and Transportation

OEM will provide "normal" amounts of office supplies to personnel of other agencies assigned to work in the EOC. Unusual or extraordinary amounts must be secured by the individual organization. Each organization is responsible for furnishing its own transportation needs.

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 OEM Director.

## Logistical Support

Logistical support for the Volunteer Coordination Center must be coordinated through the Volunteer Coordinator.

## ESF DEVELOPMENT AND MAINTENANCE

This ESF will be reviewed and updated annually. The Office of Emergency Management will instigate this review. Necessary updates will be accomplished by the responsible agencies.

## REFERENCES

1. Missouri Revised Statutes: Chapter 44.

## APPENDICIES


**APPENDIX 1:**    Activation List

**APPENDIX 2:**    Organizational Chart

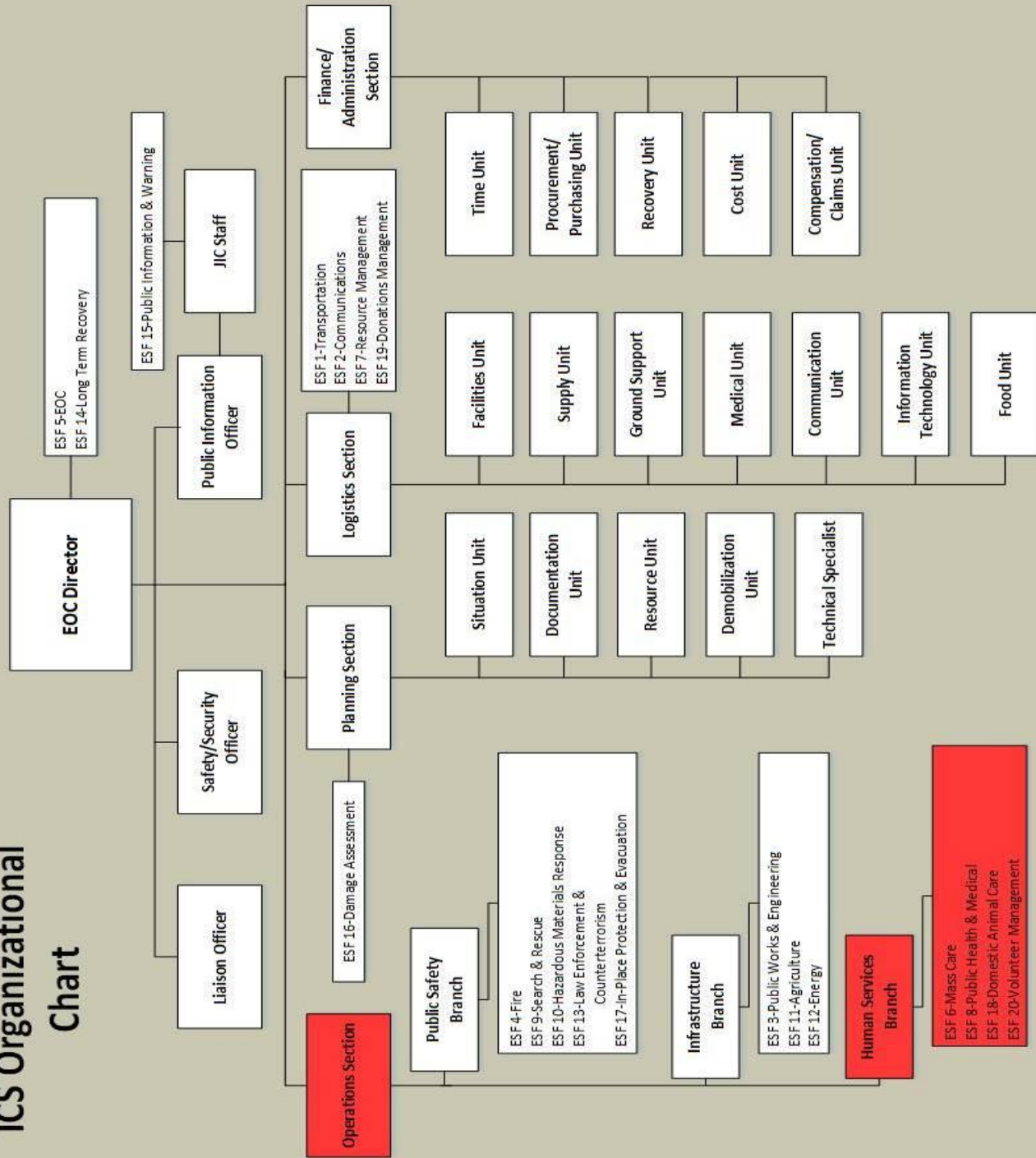**APPENDIX 3:**    Volunteer Release and Waiver of Liability Agreement

## APPENDIX 1

*Activation List is a secured, stand-alone document located at the end of the EOP*

## ICS Organizational Chart

**EOC Director**

- ESF 5-EOC
- ESF 14-Long Term Recovery

**Liaison Officer**

**Safety/Security Officer**

**Public Information Officer**

- ESF 15-Public Information & Warning

**JIC Staff**

**Finance/Administration Section**

- Time Unit
- Procurement/Purchasing Unit
- Recovery Unit
- Cost Unit
- Compensation/Claims Unit

**Logistics Section**

- ESF 1-Transportation
- ESF 2-Communications
- ESF 7-Resource Management
- ESF 19-Donations Management

- Facilities Unit
- Supply Unit
- Ground Support Unit
- Medical Unit
- Communication Unit
- Information Technology Unit
- Food Unit

**Planning Section**

- Situation Unit
- Documentation Unit
- Resource Unit
- Demobilization Unit
- Technical Specialist

**Operations Section**

- ESF 16-Damage Assessment

**Public Safety Branch**

- ESF 4-Fire
- ESF 9-Search & Rescue
- ESF 10-Hazardous Materials Response
- ESF 13-Law Enforcement & Counterterrorism
- ESF 17-In-Place Protection & Evacuation

**Infrastructure Branch**

- ESF 3-Public Works & Engineering
- ESF 11-Agriculture
- ESF 12-Energy

**Human Services Branch**

- ESF 6-Mass Care
- ESF 8-Public Health & Medical
- ESF 18-Domestic Animal Care
- ESF 20-Volunteer Management

## APPENDIX 3

## VOLUNTEER RELEASE AND WAIVER OF LIABILITY AGREEMENT

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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