Comprehensive Emergency Management Plan

2014 Update

City of Everett

Office of Emergency Management

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City of Everett
Office of Emergency Management

Comprehensive Emergency Management Plan

Promulgation Memorandum

With this notice, I am pleased to officially promulgate the City of Everett Comprehensive Emergency Management Plan (CEMP) dated December 31, 2014.

This plan is effective immediately and replaces all previous versions. The CEMP represents the framework for City disaster mitigation, preparedness, response and recovery activities. The CEMP details authorities, functions and responsibilities to establish a mutually cooperative plan of action between City Departments, Divisions, and other public and private entities in response to a disaster. The CEMP supports National Incident Management System (NIMS) compliance requirements and utilizes the NIMS Incident Command System (ICS). This plan was prepared in accordance with guidance from the Federal CPS-101 (November, 2010) and the National Response Framework (NRF, January 2008). The CEMP will be used to enhance the City's capability in reducing the impact from a disaster or significant event to citizens, the environment, the economy and property.

Every effort has been made to assure the CEMP's compatibility with the precepts of modern emergency management, the current applicable laws and the organizational structure of the City of Everett.

Department Directors are reminded of their responsibilities concerning emergency management; specifically to support and participate on assigned committees, attend training sessions, offer updates to the CEMP as necessary, and maintain internal Department Disaster Plans that allow for the continuation of services during and following a disaster or significant event. All City of Everett Line of Succession personnel, Department Directors, and recipients of the CEMP should review this document and become familiar with their obligations and responsibilities.

The CEMP Basic Plan, Appendices, Lead and Support Department Responsibilities, and Annexes will be revised at a minimum of every four years from the date of last State approval. Notwithstanding the regular update schedule, the Everett Office of Emergency Management staff will review the CEMP on an annual basis and collate suggested updates from other sources such as local, state and federal agencies.

I, Ray Stephanson, Mayor of Everett, do hereby promulgate the attached City of Everett Comprehensive Emergency Management Plan.

Ray Stephanson
Mayor

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STATE OF WASHINGTON
MILITARY DEPARTMENT
EMERGENCY MANAGEMENT DIVISION
MS: TA-20 Building 20
Camp Murray, Washington 98430-5122
Phone: (253) 512-7000 • FAX: (253) 512-7200

January 30, 2015

Mr. Dave DeHaan, Director
City of Everett Office of Emergency Management
2801 Oakes Avenue
Everett, WA 98201

Dear Mr. DeHaan Dave

Thank you for submitting the 2014 City of Everett Comprehensive Emergency Management Plan (CEMP) for the Washington State Emergency Management Division (EMD) review required of emergency management organizations, as defined by RCW 38.52.070.

Our local jurisdiction plan review criteria, measures a plan's consistency with the National Response Framework, the National Incident Management System, and the Washington State Comprehensive Emergency Management Plan, while complying with the content requirements of Chapter 118-30-060 WAC and Chapter 38.52.070 RCW. Our evaluation also takes into consideration the unique needs and circumstances of your jurisdiction. Based on these review factors, your CEMP and Emergency Support Functions meet the standards in most areas and exceeds in others. We attached specific recommendations to strengthen your CEMP based upon the review.

To ensure that your jurisdiction remains eligible for the Emergency Management Performance Grant (EMPG) funding program, please submit your maintenance schedule (in accordance with Chapter 118-09-030 WAC) as part of your annual EMPG application for funding. You will need to submit your updated CEMP to EMD again in four years.

Congratulations on this significant endeavor. My point of contact for plan review and any emergency management planning assistance you may need is Karen Ferreira, (253) 512-7057.

Sincerely,

Robert Ezelle
Director

Enclosure (1)

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City of Everett
COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

RECORD OF CHANGES

Change #	Date	Page #	Para #	Change Summary
1	6/12/2018	23	IV. B. 2.	Changed order of succession for Mayor

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City of Everett
COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

RECORD OF DISTRIBUTION

Copy#	Date	Office/Department/Title
		City Of Everett / OEM
1		Office of Emergency Management – Director
2		Office of Emergency Management – Emergency Planning & Operations Coor.
3		Office of Emergency Management – Public Education Coordinator
4-5		Office of Emergency Management – Office references
6-14		Everett Emergency Operations Center – 9 stations
15		Emergency Management Duty Officer – S. Precinct Captain
16		Emergency Management Duty Officer – N. Precinct Captain
17		Emergency Management Duty Officer – Fire Station 1 Captain
		City Of Everett / Administration
18		Mayor
19		City Council President
20		City Council Vice President
21		City Council Office
22		Executive Director
23		Economic Development Director
24		Communications Director
25		Office of Neighborhoods/Community Services
26		Cultural Arts
		City of Everett / Police Department
27		Police Department – Chief
28		Police Department – Deputy Chief
		City of Everett / Fire Department
29		Fire Department – Chief
30		Fire Department – Assistant Chief of Administration
		City of Everett / Human Resources Department
31		Human Resources – Director
32		Human Resources -- Safety Official
		City of Everett / Facilities Department
33		Facilities -- Director
34		Facilities – Everett Station
35		Facilities – Maintenance
36		Facilities -- Custodial
		City of Everett / Planning Department
37		Planning -- Director
38		Planning – Land Use Manager
39		Planning – Manager, Long-Range Planning & Community Development

Copy#	Date	Office/Department/Title
		City of Everett / Public Works
40		Public Works -- Director
41		Public Works -- Principal Engineer
42		Public Works – O&M Supervisor -- IS
43		Public Works – City Engineer
44		Public Works – Maintenance Superintendent
45		Public Works – Operations Superintendent
46		Public Works – Engineering Superintendent
47		Public Works – Finance Manager
48		Public Works – Permit Services Manager
49		Public Works – Information & Education Manager
50		Public Works -- Building Official
51		Public Works – City Traffic Engineer
52		Public Works – Chief Water Operator
53		Public Works – Water Treatment Plant Office
54		Public Works – Senior Engineer PE
55		Public Works – Inventory Control Technician
56		Public Works – M&O Supervisor – Streets
57		Public Works – M&O Supervisor – Water
58		Public Works – M&O Supervisor – TSG
59		Public Works – M&O Supervisor – Sewer/Drainage
		City of Everett / Transportation Services Department
60		Transportation Svcs. – Director
61		Transportation Svcs. – Operations Manager
62		Transportation Svcs. – Fixed Route Supervisor
63		Transportation Svcs. – Training and Safety Coordinator
		City of Everett / All Other Departments
64		Animal Services – Manager
65		Accounting – Accounting Supervisor
66		Clerk/Treasurer – Deputy City Clerk
67		Comcast/Xfinity Arena Conference Center
68		Information Technology
69		Legal – City Attorney
70		Library -- Director
71		Municipal Court – Court Administrator
72		Parks and Recreation -- Director
73		Purchasing -- Director
74		Senior Center -- Director
75		Telecommunications -- Director
		External Agencies / Partners / Other Jurisdictions
76		Everett School District
77		Mukilteo School District
78		Everett Community College

Copy#	Date	Office/Department/Title
79		Naval Station Everett
80		Port of Everett
81		Boeing Everett
82		Burlington Northern-Sante Fe Railroad
83		Everett Housing Authority
84		The Everett Clinic
85		Providence Regional Medical Center – Everett
86		Puget Sound Energy, Snohomish County Community Relations Manager
87		Snohomish County Public Utility District No. 1
88		Snohomish Health District
89		Tulalip Tribes Emergency Management
90		City of Marysville
91		Emergency Services Coordinating Agency (ESCA)
92		American Red Cross, Snohomish County Chapter
93		United Way of Snohomish County
94		Volunteers of America – Western Washington
95		Snohomish County Department of Emergency Management
96		Washington State Emergency Management Division
		Other
97		
98		
99		
100		
101		
102		
103		
104		
105		

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City of Everett
2014 CEMP
Table of Contents

Section I: Basic Plan

Section II: Appendices to the Basic Plan

Appendix 1. Glossary/Acronyms

Appendix 2. Training, Drills and Exercises

Appendix 3. Declaration of Local Emergency and Authorities

Appendix 4. Emergency Management Framework

Section III: Lead and Support Responsibilities for City Departments and Public/Private Agencies

Section IV: Hazard-Specific Procedure Annexes

Annex A. Terrorism

Annex B. Severe Weather

Annex C. Shelter

Annex D. Relocation/Evacuation

Annex E. Specific Needs

Annex F. Emergency Operations Center & OEM Duty Officer Framework

Annex G. Emergency Communications

Annex H. Donations Management

Annex I. Volunteer Management

Annex J. Pets and Service Animals

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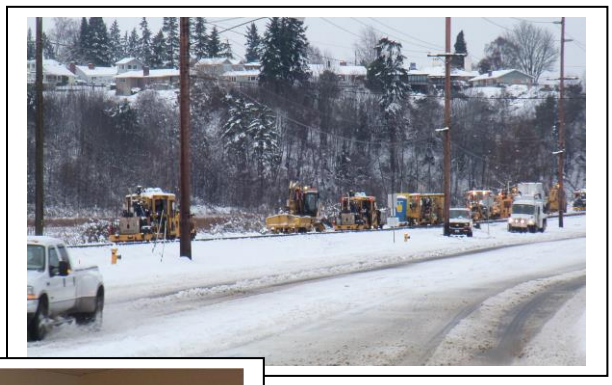
City of Everett

Comprehensive Emergency Management Plan

BASIC PLAN



Everett Fire Department, Office of Emergency Management
December 30, 2014

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Basic Plan

Table of Contents

I. Purpose, Scope, Situation Overview and Planning Assumptions 5

A. Purpose 5

B. Scope 6

C. Situation Overview 6

1. Hazard Analysis Summary 6

2. Capability Assessment 6

3. Mitigation Overview 7

D. Planning Assumptions 7

II. Concept of Operations 8

A. General 8

B. Operational Intent 9

C. Division of Responsibilities 10

1. Local Government 10

2. County Government 11

3. Regional 11

4. State Government 11

5. Federal Government 12

6. Nongovernmental and Volunteer Organizations 12

7. Private Sector 13

8. Citizen 13

D. Phased Emergency Management Operational Approach 16

E. Emergency Management Goals and Objectives 17

F. Continuity of Government/Continuity of Operations 18

III. Emergency Organization Structure and Assignment of Responsibilities 18

A. Emergency Organization Structure Option 18

B. Emergency Organizational Construct 18

IV. Direction, Control and Coordination 23

A. General 23

B. Continuity of Government and Succession of Authority 23

C. Principal Incident Management Organizational Elements 24

D. Multi-Agency Coordination Systems 25

E. Plan Integration 26

V. Disaster Information Collection, Analysis and Dissemination 27
A. Initial Phase Critical or Essential Information Collection Matrix 27
B. Information Sharing 27
C. Information Format 28
VI. Communications 28
A. Response Network 28
B. Alert and Warning 28
C. Tiered Communications 29
D. Government Emergency Telecommunications System 30
E. Wireless Priority Service 30
VII. Administration, Finance and Logistics 31
A. Administration 31
B. Financial Management 34
C. Logistics 35
VIII. Plan Development and Maintenance 36
A. Planning Process 36
B. Responsibility for Planning and Coordination 36
C. Plan Maintenance 36
D. Plan Approval 37
E. Plan Distribution 37
F. Plan Availability 37
IX. Authorities and References 37
A. Federal 37
B. State 38
C. Local 38
D. Reference Materials 38

BASIC PLAN

The 2014 update supersedes all previous versions of the Comprehensive Emergency Management Plan.

The Basic Plan follows the Agency/Department-Focused EOP format outlined in the November, 2010 version of the FEMA Comprehensive Preparedness Guide 101. The plan explains how the City of Everett intends to help prevent, prepare for, respond to, restore services from, recover from and mitigate the effects of any hazard (natural and manmade) impacting the City of Everett. The City of Everett has adopted the Incident Command System to structure the emergency management components utilizing government, volunteer and private agencies in a comprehensive and coordinated manner. This plan was developed to align with the 2013 National Response Framework (NRF), the 2008 National Incident Management System (NIMS) document, the 2011 Washington State Comprehensive Emergency Management Plan, the 2008 Washington State Comprehensive Emergency Management Planning Guide and the 2013 Snohomish County Comprehensive Emergency Management Plan.

I. Purpose, Scope, Situation Overview, and Assumptions

A. Purpose

The intent of this document is to provide a framework during an emergency or major disaster to coordinate response efforts, prioritize restoration of government services and speed economic and physical recovery. Additionally, it outlines broad prevention, preparedness and mitigation approaches within specific appendices. Taken as a whole, all of these activities intend to minimize the impact to people, the environment, the economy and property throughout the City of Everett. Appendices supplement the basic plan to organize specific topics for ease of use. Annexes to this basic plan can stand alone, however, are guided by the focus of the basic plan.

It is expressly the purpose of this Plan to provide for and promote the health, safety and welfare of the general public and not to create or otherwise establish or designate any particular class or group of persons who will or should be protected or benefited by the terms of this Plan. It is the specific intent of this Plan that no provision or any term used in this Plan is intended to impose any duty whatsoever upon the City or any of its officers or employees. Nothing contained in this Plan is intended nor shall be construed to create or form the basis of any liability on the part of the City, or its officers, employees or agents, for any injury or damage resulting from any action or inaction on the part of the City related in any manner to the enforcement of this Plan by its officers, employees or agents.

B. Scope

The City of Everett Comprehensive Emergency Management Plan (the "Plan") applies to all-hazards that may impact the city and its neighboring jurisdictions. The plan applies to all city departments as well as any other organization that may respond in support of city operations. The plan provides a framework to coordinate citywide activities associated with all-hazard (natural or human caused) emergencies and major disasters. The plan shares general emergency management planning concepts with neighboring jurisdictions and complements the Snohomish County and State Comprehensive Emergency Management Plans.

C. Situation Overview

The planning environment considers the emergencies and major disasters likely to occur in the City of Everett as described in the 2011 City of Everett Hazard Identification and Vulnerability Analysis (HIVA), the 2004 Snohomish County Hazards Identification and Vulnerability Analysis (HIVA), and other available risk and vulnerability information. Historically, Snohomish County and the City of Everett have averaged one presidentially declared major disaster every five years. In the past five years we have averaged nearly two declared major disasters per year.

1. Hazard Analysis Summary

The City of Everett encompasses slightly over 47 square miles with 34 square miles of land area and 13 square miles of water. The population is just under 105,000 residents. The City is vulnerable to a series of natural and human caused hazards. The most common occurring hazards are: severe storms; landslides; hazardous material incidents; flooding and earthquakes. There are further demographic breakdowns and hazard analysis in the City of Everett Hazard Identification and Vulnerability Analysis (https://everettwa.gov/DocumentCenter/View/275).

2. Capability Assessment

a. Preparedness Capability: The City of Everett has adequate resources to provide information to citizens and businesses through a public education program. Additionally, regular meetings of department emergency management liaisons focus on disaster preparedness and continuity of government activities. Training and exercises are conducted regularly to test the planning and preparedness capability (see Appendix 3).

b. Response Capability: The City of Everett has adequate resources in traditional response disciplines (fire, police, public works, and animal control) to handle most emergencies. Additionally, the traditional

response disciplines may be supplemented by other departments and registered emergency workers (volunteers) as the situation dictates. Additional resources may be necessary for some situations through existing mutual aid agreements. Fire and law enforcement disciplines may also be supplemented by statewide mobilization plans. State and federal resources may be requested through emergency management protocols. In a long-term or catastrophic response interstate resources may be requested under the Emergency Management Assistance Compact. The Plan does not imply any specific response to an emergency or major disaster incident.

c. Restoration and Recovery Capability: The City of Everett has adequate resources to restore government services and recover the economic base during routine emergencies and limited scope major disasters. A large scale or catastrophic emergency or major disaster will normally require external and federal assistance. Most emergencies and major disasters will qualify for recovery assistance from the Stafford Act. Restoration or recovery from an emergency or major disaster will be coordinated using available resources including mutual aid. The Plan does not imply any specific restoration priority or recovery from an emergency or major disaster incident.

3. Mitigation Overview

The City of Everett has an approved Hazard Mitigation Plan (HMP) that addresses strategies to improve collective hazard resilience. The HMP addresses hazards identified in the Hazard Identification and Vulnerability Analysis. The HMP will be regularly updated and available on-line at: https://everettwa.gov/DocumentCenter/View/274.

D. Planning Assumptions

1. Disaster planning cannot predict all potential emergencies or major disasters nor can it predict all potential vulnerabilities or impact.

2. Priority of response will be to protect life, public property, the environment and the economy.

3. Delivery of routine city services to citizens will likely be impacted by an emergency or major disaster and may be reduced or cease for an undetermined period of time. Continuation and restoration of services will be prioritized by the impact to citizens and resources available.

4. Some emergencies or major disasters will give enough warning for appropriate notifications to be issued allowing for some level of preparation

including possible evacuation or relocation, as appropriate. Other emergencies or major disasters will occur with no advance warning.

5. In the event of a major widespread disaster, outside assistance from local, county, state or federal agencies may be limited or non-existent for an extended period of time.

6. All individuals and businesses have the primary responsibility to plan for and prepare themselves, their families and their pets for emergencies and major disasters, including food, water, family plan, contacts/communications, and sheltering. All individuals and businesses will need to utilize their own resources and be self-sufficient following an emergency or major disaster for at least three days.

II. Concept of Operations

A. General

1. The Mayor of the City of Everett has the authority to activate this plan and the authority is further delegated to the Director of the Office of Emergency Management.

2. The Emergency Operations Center (EOC) is normally activated by the Director of the Office of Emergency Management or the Emergency Management Duty Officer. However, any city official may request or activate the EOC in support of this plan.

3. Once it is determined the emergency or major disaster has the potential to impact life, property, or the public peace and will overwhelm City and mutual aid resources, the Mayor may proclaim a "***Declaration of Local Emergency***" (Appendix 3). The Mayor may direct the Emergency Management Duty Officer or the City EOC Coordinator to disseminate the declaration and other emergency or major disaster related information to the County, State and public as required.

4. Legal issues as a result of preparedness, response and restoration/recovery actions are conducted by the City of Everett Legal Department.

    a. Everett city employee liability is addressed by Everett Municipal Code 2.72.080, *Legal defense and claims of employees*.

    b. Registered emergency workers (volunteers) liability is covered by the Revised Code of Washington (RCW) 38.52.180 (3).

c. Evacuation or relocation shelters owned or operated by the City of Everett have certain liability immunity in accordance with the Revised Code of Washington (RCW) 38.52.180 (1).

5. The City of Everett Office of Emergency Management coordination of operational efforts include:

   a. Federal and National: Utilize the National Response Framework to coordinate with all federal partners. Coordinate with FEMA for recovery efforts within the City. Coordinate with Naval Station Everett for life safety issues.
   b. State: Coordinate operations with the Washington State Military Department Emergency Management Division, the Washington State Association of Emergency Managers, the Washington State Fusion Center and the Emergency Management Council.

   c. Regional: Coordinate operations and support with regional assets, Homeland Security Region 1 and the Puget Sound Regional Catastrophic Preparedness Program.

   d. County: Coordinate with and report to Snohomish County Emergency Management and the Emergency Services Coordinating Agency (representing multiple cities in south Snohomish County).

   e. City: Coordinate disaster operations depending upon City priorities.

6. City of Everett departments are responsible for continuity of operations planning efforts to support this plan. Guidance is provided by the City of Everett Office of Emergency Management on specific areas to be covered in each department plan.

7. The City Emergency Operations Center is located at the Everett Police Department South Precinct, 1121 SE Everett Mall Way. If the EOC is damaged beyond use, the City EOC may co-locate with the Snohomish County Department of Emergency Management or contract for an adequate facility.

8. The City shall maintain an on-call Emergency Management Duty Officer as the primary contact for emergency management issues and EOC activations.

B. Operational Intent

1. The City of Everett government will direct and control emergency and major disaster operations, city resources and mutual aid resources within its borders.

2. The Mayor of the City of Everett will coordinate the City's capabilities, resources and assets to prevent, prepare for, restore and recover from an emergency or major disaster.

3. All City Departments' organizational structures will be maintained during emergency and major disaster operations unless it is impractical to do so.

4. Emergency and major disaster operations will utilize the National Incident Management System and Incident Command System (see Figure 1, below).

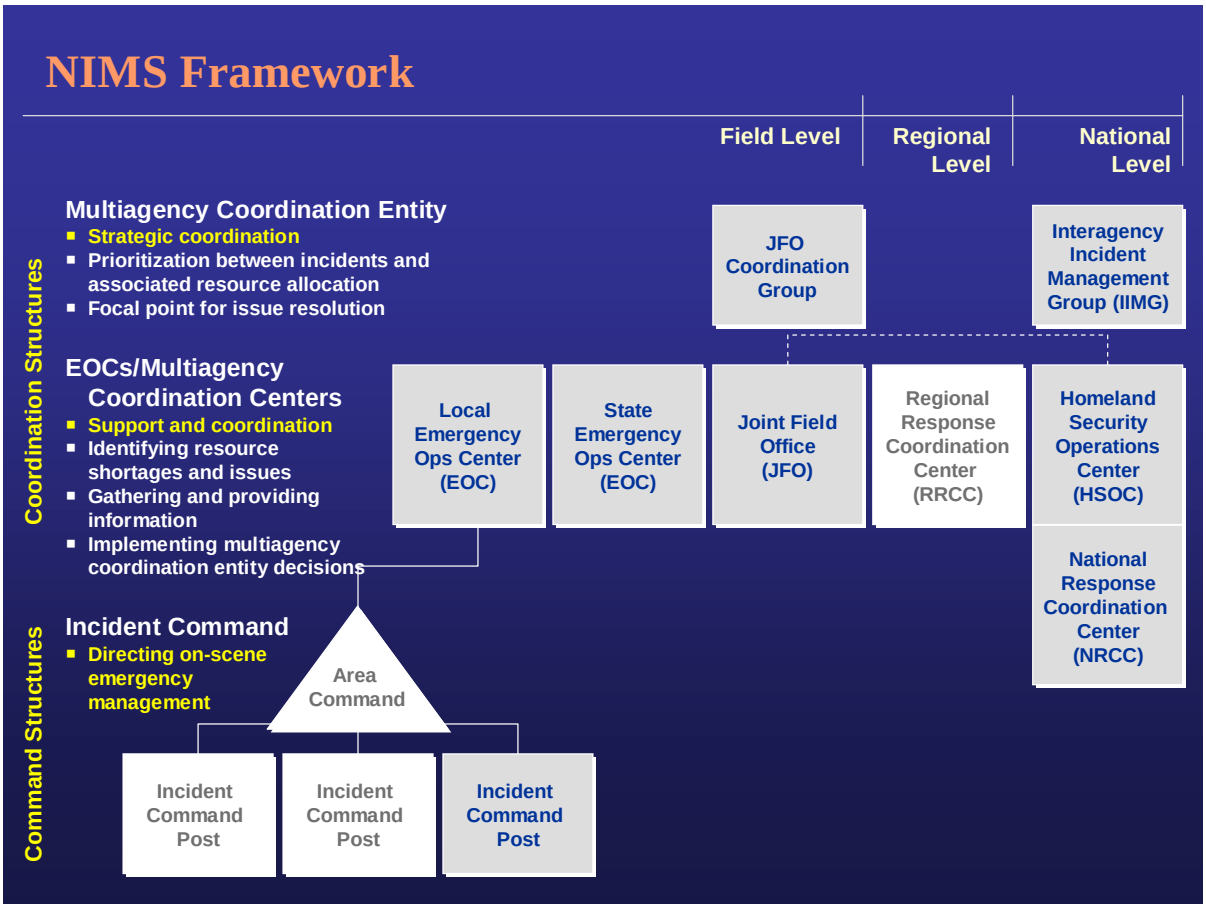

Figure 1: National Incident Management System Structure

C. Division of Responsibilities (See Figures 2 and 3)

1. Local Government

a. All incidents within the City of Everett will be under the operational control of City Department responders unless officially delegated under the incident command system.

b. Most emergencies and major disasters are handled by the responding departments utilizing traditional mutual aid agreements and do not require activation of the Emergency Operations Center. Mutual aid agreements are negotiated and maintained by the individual City departments.

c. When activated, the City of Everett Emergency Operations Center will coordinate emergency and major disaster response and recovery activities.

d. Other local jurisdictions, non-governmental organizations and private sector representatives may be requested to provide support to City of Everett emergency or major disaster activities under existing mutual aid agreements or ad hoc agreements as required.

2. County Government

a. Snohomish County Department of Emergency Management will be the primary point of contact for requesting emergency or major disaster support, except for existing departmental mutual aid agreements.

b. Coordination with the City of Everett for emergency or major disaster information or assistance will be with the City of Everett Office of Emergency Management, Emergency Management Duty Officer or Emergency Operations Center (when activated).

3. Regional

Regional resources may be requested and utilized. These are normally accessed by existing mutual aid agreements maintained by city departments. A regional Incident Management Team may be requested through the established protocols.

4. State Government

a. Requests for State assistance may be submitted directly to the State Emergency Operations Center (SEOC) by the City of Everett Office of Emergency Management, Emergency Management Duty Officer or Emergency Operations Center Coordinator, as appropriate based on activation level of the Emergency Operations Center. Normally, requests for State assistance will be submitted to the Snohomish County Department of Emergency Management. Some typical state assets that may be requested are: State Patrol, National Guard, Department of Transportation, Department of Agriculture, Department of Ecology and Department of Health.

b. Coordination with the City of Everett for emergency or major disaster information or assistance will be with the City of Everett Office of

Emergency Management, Emergency Management Duty Officer or Emergency Operations Center (when activated).

5. Federal Government

a. Requests for Federal assistance will be processed in accordance with the National Response Framework. Normally, the request will be processed through Snohomish County Department of Emergency Management to the State Emergency Operations Center (SEOC) and subsequently to the Federal Emergency Management Agency. Some typical federal assets that may be requested are: Federal Emergency Management Agency, US Coast Guard, US Department of Homeland Security, Federal Bureau of Investigation (USDOJ) and US Department of Defense.
b. For life safety activities, the City of Everett Office of Emergency Management may request assistance from Naval Station Everett.

6. Nongovernmental and Volunteer Organizations

a. For emergencies and major disasters confined within the city limits of Everett, a liaison may be requested to report to the Emergency Operations Center. Some typical organizations are: American Red Cross, Salvation Army, United Way, faith-based organizations, fraternal organizations (Eagles).

b. For emergencies and major disasters impacting more than the city limits of Everett and when the Snohomish County Department of Emergency Management Emergency Operations Center is activated, liaisons will normally be assigned at the county level. The City of Everett Emergency Operations Center will then coordinate with Snohomish County Department of Emergency Management for support.

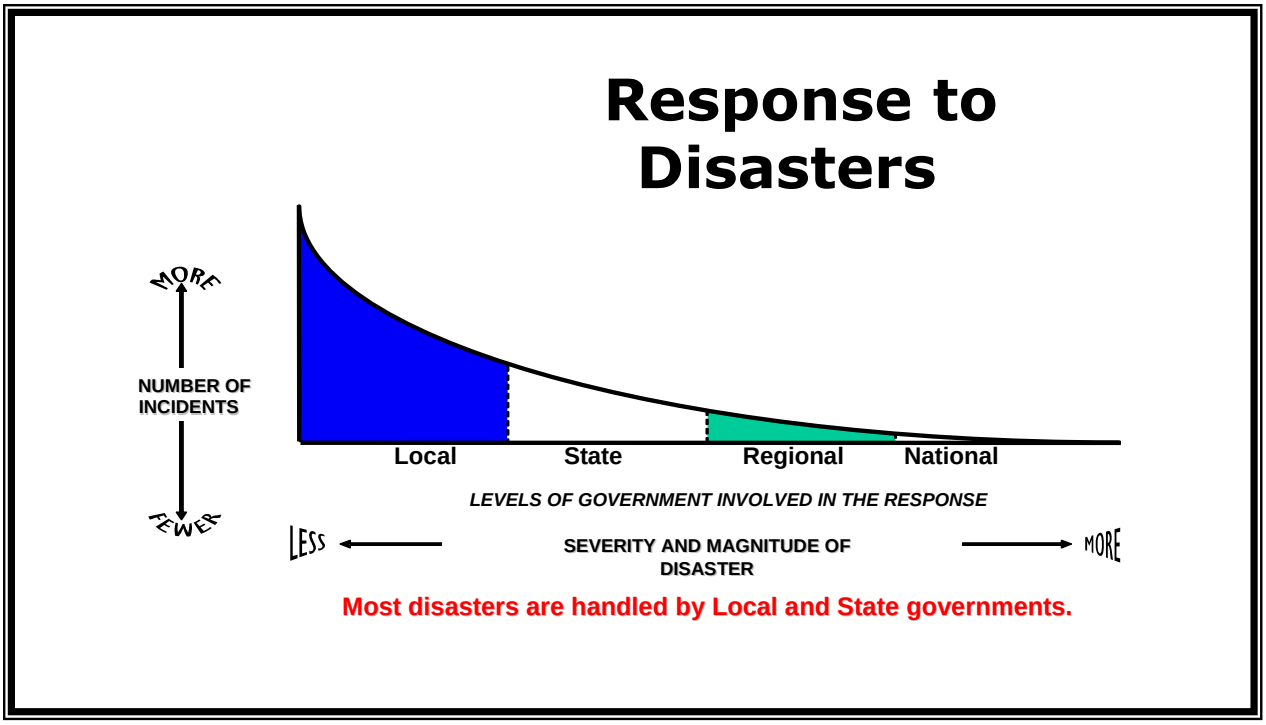

Figure 2: Response to Disasters

7. Private Sector

a. The City of Everett may develop emergency or major disaster contracts with private businesses to provide goods, services or equipment.

b. Businesses may donate goods, services or equipment following an emergency or major disaster which will be processed in accordance with the Donations Management Plan (see Annex H).

8. Citizen

a. Citizens may volunteer to provide support prior to an emergency or major disaster. Following volunteer training for the purpose of support, citizens may be registered as emergency workers in accordance with the Volunteer Management Plan (see Annex I). Some typical volunteer groups are: Community Emergency Response Team (CERT), Medical Reserve Corps (MRC), Senior Police Volunteers and Amateur Radio Teams.

b. Citizens may donate goods or equipment following an emergency or major disaster which will be processed in accordance with the Donations Management Plan (see Annex H).

c. Citizens may spontaneously volunteer to help following an emergency or major disaster. Spontaneous volunteers will be processed in accordance with the Volunteer Management Plan (see Annex I).

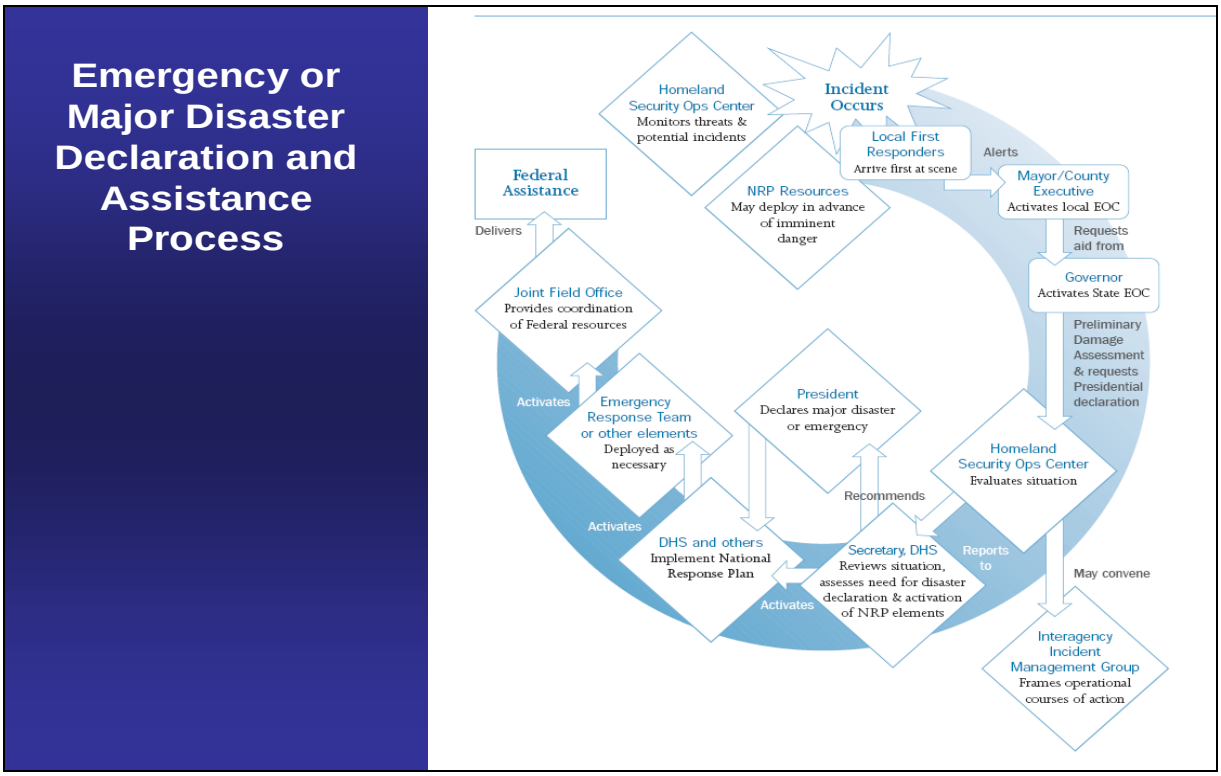

Figure 3: Emergency or Major Disaster Declaration and Assistance Process

City of Everett Emergency or Major Disaster Assistance Matrix				
Incident Severity	**Requestor**	**Support Process**	**Support Agency**	**Timing**
Routine daily responses by city department personnel	Incident Commander or city department	Mutual Aid or existing inter-local agreement, if needed	Local to local with existing mutual aid agreements	Short response time
Complex incident likely to exceed local resource capability	Incident Commander, city department or emergency management	Mutual Aid or existing inter-local agreements, state response mobilization or city to county to state request	Local to local with existing mutual aid agreements, state mobilized responders, county or state agencies	Short response time for local mutual aid, 8 to 24 hours for state mobilized responders or county or state agencies
Catastrophic incident immediately known to exceed local resource capability	Emergency operations center coordinator	All sources city to county to state to federal government	Local to local with existing mutual aid agreements, state mobilized responders, county, state or federal agencies	Short response for local mutual aid, 8 to 24 hours for state mobilized responders or county or state agencies, 72 hours or more for federal agencies

Table 1: City of Everett Emergency or Major Disaster Assistance Matrix

D. Phased Emergency Management Operational Approach

Phased Emergency Management Operational Approach			
Phase	**Description**	**Location**	**Who responds**
I (One)	**Routine Operations**: Incidents are managed by city departments (incident commanders). Emergency Management staff monitor and provide assistance as needed	OEM Office	OEM Staff
II (Two)	**Enhanced Operations**: Normally, mutual aid assets from other jurisdictions are sufficient to respond to and mitigate the incident. The EOC may activate on a limited basis to assist with coordination of incoming assets, to request county or state assistance, or if the incident would benefit from coordinated response management from the EOC. Specific departments may be requested to support EOC enhanced operations. EOC activation at this level is normally of short duration (24 hours or less)	OEM Office or Emergency Operations Center	OEM Staff and select department liaisons or staff, public information officer
III (Three)	**Full Operation**: An incident's size and complexity requires agencies and organization to support expanded operations. The number of responding agencies and organizations will vary by incident. Notification will be by mass notification utilizing an internet-based warning and alert system or alternate means.	Emergency Operations Center, possible department operations centers	OEM Staff and notified department directors, liaisons', administration and public information.
IV (Four)	**Catastrophic Operations**: A major catastrophic event has occurred that exceeds the capability of city response. Notification will be by mass notification utilizing an internet-based warning and alert system or alternate means.	Emergency Operations Center, probable department operations centers	OEM Staff, elected officials, department directors and necessary support personnel to staff the EOC for multiple days

Table 2: Phased Operational Approach

E. Emergency Management Goals and Objectives

1. The following chart (see Figure 4) outlines the goals and objectives in an emergency or major disaster for the city. The primary goals following an incident are response, restoration and recovery. These goals overlap following the initial response efforts. The primary objectives are to save lives, restore city services and recover the economy.

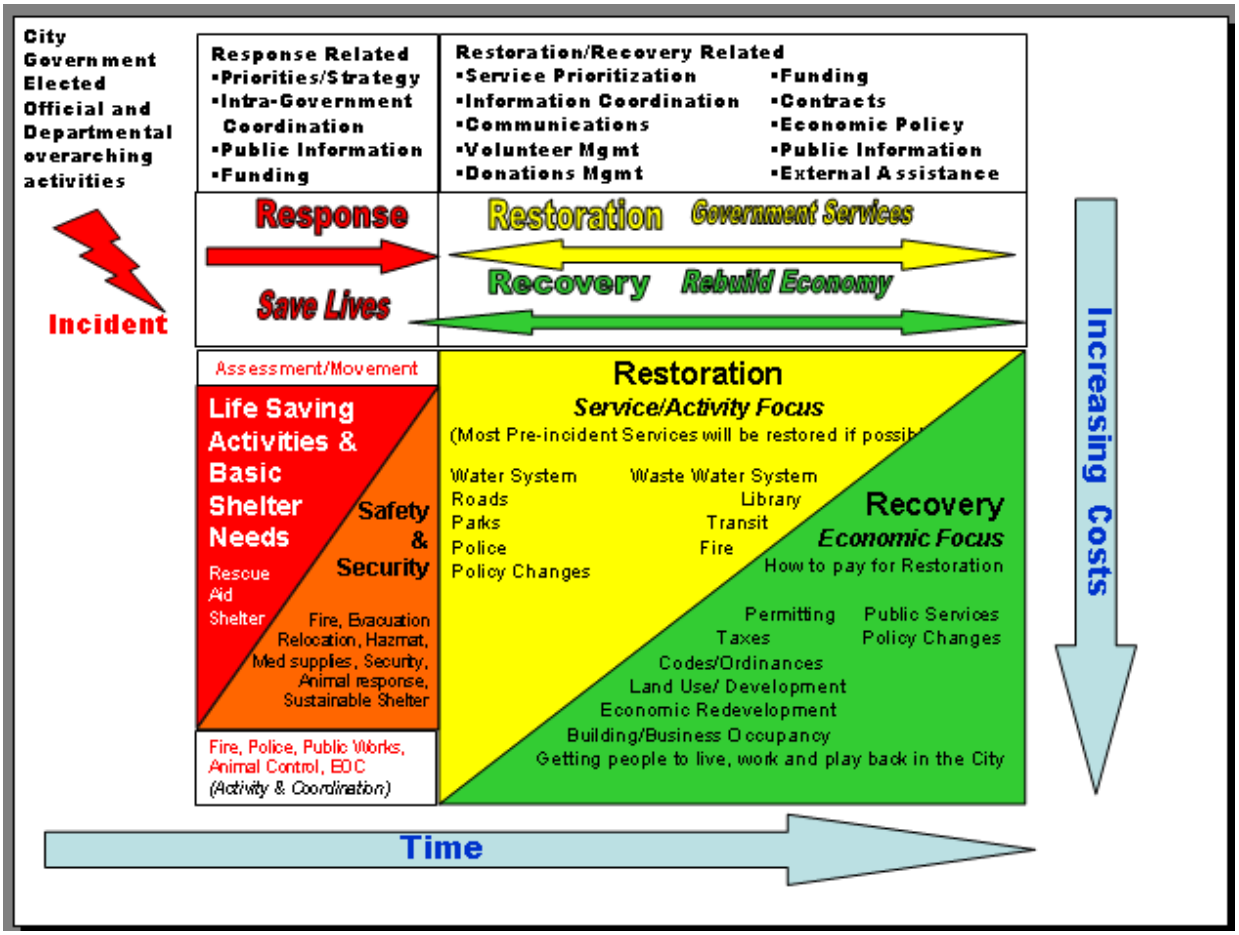

Figure 4: Everett Emergency or Major Disaster Goals and Objectives

2. Emergency management requires broad concepts that integrate traditional phases of emergency management into a comprehensive framework aimed at minimizing the effects of an emergency or major disaster. This framework is included as an appendix to this document (see Appendix 5).

3. An emergency management goal crossing all phases and all potential emergencies or major disasters is the integration of volunteers. This integration is further explained in Annex I.

F. Continuity of Government/Continuity of Operations

Continuity of government and continuity of operations are prime operational concepts for the City of Everett following an emergency or major disaster. Continuity actions and activities follow closely the response efforts to save lives. An evaluation of continuity of government will be accomplished as soon as possible followed by an assessment of city operations. Some city services may be a higher priority than other city services based on the severity of the emergency or major disaster.

III. Emergency Organization Structure and Assignment of Responsibilities

A. Emergency Organization Structure Option

The organizing option for the City of Everett emergency management activity is an agency and department hybrid approach. It includes aspects of the Incident Command System and integrates the National Incident Management System and National Response Framework. This system works well for city centric incidents. Incidents of regional scope require some modification when integrating into an area command or multi-agency coordination system. Refer to page 41 for a description of how our agency and department relationships crosswalk to the Emergency Support Function organizing option that may be implemented when integrating at a county, regional, state or federal level.

B. Emergency Organizational Construct

1. The Mayor, as the chief elected official, is responsible for emergency or major disaster activities within the City of Everett providing policy guidance and strategic direction to prepare for, respond to and recover from and incident. A disaster policy group (DPG) may be utilized by the Mayor at his/her discretion.

2. EOC Routine Operations Organization: During routine (normal) operations, departments who respond to emergencies normally do not require additional coordination afforded by an EOC activation. The normal City of Everett department structure is utilized for these operations. The Emergency Management Office may assist as required without EOC activation (see Figure 5).

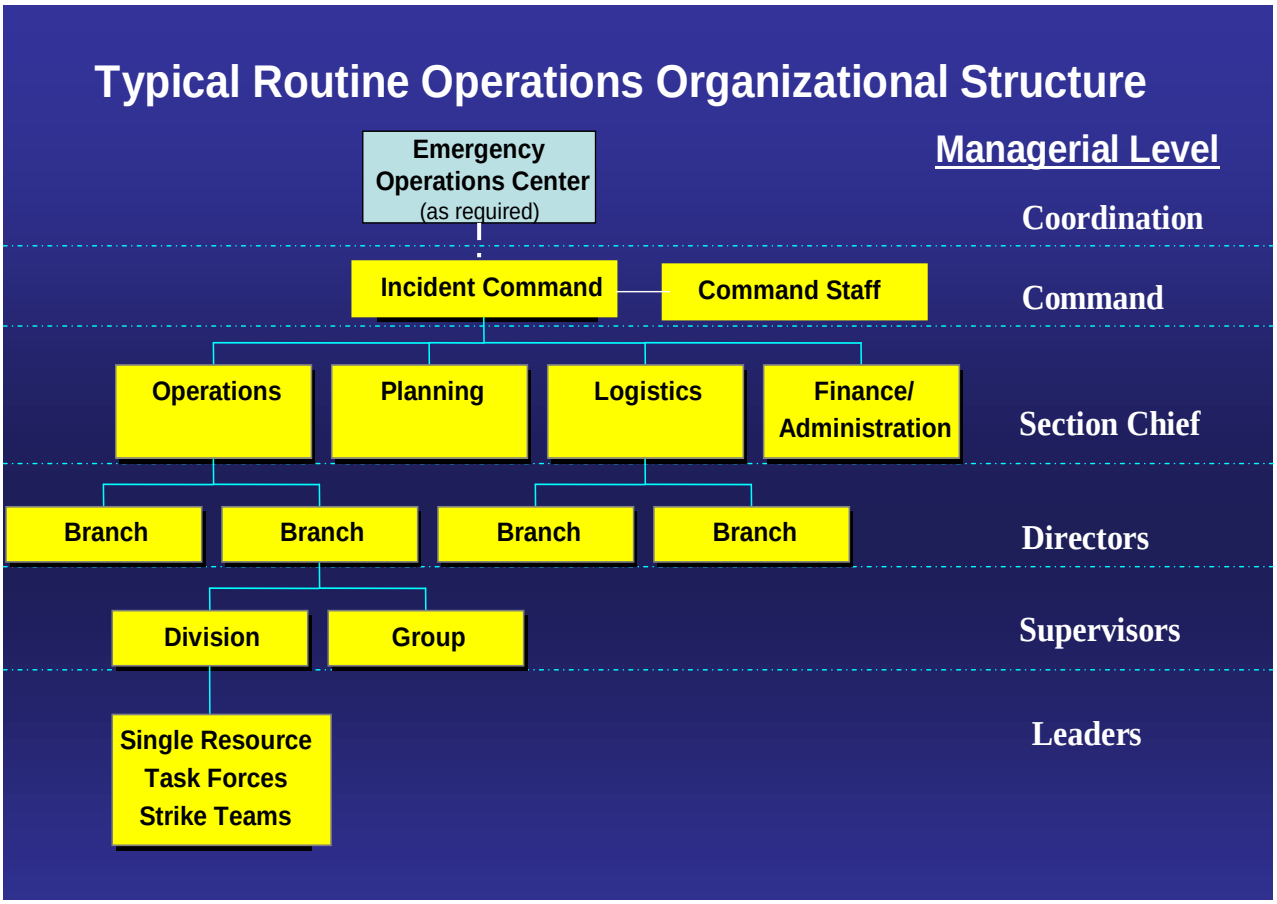

Figure 5: Typical Routine Operations Organizational Structure

3. EOC Enhanced Operations: Normally, mutual aid assets from other jurisdictions are sufficient to respond to and mitigate the incident. The EOC may activate on a limited basis to assist with coordination of incoming assets, to request county or state assistance, or if the incident would benefit from coordinated response management from the EOC. Specific departments may be requested to support EOC enhanced operations. EOC activation at this level is normally of short duration (24 hours or less) (see Figure 6).

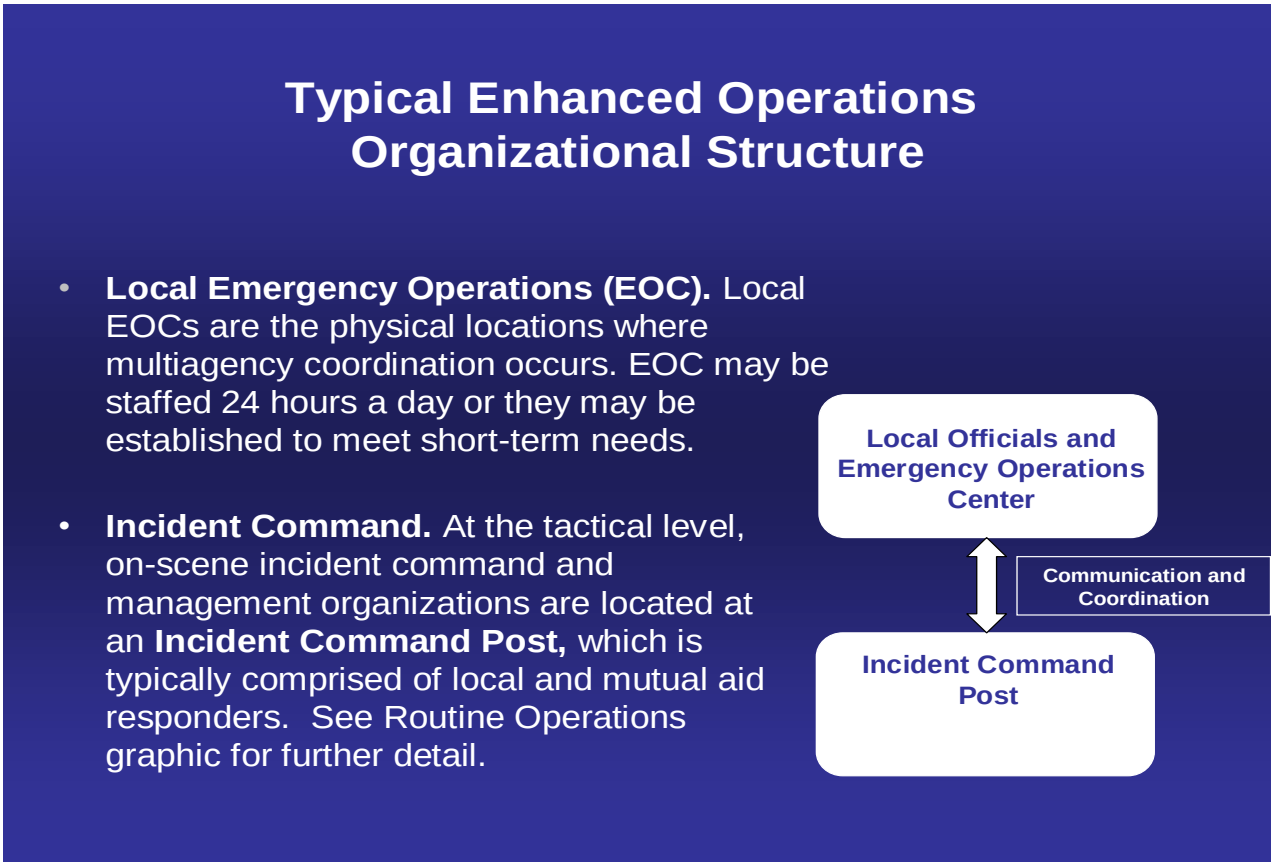

Figure 6: Typical Enhanced Operations Organizational Structure

4. EOC Full Operation: During full operations the incident has escalated, or soon will escalate, beyond the capabilities of city departments and mutual aid is exhausted or not available. The EOC is activated normally to coordinate support for incident commanders, logistics, planning, administration and finance; to request county, state or federal resources (if necessary); and to set city priorities. Most departments will be requested to support EOC full operations. EOC activation is normally for an extended duration (up to 72 hours) (see Figure 7).

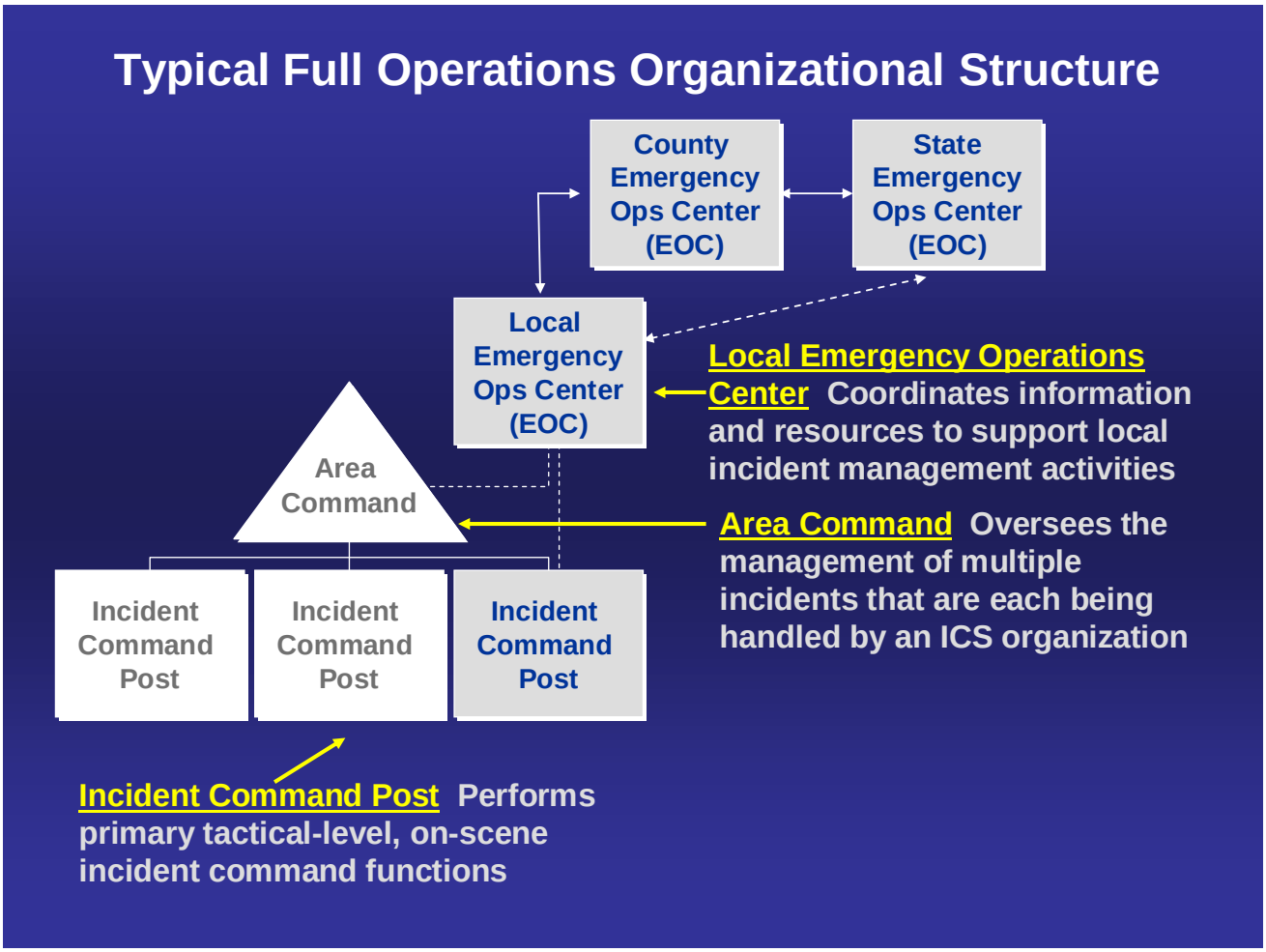

Figure 7: Typical Full Operations Organizational Structure

5. EOC Catastrophic Operations: During catastrophic operations the incident is a major disaster with limited transportation and infrastructure with widespread damage and has escalated beyond the capabilities of city departments and mutual aid is exhausted or not available. The EOC is activated normally to coordinate support for incident commanders, logistics, planning, administration and finance; set city priorities; coordinate requests for county, state or federal resources; and manage restoration and recovery activities. Most departments will be requested to support EOC catastrophic operations. EOC activation is normally for a long duration (over 72 hours) (see Figure 8).

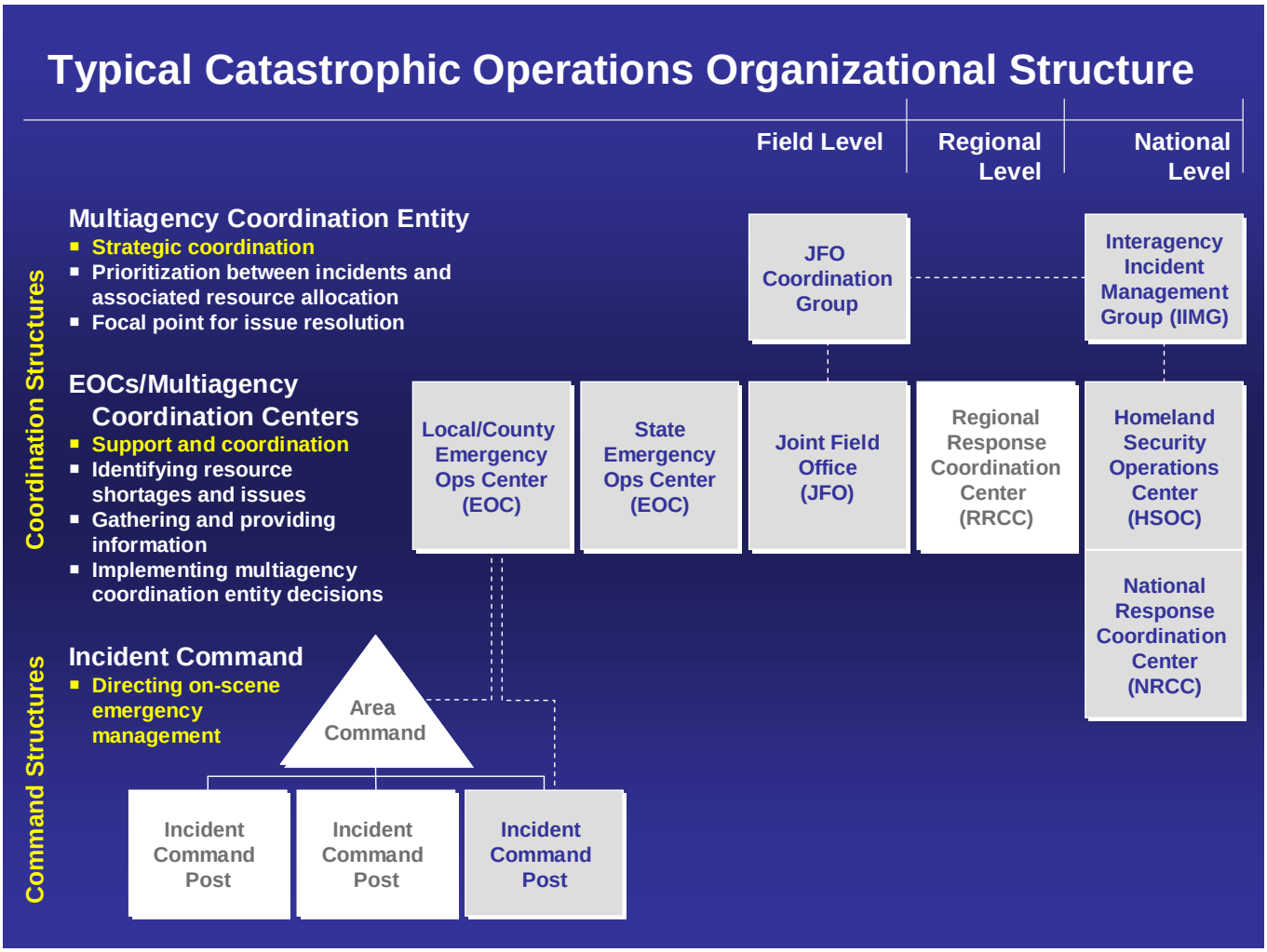

Figure 8: Typical Catastrophic Operations Organizational Structure

IV. Direction, Control, and Coordination

A. General

1. The Mayor is responsible for overall strategic direction of emergency or major disaster operations within the City of Everett. The Mayor has specific emergency authority as granted by the Revised Code of Washington (RCW) 38.52.070(2).

2. Tactical control of incidents within the City of Everett is maintained by the incident commander or unified command to manage the response assets necessary, including mutual aid or state mobilized assets.

3. The Emergency Operations Center, when activated, will coordinate disaster response and recovery activities within the City of Everett.

B. Continuity of Government and Succession of Authority

1. In furtherance of the City of Everett's efforts to prepare for emergencies and/or disasters, and to assure the continued operation of government during such events, provisions are included within this plan to address the succession of authority during the Mayor's absence or unavailability, and the appointment of temporary interim successors to elected offices other than the Office of the Mayor.

2. In the event the Mayor is absent or unavailable, the powers and duties of the Mayor shall be exercised and discharged by the following officers in the following order:
    a. City Council President
    b. The most senior City Council Member
    c. Chief of Staff
    d. Police Chief
    e. Fire Chief

3. In the event that 24-hour staffing is required, the powers and duties of the individual charged with overseeing budget and finance, as designated by the Finance Department, shall be exercised and discharged by that individual or his or her designee(s).

4. All City Departments are responsible for creating and maintaining their own Line of Succession and Delegation of Authority as part of the City's Continuity of Operations Coordination Plan (COOP). Those can be found in the respective Departments' Disaster/Emergency Response Plans.

C. Principal Incident Management Organizational Elements

1. All emergencies and major disasters utilizing this plan will be managed according to the National Incident Management System (NIMS).

2. All emergency and major disaster field responses utilizing this plan will be organized using the Incident Command System (ICS) (see Figure 9).

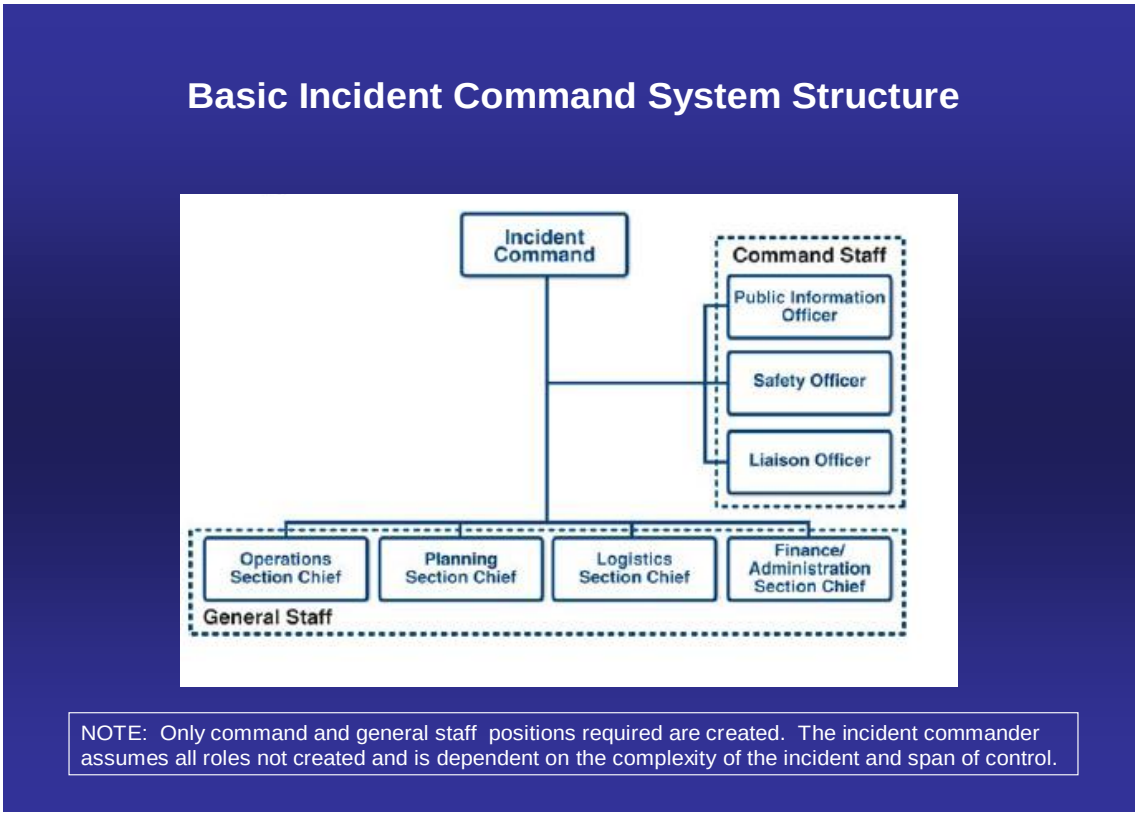

Figure 9: Basic Incident Command System Structure

3. Direction and control of emergency and major disaster resources within the City of Everett rest with the Mayor and are coordinated by the City of Everett Office of Emergency Management.

4. The Mayor, upon determining that an emergency or major disaster exists and has the potential to impact life, property, or the public peace and will overwhelm City and mutual aid resources, may, under RCW 35.33.081, RCW 38.52.070(2) and Everett Municipal Code 9.02.010, proclaim a "***Declaration of Local Emergency".***

D. Multi-Agency Coordination Systems

1. Emergency Management

Coordination among emergency management agencies is critical to successful response and recovery following an emergency or major disaster. Pre-disaster preparedness, training and exercises with local, regional, state and private sector emergency management partners allow the best chance for efficient and effective emergency and major disaster response and recovery efforts.

a. County.
The City of Everett Office of Emergency Management coordinates monthly with other Snohomish County offices including, but not limited to, the Snohomish County Department of Emergency Management, Snohomish County Health District, Emergency Services Coordinating Agency and the Tulalip Tribe Emergency Management.

b. Regional.
The City of Everett Office of Emergency Management coordinates and participates regularly with regional and state emergency management offices and private sector consortiums including, but not limited to, Washington State Military Department Emergency Management Division, Washington State Association of Emergency Managers, Washington State Fusion Center, Emergency Management Council, University of Washington, Pacific Northwest Economic Region, Northwest Regional Technology Center for Homeland Security, Homeland Security Region 1, Puget Sound Regional Catastrophic Preparedness Program, Regional Intelligence Group, and Puget Sound Regional Maritime Transportation Disaster Recovery Program.

c. State.
The City of Everett Office of Emergency Management coordinates and participates regularly with other local public and private agencies and organizations including, but not limited to, Naval Station Everett, Boeing Everett, Everett School District, Everett Community College, The Everett Clinic, American Red Cross, Providence Hospital, United Way, Port of Everett, Snohomish County Public Utility District (PUD), Puget Sound Energy (PSE), United Way of Snohomish County, and Snohomish County Chapter of the American Red Cross.

2. Joint Information System

Managing public information during an emergency or major disaster requires a coordinated and consistent message from all city officials as well as other affected jurisdictions. Public information officers shall participate in a Joint

Information System for the purpose of ensuring the public has clear and concise information and directions during all phases of emergency response, restoration of service and recovery activities.

E. Plan Integration

1. Vertical Integration

a. City plans used to develop this plan include the Hazard Identification and Vulnerability Analysis (HIVA), the Hazard Mitigation Plan (HMP) and previous versions of this plan.

b. Snohomish County emergency management plans were used to ensure coordination with and develop this plan including the CEMP, HIVA and HMP, Recovery Framework, Mass Fatality Plan, Disaster Debris Management Plan, Volunteer Support Functions Basic Plan, and the Special Needs Populations Plan for Snohomish County and Partners.

c. Regional emergency management plans were used to ensure coordination with and develop this plan including the Puget Sound Regional Catastrophic Disaster Coordination Plan and the Snohomish County Regional Response Plan for Animals in Disaster.

d. State emergency management plans were used to ensure coordination with and develop this plan including the CEMP, HIVA and HMP. The State CEMP Planning Guide was used in the development of this plan.

e. Federal emergency management plans were used to ensure coordination with and develop this plan including the National Response Framework, National Preparedness Goal and National Incident Management System Guide. The Comprehensive Preparedness Guide 101 was used to develop this plan.

2. Horizontal Coordination

a. City of Everett department plans, standard operating procedures and field operating guides dealing with emergencies and major disasters are maintained to supplement this plan, as needed, and referenced herein as appropriate. These plans are routinely updated and maintained at the department level in coordination with the Office of Emergency Management.

V. Disaster Information Collection, Analysis and Dissemination

A. The following table (Table 3) illustrates the critical or essential information commonly needed during the first six hours of most emergencies and major disasters. Other information may be required depending on the situation.

INITIAL PHASE (0-6 hours) Critical or Essential Information Collection Matrix			
What Information is Needed	**When Information is Needed**	**Who Information Comes From**	**Where Information Goes**
Incident Needs	Immediately	Incident Commander(s)	Department Operations Center; City EOC
Personnel accountability	Within first two hours	Department director or designee	City EOC
Evacuation or Relocation	Within first two hours	Incident Commander(s); Public	City EOC
Facility damage assessment	Within first four hours	Department director or designee; Facilities; Engineering	City EOC
Utility Status	Within first four hours	Public Works; PUD; Public	City EOC
Transportation and movement damage assessment	Within first four hours	Streets; Engineering; Public	City EOC
Department operational capability	Within first six hours	Department director or designee	City EOC
Shelter requirements	Within first six hours	Red Cross; Parks Department; Public	City EOC
Initial casualty estimates (deceased, missing, injured, homeless)	Within first six hours	Fire; Police; Incident Commander(s); Public	City EOC

Table 3: Critical or Essential Information Collection Matrix

B. Information Sharing

1. Local: Information is shared with local emergency management offices primarily through e-mail or telephonic situation briefings, situational reports (SITREPs) and/or graphical situational awareness displays.

2. County: Information is shared with Snohomish County Department of Emergency Management through e-mail, telephonic or other means by

situation briefings, situational reports (SITREPs) and/or graphical situational awareness displays.

3. State: Information is shared with the Washington Military Department, Emergency Management Division through e-mail, telephonic or other means by situation briefings, situational reports (SITREPs) and/or graphical situational awareness displays.

4. Private/Governmental Sector: Information is shared with City of Everett private sector and external governmental representatives normally through e-mail and telephonic means by situational briefings and/or situational reports (SITREPS).

C. Information Format

The information collection and sharing format will normally be by situational report (SITREP) which is the standard established by the Washington Emergency Management Division. Other formats may be used when appropriate or requested.

VI. Communications

A. Response Network

The response communications network includes a radio system and dispatch system for the primary response agencies (fire and police). In addition, dispatch systems are operated by Public Works, Transit and Parks & Recreation Departments.

B. Alert and Warning

1. Internal

Internal City Department alert and warning will normally be through the use of a mass notification technology platform that utilizes an internet-based warning and alert system (currently AlertSense/MyStateUSA), administered by the Office of Emergency Management. This communication capability allows simultaneous methods utilizing e-mail, text message, pager and text-to-voice options to multiple telephones. Alternate means may be required (see tiered communications below).

2. External

External alert and warning to both government and private sector emergency management contacts will normally be through the use of a mass notification

technology platform that utilizes an internet-based warning and alert system (currently AlertSense/MyStateUSA), administered by the Office of Emergency Management. This communication capability allows simultaneous methods utilizing e-mail, text message, pager and text-to-voice options to multiple telephones. Alternate means may be required (see tiered communications below).

3. Public

Public notification during emergencies and major disasters is critical to provide information to remain safe and secure. Multiple methods of public notification must be employed to provide maximum reach into city neighborhoods. The primary method will be the use of a mass notification technology platform that utilizes an internet-based warning and alert system (currently AlertSense/MyStateUSA). Additional notification may be by Emergency Alert System (EAS) message, commercial radio stations, response vehicle loud speaker systems and personal contact (door belling).

C. Tiered Communications

Emergency communications must not rely on a single communications method. The following matrixes identify most communications methods in use by City of Everett departments. In general Tiers indicate the disaster resilience of the systems. Lower tiers tend to fail easier and higher tier systems tend to be more reliable. It should be noted that the higher the system tier the more limited its functionality, i.e. satellite phones only support one-on-one communication and using runners is usually slow.

Emergency Tiered Communications Matrix		
Tier	**Communications Systems**	**Users**
I	Landline, Cell-phone,	All Departments & public
II	E-mail, social media, 911	Most Departments & public
III	Government Emergency Telecommunications System (GETS)	Limited Departments
IV	Text, Wireless Priority Service (WPS), Public Safety Radio (800MHz) Mass notification system , EAS (includes Alert Weather Radio)	Limited Departments & most public (text, EAS, Mass notification system)
V	Satellite telephone, Amateur Radio	Limited Departments & public
VI	Runners	All as available/possible

Table 4: Emergency Tiered Communications Matrix

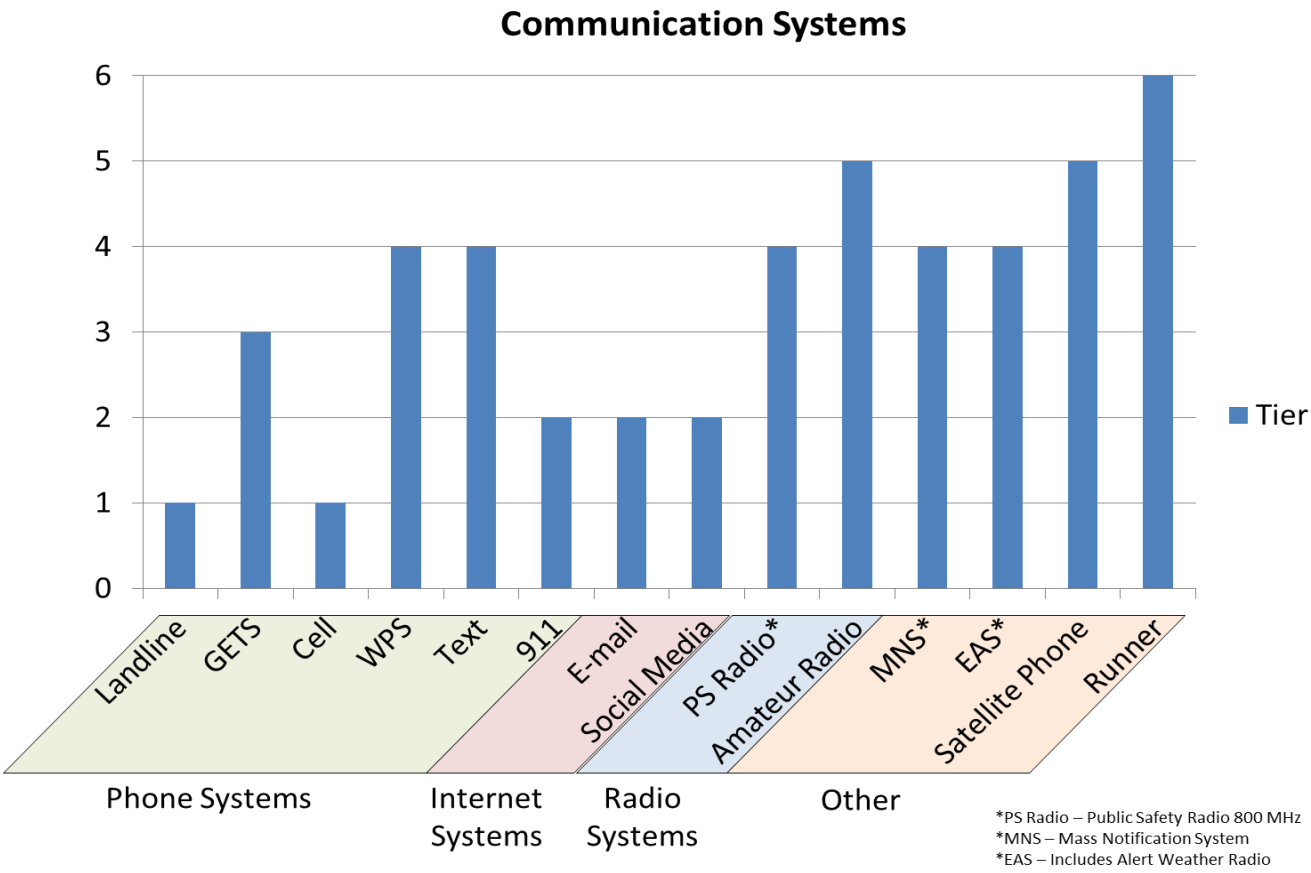

Figure 10: Emergency Tiered Communications Matrix

D. Government Emergency Telecommunications System (GETS)

The Government Emergency Telecommunications Service (GETS) is an emergency service designed for use when national security and emergency preparedness (NS/EP) personnel are unable to complete emergency calls through their regular telecommunications means. GETS uses a calling card to provide Federal, State, local government, and industry NS/EP users with a higher probability of call completion during periods of natural or man-made disasters or emergencies that cause congestion or network outages. GETS features are implemented as software enhancements to the telephone switches throughout the Public Switched Telephone Network (PSTN).

E. Wireless Priority Service (WPS)

The Wireless Priority Service (WPS) provides an end-to-end nationwide wireless priority communications capability to key national security and emergency preparedness (NS/EP) personnel during natural or man-made disasters or emergencies that cause congestion or outages in the Public Switched Telephone

Network (PSTN). Eligible users are key Federal, State, local, and tribal government and critical industry personnel who have NS/EP missions. WPS is complementary to, and can be most effective when used in conjunction with, the Government Emergency Telecommunications Service (GETS) to ensure a high probability of call completions in both the wired and wireless portions of the PSTN. WPS serves NS/EP communications needs while minimizing impact on consumer access to the public wireless infrastructure.

VII. Administration, Finance, and Logistics

A. Administration

1) Department Essential Records

In order to provide for the continuity and preservation of civil government, each department shall designate those public documents which are essential records and needed in an emergency and for the reestablishment of normal operations after any such emergency. Each department shall ensure that the security of essential records is by the most economical means commensurate with adequate protection. Protection of essential records may be by vaulting, planned or natural dispersal of copies, or any other method. Reproductions of essential records may be by photo copy, microfilm, or other methods.

2) Department Disaster-Related Records and Documentation

All departments with disaster responsibilities may coordinate with OEM to establish, maintain and protect files of all disaster-related directives, forms, reports, requests for assistance, expenditures, and correspondence, in accordance with the record retention program as defined in RCW 40.10.010.

Reports may be requested by the City of Everett Office of Emergency Management from departments in order to provide regional, state, and federal officials with information concerning the nature, magnitude, and impact of the disaster. These reports may be necessary to evaluate response options and in allocating resources on a priority basis.

The City of Everett Office of Emergency Management may be requested by the Snohomish County Department of Emergency Management or State Emergency Management Division to provide specific reports and The City of Everett Office of Emergency Management may, in turn, request the information from departments. These reports include, but are not limited to:

- Damage Assessment Reports
- Requests for Assistance
- Situation Reports

The State Emergency Operations Center may issue mission numbers (disaster incident or search and rescue number series) to local jurisdictions for actions taken with the intent of protecting life, property and/or the environment during the incident period of any given event. The mission number shall be used by each department for the duration of the incident and the recovery period. The State mission number shall be included in all disaster-related documentation.

3) Department Representation in the Emergency Operations Center

All departments are expected to have staff and personnel available to augment emergency operations center activities. See Annex F for more details on EOC Operations and Procedures.

4) Volunteer Administration

The City of Everett may utilize emergency workers (volunteers) in accordance with RCW 38.52 and WAC 118-04. "Emergency Worker" is defined in RCW 38.52.010 (4) while the rules and regulations concerning coverage, classification, and registration of workers are addressed by RCW 38.52.310 and Chapter 118.04 WAC. See Annex I for more details on The City of Everett's Volunteer Management during disasters.

5) Political Command

The Mayor may commandeer the service and equipment of citizens under the provisions and limitations of RCW 38.52.110 (2).

6) Emergency Work Regulations

Equipment and vehicles should only be used by trained, qualified personnel. Personal property which is not relevant to the mission will not be considered for compensation coverage post-disaster. When departments engage in repair or restoration of damaged facilities as part of their emergency response, some of the normal bidding, contracting, permitting and regulatory requirements may not apply or may provide for a streamlined process. A few examples are:

- Emergency work impacting waters of the state, such as bridge repairs, triggers an expedited process for hydraulic project permits. (RCW 77.55.011(7-8) and 77.55.021(12).
- Emergency work within shorelines may be exempt from shoreline permits. (RCW 90.58.030 (3)(e)(iii) and WAC 173-27-040 (2)(d)).
- Emergency work may be exempt from environmental review under Ecology rules carrying out the State Environmental Policy Act. (WAC 197-11-880).

Even when regulatory statutes or rules provide exemptions for emergency work, those exemptions may apply only to repair of existing facilities or restoration of facilities to their pre-disaster condition. Emergency construction of new facilities or an expansion of or addition to an existing facility may require regulatory permits and environmental review.

Many structures, archeological sites or properties of historical significance are protected by law. Statutes protecting Native American Indian cultural resources do not contain clear exemptions for emergency work that could impact such resources. Consult Chapter 27.53 RCW for additional guidance on this subject. Non-time critical mission and recovery actions affecting such protected areas will be coordinated with the Department of Archaeology and Historic Preservation.

7) Federal Assistance and Non-Discrimination

The Federal Emergency Management Agency (FEMA) requires that state and local governments receiving federal financial assistance under the Stafford Act comply with FEMA's rules prohibiting discrimination, as defined in 44 Code of Federal Regulation (CFR) § 206.11. FEMA's own non-discrimination policies are set out in 44 CFR Part 7. As a result of this federal requirement, in order for the City of Everett to receive federal disaster assistance, it must follow a program of non-discrimination. This program will encompass all state and local jurisdiction actions to the Federal/State Agreement.

- All personnel carrying out federal major disaster or emergency assistance functions, including the distribution of supplies, the processing of applications, and other relief and assistance activities, shall perform their work in an equitable and impartial manner, without discrimination on the grounds of race, religion, sex, color, age, economic status, or national origin.

- As a condition of participation in the distribution of assistance or supplies under the Stafford Act, government bodies and other organizations shall provide a written assurance of their intent to comply with regulations relating to nondiscrimination promulgated by the President or the administrator of the Federal Emergency Management Agency (FEMA), and shall comply with such other regulations applicable to activities within an area affected by a major disaster or emergency as the administration of FEMA deems necessary for the effective coordination of relief efforts.

- The provisions of Title 44 CFR, Section 206.11 concerning nondiscrimination in disaster assistance shall be included in this document by reference.

- State and local governments carrying out emergency response and providing disaster assistance shall also comply with all applicable non-discrimination provisions contained in Chapter 49.60 RCW, "Discrimination - Human Rights Commission," which provisions are included in this document by reference.

B. Financial Management

Emergency expenditures are not normally integrated into the budgeting process of state and local jurisdictions. Nevertheless, events occur on a periodic basis requiring substantial and necessary unanticipated obligations and expenditures.

The City of Everett, as all other local jurisdictions in Washington State, will incur disaster-related obligations and expenditures in accordance with the provisions of RCW 38.52.070(2), applicable state statutes and city local codes, charters and ordinances, which include but may not be limited to the following:

- Emergency expenditures for towns and cities with populations less than 300,000. RCWs 35.33.081, 35.33.091, and 35.33.101.
- Emergency expenditures for code cities. RCWs 35A.33.080 and 35A.34.140.

Records will be kept in such a manner to separately identify incident or event related expenditures and obligations from general programs and activities of City departments. Complete and accurate records are necessary to document requests for assistance, for reimbursement under approved applications pertaining to declared emergencies or major disasters and for audit reports. Every City department shall be responsible for maintaining detailed records from the onset of an incident or event to include, but are not limited to:

1) Work that is performed by force account.
   - Appropriate extracts from payrolls, with any cross references needed to locate original documents. This will include timesheets or payroll reports, verification of wage and benefits, overtime or comp time approvals, and copies of union contracts.
   - A schedule of equipment used on the job.
   - Invoices, warrants, and checks issued and paid for materials and supplies used on the job.
2) Work that is contracted out.
   - Copies of requests for bids.
   - The contract that is let.

- Invoices submitted by the contractor.
- Warrants authorizing check issuance.

3) Work done under inter-community agreements and mutual aid.

Additionally, the City of Everett Department of Finance shall be responsible for verifying all City departments' disaster financial records and maintaining complete, city-wide disaster financial records.

Disaster-related expenditures and obligations of state agencies, local jurisdictions and organizations may be reimbursed under a number of federal programs. The federal government may authorize reimbursement of approved costs for work performed in the restoration of certain public facilities after a major disaster declaration by the President of the United States under the statutory authority of certain federal agencies.

All expenses during an emergency or major disaster must be tracked and maintained in accordance with Federal Emergency Management Agency guidelines for potential reimbursement under the Robert T. Stafford Act (Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended, 42 U.S.C. 5121-5207, and Related Authorities. FEMA 592).

Audits of state, county and local jurisdiction emergency expenditures will be conducted in the normal course of state and local government audits. Audits of projects approved for funding with federal disaster assistance funds are necessary to determine the eligibility of the costs claimed by the applicant.

C. Logistics

During an emergency or major disaster, the City of Everett Emergency Operations Center will likely need to provide logistics and resource management beyond the capabilities of the local Incident Commander, and to City departments once they have exhausted their supplies and capacity for the provision of services, personnel and commodities during response and recovery phases. Management of resource support is highly situational, requiring flexibility and adaptability.

Coordination and utilization of the city and outside resources is a primary responsibility of the City of Everett Emergency Operations Center during an emergency or major disaster. The City EOC Logistics Section will coordinate logistics activities with the support of numerous local, regional and state agencies.

Resource requests will be received, processed and tracked through the City of Everett EOC and throughout their entire lifecycle (from the time they are

submitted to the Logistics Section through demobilization and deactivation of the EOC). The City of Everett Office of Emergency Management shall keep a current list of federally typed resources.

City departments, Command Posts, and field crews will be responsible for appropriate emergency documentation and record keeping of resources deployed under their management as outlined under Administration, earlier in this section. All documentation and records shall be submitted to the City of Everett Office of Emergency Management or the Everett EOC upon request or at the termination of disaster operations.

The City of Everett Office of Emergency Management is responsible for the management coordination and logistical support of donated goods and services which are provided to the City of Everett during an emergency or major disaster (refer to Annex H, Donations Management).

VIII. Plan Development and Maintenance

A. Planning Process

The process used to develop this plan is to review county, state and federal plans and the guidance provided by the state and federal government. This plan complements existing plans at each level. The CEMP has been written to align with the federal Comprehensive Planning Guide (CPG-101, 2010) and the National Response Framework (2008), and integrates City disaster mitigation, preparedness, response and recovery activities and concepts. Each city department participated in review, coordination and input to this plan. Additionally, the emergency management offices throughout the county reviewed and provided input. Finally, the state emergency management division has reviewed and approved the plan in accordance with the state planning guide and WAC 118-30-060.

B. Responsibility for Planning and Coordination

The City of Everett Director of Emergency Management is responsible for this plan, its maintenance and coordination.

C. Plan Maintenance

The CEMP Basic Plan, Appendices, Lead and Support Department Responsibilities, and Annexes will be revised at a minimum of every four years from the date of last State approval. Notwithstanding the regular update schedule, the Everett Office of Emergency Management staff will review the CEMP on an annual basis and collate suggested updates from other sources such as local, state and federal agencies.

D. Plan Approval

This plan was submitted to the Washington Military Department, Emergency Management Division in accordance with WAC 118-30-060 for review on December 31, 2014 and was approved on January 30, 2015.

E. Plan Distribution

The plan distribution is outlined in the distribution table at the front of this plan.

F. Plan Availability

Upon promulgation by the Mayor, this plan will be made available on the City of Everett Internet site for access by the public and other emergency management partners at https://everettwa.gov/247/City-Emergency-Plans.

IX. Authorities and References

The City of Everett Comprehensive Emergency Management Plan has been developed and is maintained under the following authorities:

A. Federal

1. Federal Civil Defense Act of 1950, as amended
2. Improved Civil Defense, Public Law 96-342, as amended.
3. Title III, of the Superfund Amendments and Reauthorization Act of 1986 (SARA), Public Law 99-499, as amended.
4. Disaster Relief Act of 1974, Public Law 93-288, as amended.
5. Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) of 1988, 42 U.S.C. 5121, et seq., as amended.
6. Homeland Security Act of 2002, 6 U.S.C. 101, et seq., as amended.
7. Post-Katrina Emergency Management Reform Act of 2006, Public Law 109-295.
8. Pet Evacuation and Transportation Standards Act of 2006, Public Law 109-308.
9. Homeland Security Presidential Directive (HSPD) – 5, *Management of Domestic Incidents*, February 28. 2003.

10. Homeland Security Presidential Directive (HSPD) – 8, *National Preparedness*, December 17, 2003.

11. Homeland Security Presidential Directive (HSPD) – 8, Annex I, *Planning*, January, 2008.

12. National Response Framework, May 2013.

13. National Incident Management System, December 2008.

14. Americans with Disabilities Act of 1990 as amended by the Americans with Disabilities Act Amendments Act of 2008, Public Law 110-325.

B. State

1. Constitution of the State of Washington

2. Revised Code of Washington (RCW) 35.33.081, *Emergency expenditures -- Nondebatable emergencies*, as amended.

3. Revised Code of Washington (RCW) 35.33.091, *Emergency expenditures -- Other emergencies – Hearing*, as amended.

4. Revised Code of Washington (RCW) 38.52, *Emergency Management*, as amended.

5. Washington Administrative Code (WAC) 118, *Military Department (emergency management)*, as amended.

6. Revised Code of Washington (RCW) 38.56, *Intrastate Mutual Aid System.*

C. Local

1. City of Everett Charter.

2. City of Everett Municipal Code.

3. City of Everett Ordinance Number 2811-04.

D. Reference Manuals

1. Washington Military Department, Emergency Management Division, Comprehensive Emergency Management Plan, June 2011.

2. US Department of Homeland Security, Federal Emergency Management Agency, Comprehensive Preparedness Guide 101 Version 2.0, November 2010.

City of Everett

Comprehensive Emergency Management Plan

APPENDICES

Everett Fire Department, Office of Emergency Management

December 30, 2014

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APPENDIX 1

Glossary/Acronyms

Glossary

Alert and Warning: The alerting of emergency response personnel and the public to the threat of extraordinary danger and the related effects that specific hazards may cause. (same as Warning) (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

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

Annex: Annexes to this basic plan can stand alone, however, are guided by the focus of the basic plan.

Appendix (Appendices): Appendices supplement the basic plan to organize specific topics for ease of use.

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, property, morale, and/or government functions. (Source: National Response Framework)

Common Operating Picture: A continuously updated overview of an incident compiled throughout an incident's life cycle from data shared between integrated systems for communication, information management, and intelligence and information sharing. The common operating picture allows incident managers at all levels to make effective, consistent, and timely decisions. The common operating picture also helps ensure consistency at all levels of incident management across jurisdictions, as well as between various governmental jurisdictions and private-sector and nongovernmental entities that are engaged. (Source: National Response Framework)

Complex Incident: Any natural or manmade incident that results in multi-agency or multi-jurisdictional response affecting the population, infrastructure, environment, economy, property, and/or government functions.

Comprehensive Emergency Management Plan (CEMP): Official document establishing the philosophy and strategic direction for City Emergency Management actions in an emergency or major disaster.

Continuity of Government: Continuity of Government, or COG, means a coordinated effort within the City Government's elected officials to ensure that City essential

functions continue to be performed during a wide range of emergencies, including localized acts of nature, accidents, and technological or attack-related emergencies and major disasters.

Continuity of Operations: Continuity of Operations, or COOP, means an effort within individual City departments and agencies to ensure that primary essential functions continue to be performed during a wide range of emergencies, including localized acts of nature, accidents, and technological or attack-related emergencies and major disasters.

Critical Infrastructure: Systems, assets, and networks, whether physical or virtual, so vital to the United States that the incapacity or destruction of such systems and assets would have a debilitating impact on security, national economic security, national public health or safety, or any combination of those matters. (Source: National Response Framework)

Declaration of Local (Civil) Emergency: Legal declaration proclaimed by the Mayor after an emergency or major disaster overwhelms or may soon overwhelm the City's response resources or capabilities including mutual aid. (Source: EMC 9.02)

Department Operations Center: Operations centers that direct field response operations of specific department resources in response to an emergency or major disaster. Currently the City departments that maintain a department operations center include: Police, Fire, Public Works and Transportation Services.

Disaster: An occurrence of a natural catastrophe, technological accident, or human-caused event that has resulted in severe property damage, deaths, and/or multiple injuries. As used in this plan, a "major disaster" is one that exceeds the response capability of the Local jurisdiction and requires County, State, and potentially Federal, involvement. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Disaster Manager: The senior official designated by the Mayor to coordinate the overall response, restoration and recovery activities.

Disaster Operations: Operations conducted by City government in response to an emergency or major disaster that include operating the Emergency Operations Center (EOC).

Disaster Policy Group (DPG): A group established to provide consultation to the Mayor in forming executive policy decision strategies related to the emergency or major disaster.

Disaster Recovery Center: Places established in the area of a presidentially declared major disaster, as soon as practicable, to give victims the opportunity to apply in person for assistance and/or obtain information related to that assistance. DRCs are staffed by Local, State, and Federal agency representatives, as well as staff from volunteer

organizations (e.g., the American Red Cross). (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Donations Management: The management of donated items that have not been requested by government officials, voluntary disaster relief organizations, or other donations-related personnel.

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

Emergency Alert System: The Emergency Alert System (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) service providers to provide the communications capability to the President to address the American public during a National emergency. The system also may be used by state and local authorities to deliver important emergency information such as AMBER alerts and weather information targeted to a specific area. (Source: Federal Communications Commission)

Emergency Management: A subset of incident management, the coordination and integration of all activities necessary to build, sustain, and improve the capability to prepare for, protect against, respond to, recover from, or mitigate against threatened or actual natural disasters, acts of terrorism, or other manmade disasters. (Source: National Response Framework)

Emergency Management Duty Officer: A designated and staffed position for consultation and coordination of emergencies and major disasters. Primary point of contact for the state emergency management system. Normally activates the City Comprehensive Emergency Management Plan and establishes initial EOC operations.

Emergency Manager: The person who has the day-to-day responsibility for emergency management programs and activities. The role is one of coordinating all aspects of a jurisdiction's mitigation, preparedness, response, and recovery capabilities. (Source: national Response Framework)

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

Federal, State, regional, tribal, city, county), or some combination thereof. (Source: National Response Framework).

EOC Coordinator: The individual responsible for the activation, staffing and administration of the City Emergency Operations Center. The position typically will be the Emergency Management Duty Officer.

Emergency Support Function (ESF): In the National Response Framework, a functional area of response activity established to facilitate the delivery of Federal assistance required during the immediate response phase of a disaster to save lives, protect property and public health, and maintain public safety. ESFs represent those types of Federal assistance that a State will most likely need because of the impact of a catastrophic or significant disaster on its own resources and response capabilities, or because of the specialized or unique nature of the assistance required. ESF missions are designed to supplement State and Local response efforts. The ESF structure is used at the County, State and Federal levels during an emergency or major disaster. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Emergency Worker: Emergency worker means any person who is registered with a local emergency management organization or the military department and holds an identification card issued by the local emergency management director or the military department for the purpose of engaging in authorized emergency management activities or is an employee of the state of Washington or any political subdivision thereof who is called upon to perform emergency management activities. (Source: RCW 38.52.010 and WAC 118-04)

Evacuation: Organized, phased, and supervised dispersal of people from dangerous or potentially dangerous areas. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

- *Spontaneous Evacuation*. Residents or citizens in the threatened areas observe an emergency event or receive unofficial word of an actual or perceived threat and, without receiving instructions to do so, elect to evacuate the area. Their movement, means, and direction of travel are unorganized and unsupervised.

- *Voluntary Evacuation*. This is a warning to persons within a designated area that a threat to life and property exists or is likely to exist in the immediate future. Individuals issued this type of warning or orders are not required to evacuate; however, it would be to their advantage to do so.

- *Mandatory or Directed Evacuation*. This is a warning to persons within the designated area that an imminent threat to life and property exists and individuals should immediately evacuate in accordance with the instructions of local officials

Event: A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts, or sporting events.

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

Hazard Mitigation: Any action taken to reduce or eliminate the long-term risk to human life and property from hazards. The term is sometimes used in a stricter sense to mean cost-effective measures to reduce the potential for damage to a facility or facilities from a disaster event. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Homeland Security Exercise and Evaluation Program (HSEEP): A capabilities and performance-based exercise program that provides a standardized methodology and terminology for exercise design, development, conduct, evaluation, and improvement planning. (Source: National Response Framework)

Homeland Security Region 1: A regional organization of emergency management offices from Snohomish County, Skagit County, Whatcom County, Island County, San Juan County and the Tribal Governments in those counties.

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

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

Incident Command: Entity responsible for overall management of the incident. Consists of the Incident Commander, either single or unified command, and any assigned supporting staff. (Source: National Response Framework)

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

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

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

Incident Management: Refers to how incidents are managed across all homeland security activities, including prevention, protection, and response and recovery. (Source: National Response Framework)

Incident Management Team: Incident Management Teams are "typed" according to the complexity of incidents they are capable of managing and are part of the Incident Command System to manage the logistical, fiscal, planning, operational, safety and community issues related to the incident/emergency, an Incident Management Team will provide the command and control infrastructure that is required.

Joint Field Office (JFO): The Joint Field Office is the primary Federal incident management field structure. The JFO is a temporary Federal facility that provides a central location for the coordination of Federal, State, tribal, and local governments and private-sector and nongovernmental organizations with primary responsibility for response and recovery. The JFO structure is organized, staffed, and managed in a manner consistent with *NIMS* principles and is led by the Unified Coordination Group. Although the JFO uses an ICS structure, the JFO does not manage on-scene operations. Instead, the JFO focuses on providing support to on-scene efforts and conducting broader support operations that may extend beyond the incident site. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Joint Information Center (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Joint Information System (JIS): Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The JIS provides a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander (IC); advising the IC about public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Long-Term Recovery: A process of recovery that may continue for a number of months or years, depending on the severity and extent of the damage sustained. For example, long-term recovery may include the complete redevelopment of damaged areas. (Source: National Response Framework)

Major Disaster: Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought) or, regardless of cause, any fire, flood, or explosion in any part of the United States that, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Stafford Act 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 (Stafford Act, Sec. 102(2), 42 U.S.C. 5122(2). (Source: National Response Framework, National Incident Management System)

Mass Care: The actions that are taken to protect evacuated or relocated people and other disaster victims from the effects of the disaster. Activities include providing temporary shelter, food, medical care, clothing, and other essential life support needs to the people who have been displaced from their homes because of a disaster or threatened disaster. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Mitigation: Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters. This is achieved through risk analysis, which results in information that provides a foundation for mitigation activities that reduce risk. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Multi-agency Coordination System: Multi-agency coordination systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination. The components of multi-agency coordination systems include facilities, equipment, personnel, procedures, and communications. Two of the most commonly used elements are EOCs and MAC Groups. These systems assist agencies and organizations responding to an incident. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Mutual Aid: Mutual aid is an agreement among emergency responders to lend assistance across jurisdictional boundaries when required. This is usually in an emergency that exceeds local resources, such as a disaster or an emergency normally requested only when such an incident occurs. Executing mutual aid and other agreements established prior to an incident with appropriate entities at the local, tribal, State, and Federal levels is an important element of preparedness, along with the readiness to develop/implement new agreements during the life cycle of an incident. (Source: National Response Framework)

National Incident Management System (NIMS): Provides a systematic, proactive approach that guides government agencies at all levels, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

National Response Framework: A guide to how the nation conducts all-hazards incident management. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

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

Phased Operational Approach: The approach for activating the Emergency Operations Center (EOC) in support of emergencies and major disasters. The phases include: routine operations, enhanced operations, full operation, and catastrophic operations. Each level requires different support requirements.

Preparedness: Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities. Preparedness is the process of identifying the personnel, training, and equipment needed for a wide range of potential incidents, and developing jurisdiction-specific plans for delivering capabilities when needed for an incident. (Source: National Response Framework)

Presidential Declared Disaster: As set forth in the Stafford Act, a governor seeks a presidential declaration by submitting a written request to the President through the

FEMA regional office. In this request the Governor certifies that the combined local, county and state resources are insufficient and that the situation is beyond their recovery capabilities. Following a FEMA regional and national office review of the request and the findings of the preliminary damage assessment, FEMA provides the President an analysis of the situation and a recommended course of action. (Source: FEMA website)

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

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

Recovery: The economic focused long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstituting these systems to a new condition that is less vulnerable. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Regional: Relates to the interaction with jurisdictions in close proximity.

Registered Emergency Worker: Registered emergency worker means any person who is registered with a local emergency management organization or the department and holds an identification card issued by the local emergency management director or the department for the purpose of engaging in authorized emergency management activities or is an employee of the state of Washington or any political subdivision thereof who is called upon to perform emergency management activities. (Source: RCW 38.52.010)

Relocation: The movement of people after a disaster occurs. The relocation may be spontaneous, voluntary, or mandatory. See evacuation definition.

Resilience: Disaster resilience is the capacity or ability of a community to anticipate, prepare for, respond to, and recover quickly from impacts of disaster

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

Resource Management: Those actions taken by a government to (a) identify sources and obtain resources needed to support disaster response activities; (b) coordinate the supply, allocation, distribution, and delivery of resources so that they arrive where and when they are most needed; and (c) maintain accountability for the resources used. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Resources: Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Under the *National Incident Management System*, resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an emergency operations center. (Source: National Response Framework)

Response: Activities that occur during and immediately following an emergency or major disaster providing immediate emergency assistance designed to reduce the impact to people, environment, economy and property.

Restoration: The service focused short and long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning City services to a normal status or to reconstituting these services to a new condition.

Service Animal: Any guide dog, signal dog, or other animal individually trained to assist an individual with a disability. Service animals' jobs include, but are not limited to:

- Guiding individuals with impaired vision;
- Alerting individuals with impaired hearing (to intruders or sounds such as a baby's cry, the doorbell, and fire alarms);
- Pulling a wheelchair;
- Retrieving dropped items;
- Alerting people to impending seizures; and
- Assisting people with mobility disabilities with balance or stability.

(Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Shelter-in-Place: Shelter-in-place means to take immediate shelter where you are—at home, work, school or in between—usually for just a few hours. Local authorities may instruct you to "shelter-in-place" if chemical or radiological contaminants are released into the environment.

Short-Term Recovery: A process of recovery that is immediate and overlaps with response. It includes such actions as providing essential public health and safety services, restoring interrupted utility and other essential services, reestablishing transportation routes, and providing food and shelter for those displaced by a disaster. Although called "short term," some of these activities may last for weeks. (Source: National Response Framework)

Situation Report: Document that contains confirmed or verified information and explicit details (who, what, where, when and how) relating to an incident. (Source: National Response Framework)

Situational Awareness: The ability to identify, process, and comprehend the critical elements of information about an incident. (Source: National Response Framework)

Special-Needs Population: A population whose members may have additional needs before, during, or after an incident in one or more of the following functional areas: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; live in institutionalized settings; are elderly; are children; are from diverse cultures, have limited proficiency in English or are non-English speaking; or are transportation disadvantaged. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Stafford Act: The Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288, as amended. This Act describes the programs and processes by which the Federal Government provides disaster and emergency assistance to State and local governments, tribal nations, eligible private nonprofit organizations, and individuals affected by a declared major disaster or emergency. The Stafford Act covers all hazards, including natural disasters and terrorist events. (Source: National Response Framework)

Standard Operating Procedure (SOP): A set of instructions constituting a directive, covering those features of operations which lend themselves to a definite, step-by-step process of accomplishment. SOPs supplement Comprehensive Emergency Management Plans (CEMPs) by detailing and specifying how tasks assigned in the EOP are to be carried out. SOPs constitute a complete reference document or an operations manual that provides the purpose, authorities, duration, and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Terrorism: The use or threatened use of criminal violence against civilians or civilian infrastructure to achieve political ends through fear and intimidation rather than direct confrontation. Emergency management is typically concerned with the consequences of terrorist acts directed against large numbers of people. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

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

Volunteer Management: The active participation of citizens of the community by accepting and encouraging the involvement of volunteers within all appropriate programs and activities. Volunteer management includes recruitment, utilization, recognition and retention of volunteers by the creation of meaningful and productive roles in which volunteers might serve.

Warning: The alerting of emergency response personnel and the public to the threat of extraordinary danger and the related effects that specific hazards may cause. (same as Alert and Warning) (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Acronyms

AAR	After-Action Review, After-Action Report
CEMP	Comprehensive Emergency Management Plan
CERT	Community Emergency Response Team
COG	Continuity of Government
COOP	Continuity of Operations
CP	Command Post
CPG	Comprehensive Preparedness Guide (FEMA)
CPX	Command Post Exercise (also known as FE)
DEM	Snohomish County Department of Emergency Management
DHS	US Department of Homeland Security
DPG	Disaster Policy Group
DSCA	Defense Support of Civil Authorities
EAS	Emergency Alert System
EM	Emergency Management
EMAC	Emergency Management Assistance Compact
EMC	Everett Municipal Code
EMD	Washington Military Department Emergency Management Division
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOF	Emergency Operations Framework
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FE	Functional Exercise (also known as CPX)
FEMA	Federal Emergency Management Agency

FSE	Full-Scale Exercise
GETS	Government Emergency Telecommunications System
GIS	Graphic Information System
HAZMAT	Hazardous Material(s)
HIVA	Hazard Identification and Vulnerability Assessment
HMP	Hazard Mitigation Plan
HSPD	Homeland Security Presidential Directive
HSEEP	Homeland Security Exercise Evaluation Program
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IP	Improvement Plan
JFO	Joint Field Office
JIC	Joint Information Center
JIS	Joint Information System
MACS	Multi-Agency Coordination System
MOU	Memorandum of Understanding
NFIP	National Flood Insurance Program
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NPG	National Preparedness Guideline
NRF	National Response Framework
PDA	Preliminary Damage Assessment
PIO	Public Information Officer
RCW	Revised Code of Washington
SARA	Superfund Amendments and Reauthorization Act
SEOC	State Emergency Operations Center
SITREP	Situational Report
SOP	Standard Operating Procedure
TCL	Target Capabilities List
TTX	Tabletop Exercise
UC	Unified Command
UTL	Universal Task List
WAC	Washington Administrative Code
WAMAS	WA State Mutual Aid System
WPS	Wireless Priority Service

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APPENDIX 2

Training, Drills and Exercises

I. Introduction

This appendix defines training and exercises to enhance readiness for all city departments, agencies and organizations. Emergency management training and exercises will focus on required training based on after-action reviews and annually scheduled drills and exercises.

II. Training

1. Training may be conducted locally, regionally, statewide and at national institutions. Sources for training may include: classroom, on-line and correspondence. Everett Office of Emergency Management (OEM) will assist by coordinating and conducting emergency management training for departments, agencies or organizations where practical. City departments and agencies conduct their own operational training and may coordinate with the Everett Office of Emergency Management for specialized assistance.

2. Training for Emergency Operations Center operations and support will be conducted by the Everett Office of Emergency Management. Personnel requiring training will be identified in each department and scheduled for the particular emergency and major disaster role or responsibility.

3. Required individual training. Certain Incident Command System (ICS) and other training courses are required to remain compliant with the National Incident Management System (NIMS).

4. Emergency management training is published annually in the City of Everett Emergency Management and NIMS Compliance Training Plan.

III. Drills and Exercises

A. General

Drills and exercises are used to test and validate plans and training. Normally, the conduct of drills and exercises for emergency management plans and training is done by the Everett Office of Emergency Management with participation from City departments and agencies as well as external stakeholders and observers. Emergency management drills and exercises normally follow the guidance in the Homeland Security Exercise and Evaluation Program (HSEEP).

B. Types of Drills and Exercises

1. Discussion based exercises

   a. Seminars - Seminars generally orient participants to authorities, strategies, plans, policies, procedures, protocols, resources, concepts, and ideas. They also provide a good starting point for developing or making major changes to existing plans or procedures. Seminars are also useful when attempting to gain awareness of, or assess, the capabilities of interagency or inter-jurisdictional operations. Seminars are useful whenever there is a need to provide a common framework of understanding.

   b. Workshops – Workshops represent the second tier of exercises in the building block approach. Although similar to seminars, workshops differ in two important aspects: participant interaction is increased and the focus is on achieving or building a product (e.g., plans and policies), collecting or sharing information, obtaining new or different perspectives, testing new ideas, processes or procedures, problem solving, and team building.

   c. Tabletop Exercises (TTX) - TTXs typically involve discussion by key staff, decision makers, and elected and appointed officials. This type of exercise is generally held in an informal setting intended to generate discussion of various issues regarding a hypothetical, simulated event. TTXs can be used to enhance general awareness, validate plans and procedures, and/or assess the types of systems needed to guide prevention, response, and recovery from a defined event. TTXs typically are aimed at facilitating understanding of concepts, identifying strengths and weaknesses. Participants are encouraged to discuss issues in depth, and TTXs allow them to develop decisions through slow-paced problem solving rather than the rapid, spontaneous decision making that occurs under actual emergency conditions.

2. Operations-based Exercises

   a. Drills - A drill is a coordinated, supervised activity usually employed to validate a specific operation or function in a single agency or organization. Drills are commonly used to provide training on new equipment, develop or test new policies or procedures, or practice and maintain current skills. Drills are narrow in scope and typically focus on a specific aspect of an operation. Drills can be used to determine if plans can be executed as designed, to assess whether more training is required, or to reinforce best practices.

b. Functional Exercises (FE) - FEs, also known as command post exercises (CPXs), are single or multi-agency activities designed to analyze and evaluate agency capabilities, multiple functions and/or sub-functions, or interdependent groups of functions. FEs focus on exercising plans, policies, procedures, and staffs involved in management, direction, command, and control functions (e.g., Incident Command/Unified Command [UC], EOC). Events are projected through a scripted exercise scenario with built-in flexibility that allows updates to drive activity at the management level. FEs are conducted in a realistic, real-time environment; however, movement of personnel and equipment is simulated.

c. Full-Scale Exercises (FSE) - FSEs are typically the most complex and resource intensive type of exercise. These multi-agency, multi-jurisdictional exercises test many facets of emergency response and recovery. They include many emergency responders operating under an Incident Command System (ICS) or Unified Command System (UCS) to effectively and efficiently respond to, and initiate recovery from, an incident. An FSE focuses on implementing and analyzing the plans, policies, and procedures developed in discussion-based exercises and honed in previous, smaller, operations-based exercises. Events are projected through a scripted exercise scenario that has built-in flexibility to allow updates to drive activity. The FSE is conducted in a real-time, stressful environment that closely mirrors a real event. Emergency responders and resources are mobilized and deployed to the scene where they conduct their actions as if a real incident had occurred (with a few minor exceptions). The FSE simulates reality by presenting complex and realistic problems involving operations in multiple functional areas that require critical thinking, rapid problem solving, and effective responses by trained personnel in a highly stressful environment.

C. Drill and Exercise Evaluation

1. Evaluation - The evaluation process for most drills and exercises should include a formal exercise evaluation, integrated analysis, the After-Action Review (AAR), and the Improvement Plan (IP). This process begins during exercise planning and ends when improvements have been implemented and validated through subsequent exercises. The process normally includes the following eight steps:

    - **Step 1:** Plan and organize the evaluation
    - **Step 2:** Observe the exercise and collect data
    - **Step 3:** Analyze data
    - **Step 4:** Develop the draft AAR
    - **Step 5:** Conduct an exercise debrief

- **Step 6:** Identify improvements to be implemented
- **Step 7:** Finalize the AAR
- **Step 8:** Track implementation

2. After Action Report (AAR) - As part of the analysis phase, the evaluation team drafts the AAR, which provides a description of what happened, exemplary practices, issues that need to be addressed, and recommendations for improvements. The report format is included in the HSEEP Volume II.

3. Improvement Plan (IP) - The IP is the means by which the lessons learned from the exercise are converted into concrete, measurable steps that result in improved response capabilities. The IP specifically details the actions that will be taken to address each recommendation presented in the draft AAR, who or what agency will be responsible for taking that action, and the timeline for completion. Responsibility for an initial IP should be assigned at the exercise debrief. The final IP is included in the final AAR. Some improvement actions will require resources to be expended; therefore, the IP should be realistic in its establishment of priorities. Recommendations related to critical tasks (as outlined in HSEEP Volume II) should be given top priority. In the case of discussion-based exercises, it is possible that the IP will identify a need for additional exercises, possibly operations-based exercises. When no resources are available, alternative short- and long-term solutions should be considered.

IV. Multi-Year Training and Exercise Schedule

The following table outlines the City of Everett's anticipated Training and Exercise Schedule for calendar years 2015 through 2018.

YEAR	EVERETT EMERGENCY MANAGEMENT MULTI-YEAR TRAINING & EXERCISE SCHEDULE											
	Qtr 1			Qtr 2			Qtr 3			Qtr 4		
	J	F	M	A	M	J	J	A	S	O	N	D
2015	ICS-300 Training	EOC TTX	CERT Training	OEM Duty Officer Training	Special Event Contingency Plan TTX	EOC TTX	4th of July Parade Full-Scale Exercise	Mobile Shelter Full-Scale Exercise	CERT Training	EOC TTX	OEM Duty Officer Training	
2016	ICS-400 Training	EOC TTX	CERT Training	OEM Duty Officer Training	Special Event Contingency Plan TTX	EOC TTX	4th of July Parade Full-Scale Exercise		CERT Training	EOC TTX	OEM Duty Officer Training	
2017	ICS-300 Training	EOC TTX	CERT Training	OEM Duty Officer Training	Special Event Contingency Plan TTX	EOC TTX	4th of July Parade Full-Scale Exercise	Mobile Shelter Full-Scale Exercise	CERT Training	EOC TTX	OEM Duty Officer Training	
2018	ICS-400 Training	EOC TTX	CERT Training	OEM Duty Officer Training	Special Event Contingency Plan TTX	EOC TTX	4th of July Parade Full-Scale Exercise		CERT Training	EOC TTX	OEM Duty Officer Training	

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APPENDIX 3

Declaration of Local Emergency and Authorities

I. Local proclamation or declaration of emergency

A. Local Codes and Ordinances

Certain emergency powers are available to a local jurisdiction under state law without the necessity of a local emergency declaration or proclamation; however, local codes, ordinances or resolutions may impose additional requirements. For example, if an emergency or disaster occurs in a locality, RCW 38.52.070(2) gives political subdivisions the following powers without the necessity of proclaiming or declaring a local emergency:

> *The power to enter into contracts and incur obligations necessary to combat such disaster, protecting the health and safety of persons and property, and providing emergency assistance to the victims of such disaster. Each political subdivision is authorized to exercise the powers vested under this section in the light of the exigencies of an extreme emergency situation without regard to time-consuming procedures and formalities prescribed by law (excepting mandatory constitutional requirements), including, but not limited to, budget law limitations, requirements of competitive bidding and publication of notices, provisions pertaining to the performance of public work, entering into contracts, the incurring of obligations, the employment of temporary workers, the rental of equipment, the purchase of supplies and materials, the levying of taxes, and the appropriation and expenditure of public funds.*

Local codes, ordinances, resolutions, etc., may impose additional procedural or substantive requirements on the ability of a local jurisdiction to authorize emergency use of local resources, emergency expenditures or other emergency response activities, and those local provisions may require issuance of a local declaration or proclamation of an emergency. Additionally, when a disaster or emergency exceeds the capability of the local jurisdiction to respond adequately to protect lives or property, it may be necessary for the local jurisdiction to proclaim or declare a state of emergency to obtain additional resources from other units of local government through mutual aid agreements, or state or federal assistance.

B. Preparation of Declaration

A proclamation or declaration of emergency will be prepared by the Director of Emergency Management or his designee, and executed by the Mayor. A draft proclamation/declaration template has been prepared consistent with local requirements that can be quickly finalized with the details of the incident at hand. A sample Local Proclamation (or Declaration) of Emergency is included at the end of this chapter.

A local proclamation or declaration of emergency usually includes information like the following:

1. A description of the incident (what has happened);
2. When the incident happened;
3. Expected impact of the incident to persons, property, infrastructure, and geographical area;
4. Authorization of the use of local resources to combat disaster effects;
5. Authorization to expend local funds;
6. Authorization to waive normal bid procedures, if needed;
7. Any further directions or authorizations necessary for local incident response and recovery, including implementation of local emergency management plans and activation of local emergency response center; and
8. Any further directions or authorizations necessary to seek outside assistance in response and recovery efforts, if applicable.

During, or immediately after an incident, and when the Mayor is about to or has executed a proclamation or declaration of emergency, the Director of Emergency Management or his designee will advise the Washington State Emergency Management Division EOC by the fastest telecommunications method available. A written copy of the proclamation or declaration will then be forwarded to the State EOC by the most rapid means available (e.g., facsimile (FAX) machine, e-mail, courier, U.S. mail, etc.).

As necessary, resource needs which exceed local capabilities will also be identified, and requests for assistance and other supporting material will be submitted. The State EOC will request additional information.

After the emergency is over, and consistent with local code, ordinance or resolution, the Director of Emergency Management or his designee will

terminate the state of emergency and return local government to normal business procedures.

II. Federal Proclamation or Declaration of Emergency or Major Disaster

A. Process and Time-Phased Steps

Requests for declarations must be submitted within 30 days of the occurrence of the incident (44CFR 206.35 and 206.36). If necessary, the Governor can request a 30-day extension to complete the assessment of damages.

Notional time-phased steps from start of incident to Governor's declaration request:

Days 1 - 3

- Local jurisdictions' immediate response actions
- State EOC support to local jurisdictions
- State EMD recovery programs request local jurisdictions begin gathering initial private and public property damage reports

Days 3 - 5

- Local jurisdictions gather initial damage data for private property and public infrastructure and submit data to State EMD

Days 4 - 7

- State EMD recovery program staff collate and analyze damage data submitted by local jurisdictions
- Local jurisdictions prepare supplemental justifications to describe the incident impacts within their areas of responsibility and submit to State EMD

Days 5 - 10

- If sufficient eligible damage is reported, State EMD will request formal joint FEMA-State Preliminary Damage Assessments (PDA) to validate reported damage data
- Two distinct PDA processes -- private and public property
- PDA for private property usually goes first because damage is more apparent
- Declaration is based on ***impact*** to counties and state Updated 10.4.2011
- PDA for public infrastructure takes longer because damages are not immediately apparent
- Declaration criteria based on per capita of $3.39 for counties and $1.35 for the state.

Days 9 - 17

- State EMD recovery staff will draft a Governor's declaration request if the results of PDA are sufficient to support a request for a presidential declaration
- Governor's request is sent to the President through FEMA Region X

B. Basis of Requests

The basis for an *emergency declaration* request must be the finding that the situation:

1. Is of such severity and magnitude that effective response is beyond the capability of the State and the affected local government(s); ***and***

2. Requires supplementary Federal emergency assistance to save lives and to protect property, public health and safety, or to lessen or avert the threat of a disaster.

3. In addition to the above findings, the complete request shall include:

    a. Confirmation that the Governor has taken appropriate action under State law and directed the execution of the State emergency plan;
    b. Information describing the State and local efforts and resources which have been or will be used to alleviate the emergency;
    c. Information describing other Federal agency efforts and resources which have been or will be used in responding to this incident; and
    d. Identification of the type and extent of additional Federal aid required.

The basis for a *major disaster declaration* request shall be a finding that:

1. The situation is of such severity and magnitude that effective response is beyond the capabilities of the State and affected local governments; ***and***

2. Federal assistance under the Act is necessary to supplement the efforts and available resources of the State, local governments, disaster relief organizations, and compensation by insurance for disaster-related losses.

3. In addition to the above findings, the complete request shall include:

a. Confirmation that the Governor has taken appropriate action under State law and directed the execution of the State emergency plan;
b. An estimate of the amount and severity of damages and losses stating the impact of the disaster on the public and private sector;
c. Information describing the nature and amount of State and local resources which have been or will be committed to alleviate the results of the disaster;
d. Preliminary estimates of the types and amount of supplementary Federal disaster assistance needed under the Stafford Act; and
e. Certification by the Governor that State and local government obligations and expenditures for the current disaster will comply with all applicable cost sharing requirements of the Stafford Act.

C. Recovery Assistance Programs

All requests for federal emergency or major disaster declarations are dependent upon the receipt of documented damages to private and public property from local jurisdictions, tribes, and state agencies.

The Washington State Military Department's Emergency Management Division (EMD) administers two FEMA recovery programs:

1. Individuals and Households Program (IHP)
    - For damaged private property
    - Based upon impact, no numerical criteria

2. Public Assistance Program (PA)
    - For damaged public infrastructure
    - Based on FEMA numerical criteria

There are also County and Statewide per capita criteria. At the time of publishing of this 2014 Update to the City of Everett's CEMP, these per capita criteria are $3.39 for County and $1.35 ($9,078,129.00) for statewide.

III. City of Everett Declaration Template

Once it is determined the disaster has the potential to impact life, property, or the public peace **and** will overwhelm City and mutual aid resources, the Mayor may proclaim a "***Declaration of Local Emergency***". The Mayor may direct the Emergency Management Duty Officer or the City EOC to disseminate and document disaster information to the State and public as required.

Sample DECLARATION OF LOCAL EMERGENCY *Sample*

The Mayor of the City of Everett has determined that (type of event) in the City of Everett has/will cause (type of damage) and that these problems have created a threat to life and property; and

All available resources are/will be committed to disaster work, and the severity of this disaster is beyond the capability of local resources requiring the City of Everett to request supplemental assistance; and

This event constitutes an emergency as defined by the City of Everett Comprehensive Emergency Management Plan and RCW 38.52.010(6) (a) and necessitates the utilization of emergency powers granted under RCW 38.52.070.

Therefore I, (Name), Mayor of Everett, Washington, in order to protect the public peace, health and safety of the people of the City of Everett, do hereby proclaim a civil emergency exists within the City of Everett due to (type of event).

____ _____
(Name), Mayor City of Everett

ATTEST:

_____
(Name), City Clerk

Dated this _____ day of _____, 20___.

IV. Authorities

The Revised Code of Washington (RCW) has specific sections that deal with certain emergency powers for local governments. Some statutes affecting the powers of political subdivisions during an emergency are listed below (and they generally address budgetary matters). Although several of the statutes require a local finding that an emergency exists, they do not require that this finding be made in the form of a local emergency proclamation or declaration.

RCW 35.32A.060 Emergency fund.

Every city having a population of over three hundred thousand may maintain an emergency fund, which fund balance shall not exceed thirty-seven and one-half cents per thousand dollars of assessed value. Such fund shall be maintained by an annual budget allowance. When the necessity therefore arises transfers may be made to the emergency fund from any tax-supported fund except bond interest and redemption funds.

The city council by an ordinance approved by two-thirds of all of its members may authorize the expenditure of sufficient money from the emergency fund, or other designated funds, to meet the expenses or obligations:

(1) Caused by fire, flood, explosion, storm, earthquake, epidemic, riot, insurrection, act of God, act of the public enemy or any other such happening that could not have been anticipated; or

(2) For the immediate preservation of order or public health or for the restoration to a condition of usefulness of public property the usefulness of which has been destroyed by accident; or

(3) In settlement of approved claims for personal injuries or property damages, exclusive of claims arising from the operation of a public utility owned by the city; or

(4) To meet mandatory expenditures required by laws enacted since the last budget was adopted.

The city council by an ordinance approved by three-fourths of all its members may appropriate from the emergency fund, or other designated funds, an amount sufficient to meet the actual necessary expenditures of the city for which insufficient or no appropriations have been made due to causes which could not reasonably have been foreseen at the time of the making of the budget.

An ordinance authorizing an emergency expenditure shall become effective immediately upon being approved by the mayor or upon being passed over his or her veto as provided by the city charter.

RCW 35.33.081 Emergency expenditures — Nondebatable emergencies

Upon the happening of any emergency caused by violence of nature, casualty, riot, insurrection, war, or other unanticipated occurrence requiring the immediate preservation of order or public health, or for the restoration to a condition of usefulness of any public property which has been damaged or destroyed by accident, or for public relief from calamity, or in settlement of approved claims for personal injuries or property damages, or to meet mandatory expenditures required by laws enacted since the last annual budget was adopted, or to cover expenses incident to preparing for or establishing a new form of government authorized or assumed after adoption of the current budget, including any expenses incident to selection of additional or new officials required thereby, or incident to employee recruitment at any time, the city or town legislative body, upon the adoption of an ordinance, by the vote of one more than the majority of all members of the legislative body, stating the facts constituting the emergency and the estimated amount required to meet it, may make the expenditures therefore without notice or hearing.

RCW 35.33.091 Emergency expenditures — Other emergencies — Hearing.

If a public emergency which could not reasonably have been foreseen at the time of filing the preliminary budget requires the expenditure of money not provided for in the annual budget, and if it is not one of the emergencies specifically enumerated in RCW 35.33.081, the city or town legislative body before allowing any expenditure therefore shall adopt an ordinance stating the facts constituting the emergency and the estimated amount required to meet it and declaring that an emergency exists.

Such ordinance shall not be voted on until five days have elapsed after its introduction, and for passage shall require the vote of one more than the majority of all members of the legislative body of the city or town.

Any taxpayer may appear at the meeting at which the emergency ordinance is to be voted on and be heard for or against the adoption thereof.

RCW 35.33.101 Emergency warrants.

All expenditures for emergency purposes as provided in this chapter shall be paid by warrants from any available money in the fund properly chargeable with such expenditures. If, at any time, there is insufficient money on hand in a fund with which to pay such warrants as presented, the warrants shall be registered, bear interest and be called in the same manner as other registered warrants as prescribed in RCW 35.33.111.

RCW 35.34.140 Emergency expenditures — Nondebatable emergencies

Upon the happening of any emergency caused by violence of nature, casualty, riot, insurrection, war, or other unanticipated occurrence requiring the immediate preservation of order or public health, or for the property which has been damaged or destroyed by accident, or for public relief from calamity, or in settlement of approved claims for personal injuries or property damages, or to meet mandatory expenditures required by law enacted since the last budget was adopted, or to cover expenses incident to preparing for or establishing a new form of government authorized or assumed after adoption of the current budget, including any expenses incident to selection of additional or new officials required thereby, or incident to employee recruitment at any time, the city or town legislative body, upon the adoption of an ordinance, by the vote of one more than the majority of all members of the legislative body, stating the facts constituting the emergency and the estimated amount required to meet it, may make the expenditures therefor without notice or hearing.

RCW 38.52.070 Local organizations and joint local organizations authorized — Establishment, operation — Emergency powers, procedures.

(1) Each political subdivision of this state is hereby authorized and directed to establish a local organization or to be a member of a joint local organization for emergency management in accordance with the state comprehensive emergency management plan and program: PROVIDED, That a political subdivision proposing such establishment shall submit its plan and program for emergency management to the state director and secure his or her recommendations thereon, and verification of consistency with the state comprehensive emergency management plan, in order that the plan of the local organization for emergency management may be coordinated with the plan and program of the state. Local comprehensive emergency management plans must specify the use of the incident command system for multi-agency/multi-jurisdiction operations. No political subdivision may be required to include in its plan provisions for the emergency evacuation or relocation of residents in anticipation of nuclear attack. If the director's recommendations are adverse to the plan as submitted, and, if the local organization does not agree to the director's recommendations for modification to the proposal, the matter shall be referred to the council for final action. The director may authorize two or more political subdivisions to join in the establishment and operation of a joint local organization for emergency management as circumstances may warrant, in which case each political subdivision shall contribute to the cost of emergency management upon such fair and equitable basis as may be determined upon by the executive heads of the constituent subdivisions. If in any case the executive heads cannot agree upon the proper division of cost the matter shall be referred to the council for arbitration and its decision shall be final. When two or more political subdivisions join in the establishment and operation of a joint local organization for emergency management each shall pay its share of the cost into a special pooled

fund to be administered by the treasurer of the most populous subdivision, which fund shall be known as the emergency management fund. Each local organization or joint local organization for emergency management shall have a director who shall be appointed by the executive head of the political subdivision, and who shall have direct responsibility for the organization, administration, and operation of such local organization for emergency management, subject to the direction and control of such executive officer or officers. In the case of a joint local organization for emergency management, the director shall be appointed by the joint action of the executive heads of the constituent political subdivisions. Each local organization or joint local organization for emergency management shall perform emergency management functions within the territorial limits of the political subdivision within which it is organized, and, in addition, shall conduct such functions outside of such territorial limits as may be required pursuant to the provisions of this chapter.

(2) In carrying out the provisions of this chapter each political subdivision, in which any disaster as described in RCW 38.52.020 occurs, shall have the power to enter into contracts and incur obligations necessary to combat such disaster, protecting the health and safety of persons and property, and providing emergency assistance to the victims of such disaster. Each political subdivision is authorized to exercise the powers vested under this section in the light of the exigencies of an extreme emergency situation without regard to time-consuming procedures and formalities prescribed by law (excepting mandatory constitutional requirements), including, but not limited to, budget law limitations, requirements of competitive bidding and publication of notices, provisions pertaining to the performance of public work, entering into contracts, the incurring of obligations, the employment of temporary workers, the rental of equipment, the purchase of supplies and materials, the levying of taxes, and the appropriation and expenditures of public funds.

RCW 38.52.390 Contracts or work on cost basis for emergency management activities.

The governor, or upon his or her direction, the director, or any political subdivision of the state, is authorized to contract with any person, firm, corporation, or entity to provide construction or work on a cost basis to be used in emergency management functions or activities as defined in RCW 38.52.010(1) or as hereafter amended, said functions or activities to expressly include natural disasters, as well as all other emergencies of a type contemplated by RCW 38.52.110, 38.52.180, 38.52.195, 38.52.205, 38.52.207, 38.52.220 and 38.52.390. All funds received for purposes of RCW 38.52.110, 38.52.180, 38.52.195, 38.52.205, 38.52.207, 38.52.220 and 38.52.390, whether appropriated funds, local funds, or from whatever source, may be used to pay for the construction, equipment, or work contracted for under this section

EMC 9.02.010 *Proclamation of civil emergency.*

The mayor, or if he is unavailable, the president of the city council shall proclaim in writing the existence of a civil emergency, when it appears under existing circumstances that riot, unlawful assembly, insurrection, or the imminent threat thereof occur within the confines of the city and result in, or threaten to result in, the death or injury of persons, or the destruction of property to such extent as to require, in his judgment, extraordinary measures to protect the public peace, safety and welfare. (Prior code § 6.70.010)

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APPENDIX 4

Emergency Management Framework

I. Introduction

A. This appendix outlines the City of Everett Emergency Management framework for emergency management activities.

B. City of Everett Emergency Management adopts an all-hazards approach that addresses both natural and human-induced hazards and disasters. These are increasing in both number and frequency across the world, resulting in ever growing human suffering and economic cost. The City of Everett is not immune to these events. Natural and human-induced hazards and disasters have become more prevalent in urbanized societies and terrorist attacks on western targets are likely to persist. These events can have profoundly negative effects on the citizens and businesses in the city.

C. Most emergencies in the City of Everett are managed by city departments. Moreover, accumulating risks associated with factors such as increased urbanization, critical infrastructure dependencies and interdependencies, terrorism, climate variability and change, animal and human health diseases and the heightened movement of people and goods around the world have increased the potential for various types of catastrophes. Such events could transcend geographic boundaries to challenge emergency management, including response.

D. The fundamental concepts and principles outlined in this framework flow from emergency management activities and measures undertaken in the City of Everett. This point of reference supports legal and policy frameworks, programs, activities, standards and other measures in order to enable and inspire all emergency management partners to work in better collaboration to keep Everett citizens safe. This framework is subject to revision based on a dynamic environment to ensure that it remains accurate and relevant as emergency management evolves.

II. Emergency Management Components

A. The ultimate purpose of emergency management is to protect life, public property, the environment and the economy. The protection of life is of paramount importance. In the broadest sense, emergency management raises the understanding of risks and contributes to a safer, prosperous, sustainable, disaster resistant and resilient society in Everett. Emergency Management is comprised of four interdependent risk-based functions as follows:

- **Prevention and Mitigation** – to eliminate or reduce the impacts and risks of hazards through pro-active measures taken before an emergency or disaster occurs, for example land-use management, public education and protective structures such as flood dykes. Prevention and mitigation may be considered independently or one may include the other.

- **Preparedness** – to be ready to respond to a disaster and manage its consequences through measures taken prior to an event, for example public education, emergency response plans, mutual assistance agreements, resource inventories and training, equipment and exercise programs.

- **Response** – to act during or immediately after a disaster to manage its consequences through, for example, emergency public communication, search and rescue, emergency medical assistance and evacuation/relocation to minimize suffering and losses associated with disasters.

- **Restoration and Recovery** – to repair or restore city services and economic conditions to an acceptable level through measures taken after a disaster, for example return of evacuees, trauma counseling, reconstruction, economic impact studies and financial assistance. There is a strong relationship between long-term recovery and prevention and mitigation of future disasters.

B. These four interdependent functions may be undertaken sequentially or concurrently, but they are not independent of each other. The City of Everett adopts a comprehensive all-hazards approach to coordinate and integrate prevention and mitigation, preparedness, response and restoration/recovery functions to maximize the safety of the citizens of Everett. Ensuring a strong and seamless relationship across these functions and with appropriate emergency management partners is critical to effective emergency management.

C. Traditionally, Emergency Management in Everett has focused on preparedness and response. The changing risk environment now demands that emergency management also deal with specific risks, hazards and vulnerabilities through prevention and mitigation measures in advance of emergencies and disasters. Greater attention or investment in prevention and mitigation can help prevent disasters or significantly reduce the social, economic and environmental costs and damages when events occur.

III. Principles

A. The principles described here are at the heart of an emergency management framework. They reflect the essence of emergency management and they frame the key underlying beliefs and goals of emergency management. These principles are to be considered as a whole to facilitate the attainment of their intended purpose. They aim to support the design, implementation and ongoing improvement of frameworks, programs, procedures, guidelines and activities that taken together comprise the emergency management system.

- **Responsibility**
  Emergency management roles and activities are carried out in a responsible manner at all levels. Legal and policy frameworks and other arrangements establish guidelines and standards to ensure that due diligence are exercised and accountability is respected in the conduct of emergency management activities. Emergency management responsibilities are shared by government and emergency management partners, including individual citizens and businesses that have a responsibility to be prepared for disasters. The City of Everett government has the responsibility for emergency management within the city limits

- **Comprehensive**
  The City of Everett Emergency Management program has adopted a comprehensive approach to emergency management. The approach is proactive and integrates risk-based measures, all-hazards, partners from all parts of society and coordinates and balances efforts across the prevention and mitigation, preparedness, response, and restoration/recovery functions.

- **Partnerships**
  Everyone is involved in emergency management. Individual citizens, neighborhoods, county, state tribal and federal governments, emergency responders, the private sector (both business and industry), volunteer and non-government organizations, academia, as well as inter-state partners may be involved in emergency management. Good partnerships based on effective collaboration, coordination and communication are a key component of Everett emergency management systems.

- **Coherency of Action**
  Emergency management requires collaboration, coordination and integration to facilitate complementary and coherent action by all partners to ensure the most effective use of emergency management resources and execution of activities. Complementary emergency management systems at all levels are to provide for concerted efforts to facilitate timely and effective prevention and mitigation, preparedness, response and

restoration/recovery measures to deal with disasters. Coherency of action relies on the existence of clear and appropriate roles, responsibilities, authorities and capacities of emergency management partners. Collaborative action based on widely shared expectations, understanding and support for these factors is key to coherency of action.

- **Risk-Based**
  A risk-based approach informs the interdependent functions of emergency management. This approach emphasizes the importance of assessing vulnerability to all hazards at the outset to determine the optimal balance and integration of functions to address vulnerabilities and risks. The presence of a hazard or a threat that is related to a vulnerability constitutes a risk. Risk management practices facilitate improved decision-making by clarifying the dimensions of risk, including its causes, likelihood of occurrence and possible severity of consequences. Placing greater emphasis on risk reduction measures is a sustainable way to address the trend of rising social-economic costs of disasters that has occurred under approaches focused heavily on preparedness and response.

B. Emphasis on 'up-stream' prevention and mitigation activities reduces susceptibility to hazards and increases resiliency. This focus is critical because although many hazards cannot be prevented, disasters may be prevented. A systematic assessment of hazards, threats, risks and vulnerabilities relating to people in a geographic area or an organization by appropriate authorities should be carried out before appropriate emergency management measures may be developed. Inadequate management of risks can produce extreme adverse consequences for society, communities, organizations or individuals. Recognized, flexible and effective risk-based approaches allow emergency management activities, programs and systems to be tailored to address particular environments and to accept that living with certain risks may be both prudent and safe.

- **All-Hazards**
  Everett emergency management adopts an all-hazards approach by addressing vulnerabilities exposed by both natural and human-induced hazards and disasters. Hazards are sources of potential harm or loss. Emergencies and disasters result when a hazard interacts with a vulnerability to produce serious and adverse consequences that may, for an undetermined period of time, exceed the ability to cope. Natural hazards and disasters that are relevant to emergency management include extreme natural events such as floods, storm surges, tsunamis/seiche, landslides, tornadoes, wild-land urban-interface fires and earthquakes. Human-induced disasters that concern emergency management include intentional events that encompass part of the spectrum of human conflict, such as terrorist or cyber attacks. They also include electrical power outages or other disruptions to a critical

infrastructure sector (for example, finance, water supply and telecommunications) that result from a human or technological accident or failure. In addition, biological hazards, for example animal or human health diseases that risk causing a pandemic influenza, concern emergency management. Each hazard should be identified and assessed by appropriate authorities in order to prioritize hazards against potential vulnerabilities in society. By assessing the risks associated with all hazards in an integrated way, efforts may be broadly effective in reducing the vulnerability of people, property, the environment and the economy.

- **Resilience**
  Resilience is the capacity of a system, community or society to adapt to disturbances resulting from hazards by persevering, recuperating or changing to reach and maintain an acceptable level of functioning. Emergency management aims to strengthen the resiliency of citizens, responders, organizations, communities, governments, systems and society overall to keep hazards from becoming disasters. Resilience minimizes vulnerability or susceptibility to damage from hazards by creating or strengthening social and physical capacity in the human and built-environment to cope with, adapt to, respond to, and recover and learn from disasters.

- **Clear Communications**
  The City of Everett aims to be as open as possible about the work done in emergency management. Clear communications by appropriate authorities are a critical and continuous process before, during and after an emergency. Prior to an emergency, communication objectives focus on public education concerning emergency management to enhance awareness of hazards, risks and vulnerabilities; strengthen prevention, mitigation and preparedness measures; and provide information on all aspects of emergency management. Public alerting communicates warning messages that a disaster is imminent. Communications during and directly after a disaster explains and guides immediate response actions to minimize impacts and protect safety. These communications are instructive on the requirements for short, medium and long-term restoration and recovery.

- **Continuous Improvement**
  Lessons learned and knowledge generated from evidence-based and qualitative information is used to develop improved practices, which are shared widely. After emergencies or disasters occur, a systematic approach is used to learn lessons from the experience, increase effectiveness and improve emergency management practices and processes. Recovery from a disaster may be completed by documenting and internalizing lessons learned. Continuous improvement, including incremental and transformational change, is undertaken systemically as

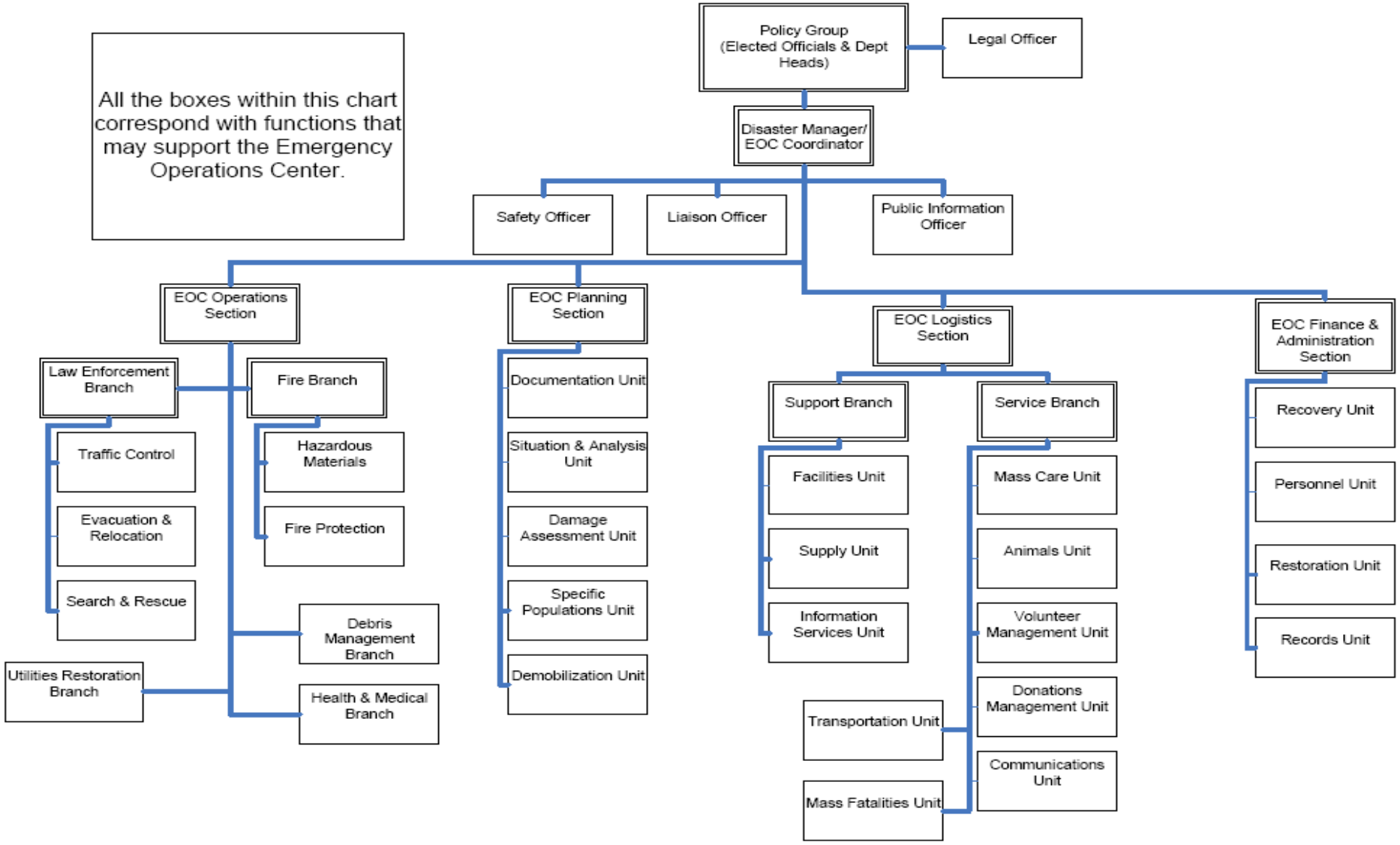
an integral part of emergency management functions and practices at all levels, as appropriate, to minimize the recurrence of problems.

IV. Conclusion

This framework aims to encourage effective functioning of emergency management in the City of Everett enhancing the public safety of the citizens and businesses within the city.

APPENDIX 5

EOC Incident Command System Chart



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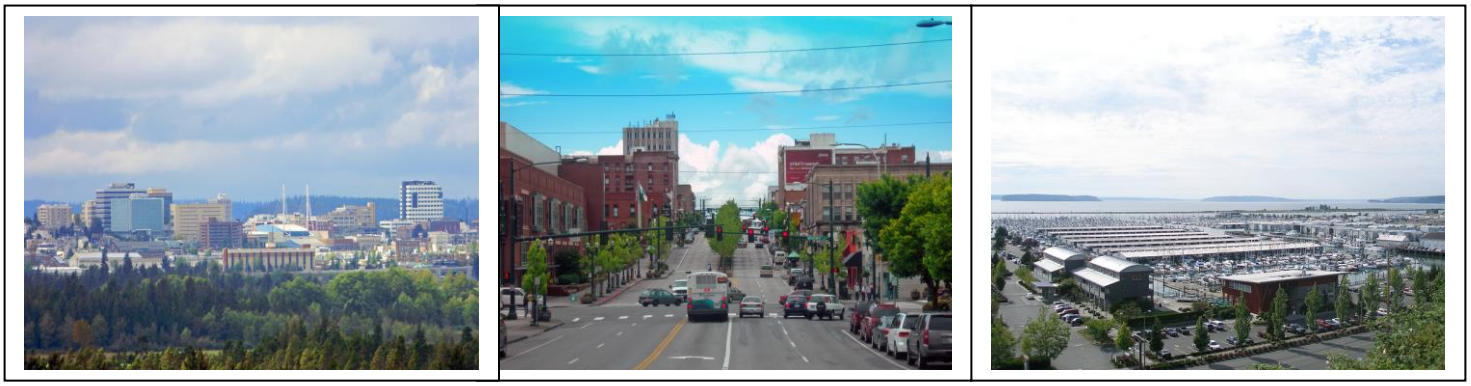
City of Everett

Comprehensive Emergency Management Plan

LEAD & SUPPORT RESPONSIBILITIES

for CITY DEPARTMENTS and PUBLIC/PRIVATE AGENCIES



Everett Fire Department, Office of Emergency Management
December 30, 2014

LEAD and SUPPORT RESPONSIBILITIES
for CITY DEPARTMENTS and PUBLIC/PRIVATE AGENCIES

Table of Contents

I. City Department Emergency Responsibilities 3

A. Lead and Support Responsibility Matrix 4

1. Response Phase 5

2. Restoration and Recovery Phase 6

II. City Department Emergency Task Lists 7

A. Response Task List 7

B. Support Task List 10

III. Public/Private Agency Emergency Responsibility Matrix 11

IV. Emergency Support Function Relationship Matrix 12

While the Basic Plan provides an overview of the City of Everett's preparedness, response and recovery strategies and outlines roles and responsibilities, this section of the CEMP describes in greater detail the specific tasks and actions, roles and responsibilities of each City Department as well as local public and private agencies and organizations.

A relationship matrix which "crosswalks" the City of Everett CEMP format to the Emergency Support Function (ESF) format can be found at the end of this section

I. City Department Emergency Responsibilities

The following department emergency responsibility matrix tables outline some responsibilities of various departments during and after an emergency or major disaster. The matrix is not intended to include all possible responsibilities during an emergency or major disaster but is illustrative of most of the major responsibilities that may be assigned.

Table 1 – "Department Emergency Responsibility Matrix"
Provides an overall responsibility matrix for response to emergencies or major disasters. The responsibilities are delineated by Department either serving as the Lead or the Support Agency for each response area.

Table 2 – "PHASED Department Emergency Responsibility Matrix – RESPONSE PHASE"
Illustrates the responsibilities of Departments in the Response specific post-disaster time frame.

Table 3 – "PHASED Department Emergency Responsibility Matrix – RESTORATION & RECOVERY PHASE"
Illustrates the responsibilities of Departments in the Restoration and Recovery specific post-disaster time frames.

Department Emergency Responsibility Matrix

Departments	Policy	Managing Emergency Operations	Situation Reporting	Damage Assessment	Alert, Warning and Notification	Emergency Public Information	Animal Considerations	Sheltering	Relocation and Evacuation	Volunteer Management	Donations Management	Mass Care	Transportation	EOC Assistance	Notification Rosters, SOPs, Checklists
Administration	L	S	S	S	L	L	S	S	S	S	S	S	S	S	L**
Animal Services		S	S	S	S	S	L	L*	S	S	S			S	L**
City Council	L	S	S	S	L	L	S	S	S	S	S	S	S	S	L**
Conference Center		S	S	S								S		S	L**
Cultural Arts		S	S	S										S	L**
Emergency Management	S	S	L	L	L	L	S	L	L	L	L	L	S	L	L**
Engineering		S	S	L				S					S	S	L**
Facilities		S	S	L			S	S			S	S		S	L**
Finance		S	S	S			S	S	S	S		S	S	S	L**
Fire		L	S	S	L	L		S	S			S	S	S	L**
Information Technology		S	S	S	S	S								S	L**
Labor Relations / Human Resources	S	S	S	S	S					L				S	L**
Legal	S	S	S	S	S	S	S	S	S	S	S	S	S	S	L**
Legislative	S	S	S	S		S								S	L**
Library		S	S	S										S	L**
Municipal Court			S	S										S	L**
Neighborhoods / Community Services		S	S	S	S	S	S	S	S	S	S	S	S	S	L**
Parks & Recreation		S	S	S			S	L	S	S	S	L	S	S	L**
Planning		S	S	S										S	L**
Police		L	S	S	L	L		S	L	S		S	S	S	L**
Public Works		L	S	L	S	L			S				L	S	L**
Purchasing		S	S	S				S	S		S	S		S	L**
Senior Center		S	S	S				S	S	S		S		S	L**
Streets		S	S	S					S				S	S	L**
Telecomm		S	S	S	S	S		S						S	L**
Transit		S	S	S		S		S	S			S	L	S	L**

KEY:

L = **Lead** Agency (may be more than 1, indicating shared responsibility & coordination)

L* = **Lead** Agency for Animal Sheltering

S = **Supporting** Agency

L =** All departments have a responsibility to develop and maintain their own notification rosters, standard operating procedures, checklists, line of succession and other documents to carry out emergency and major disaster functions.

NOTE: Departments without a specific designation indicates a role will be assigned as necessary.

PHASED Department Emergency Responsibility Matrix

Response Phase

	Life Saving Activities & Basic Shelter Needs			Safety & Security					Overarching Response Activities					
Departments	Rescue	Life Support	Immediate Shelter	Fire/HAZMAT	Evacuation or Relocation	Animal Response	Sustainable Sheltering	Law Enforcement & Security	Priorities & Strategy	Intragovernment Coordination	Public Information	Funding	Damage Assessment	Transportation & Movement
Administration					S		S	S	L	L	L	L	S	
Animal Services					S	L	L*						S	
City Council					S		S	S	L	L	L	L	S	
Conference Center													S	
Cultural Arts													S	
Emergency Management	S	S	L	S	L	S	L	S	L	L	L	S	L	L
Engineering													L	S
Facilities							S						L	
Finance					S		S	S	S		S	L	S	S
Fire	L	L	S	L	S		S		S		S		S	S
Information Tech.													S	
Labor Relations / Human Resources													S	
Legal					S		S	S	S	S	S	S	S	
Legislative									S	S	S	S	S	
Library													S	
Municipal Court													S	
Neighborhoods / Community Services			S		S	S	S		S		S		S	S
Parks and Recreation			L			S	L	S					S	
Planning													S	
Police	L	S	S	S	L		S	L	S		S		S	L
Public Works				S	S				S		S		S	S
Purchasing	S		S	S	S	S		S				S	S	S
Senior Center													S	
Streets					S								S	S
Telecomm													S	
Transit			S		S						S		S	S

KEY:
L = Lead Agency (may be more than 1, indicating shared responsibility & coordination)
L* = Lead Agency for Animal Sheltering
S = Supporting Agency

NOTE: Departments without a specific designation indicates a role will be assigned as necessary.

PHASED Department Emergency Responsibility Matrix												
Restoration and Recovery Phase												
	Service Prioritization	Information Coordination	Communications	Contracts	External Assistance	Policy Changes	Priorities & Strategy	Economic Redevelopment	Public Information	Funding	Land Use & Development	Permitting
Administration	L	L	S	S	L	L	L	L	L	L	L	L
Animal Services												
City Council	L	L	S	S	L	L	L	L	L	L	L	L
Conference Center												
Cultural Arts					S			L				
Emergency Management	S	S	S	S	L	S	S	S	S	S	S	S
Engineering						S	S	S	S		S	L
Facilities						S					S	
Finance	S	S		L	S	S	S	L	S	L	S	S
Fire		S	S						S		S	S
Information Technology	S		S									
Labor Relations / Human Resources	S											
Legal	S	S	S	S	S	S	S	S	S	S	S	S
Legislative	S	S		S	S	L	S	S	S	S	L	L
Library												
Municipal Court												
Neighborhoods / Community Services		S			S			S	S		S	S
Parks and Recreation									S		S	
Planning						S		S			L	S
Police		S	S						S			
Public Works	L		S	L	S		S	S	L	S	S	S
Purchasing				S						S		
Senior Center									S			
Streets											S	S
Telecomm	S		L									
Transit	S		S						S		S	S

KEY:
L = Lead Agency (may be more than 1, indicating shared responsibility & coordination)
S = Supporting Agency

NOTE: Departments without a specific designation indicates a role will be assigned as necessary.

II. City Emergency Response Task Lists

A. City Department Emergency Response Task List

The following matrix provides some of the unique response tasks for city departments during an emergency or major disaster. Other tasks may be required as dictated by the emergency or major disaster priorities.

Department Emergency Response Task List			
Department	**Probable Task**	**Task Detail**	**Report To**
Fire	Damage assessment	▪ Station check ▪ Vehicle check ▪ 360° neighborhood check ▪ Primary response area check	Department operations center; City EOC
	Evacuation or Relocation	▪ Assist police ▪ Route verification ▪ Route blocking	Unified Command; Department operations center; City EOC
	Decontamination	▪ Personnel ▪ Equipment ▪ Citizens	Department operations center; City EOC
	Search and Rescue	▪ Disaster victim search and rescue ▪ Report casualties	Department operations center; City EOC
	EOC Support	▪ Staff City EOC positions as required	
Police	Damage assessment	▪ Station check ▪ Vehicle check ▪ 360° neighborhood check ▪ Primary response area check	Department operations center; City EOC
	Evacuation or Relocation	▪ Route verification ▪ Route blocking ▪ Public notification	Unified Command; Department operations center; City EOC
	Search and Rescue	▪ Disaster victim search and rescue ▪ Report casualties	Department operations center; City EOC
	Protective Services	▪ Elected officials ▪ City EOC ▪ City facilities ▪ Crowd & traffic control	Department operations center; City EOC
	Risk, threat and vulnerability analysis	▪ Intelligence gathering ▪ Analysis	Mayor; Department operations center; City EOC disaster manager/coordinator
	EOC Support	▪ Staff City EOC positions	

Public Works	Damage assessment	▪ Facility check ▪ Fleet check ▪ 360° neighborhood check ▪ Field neighborhood route check ▪ Infrastructure systems check	Department operations center; City EOC
	Evacuation or Relocation	▪ Route blocking ▪ Debris removal	Unified Command; Department operations center; City EOC
	Transportation Assessment	▪ Streets ▪ Highways ▪ Bridges ▪ Restoration timing	Unified Command; Department operations center; City EOC
	Water System	▪ Damage assessment ▪ Restoration timing ▪ Public notification ▪ Alternative delivery	Department operations center; City EOC
	Waste Water System	▪ Damage assessment ▪ Restoration timing ▪ Public notification	Department operations center; City EOC
	EOC Support	▪ Staff City EOC positions as required	
Parks and Recreation	Damage assessment	▪ Facility check ▪ Fleet check ▪ 360° neighborhood check ▪ Field neighborhood route check	Department operations center; City EOC
	Evacuation or Relocation	▪ Shelter needs evaluation ▪ Mobile shelter operation ▪ Red Cross coordination	Unified Command; Department operations center; City EOC
	EOC Support	▪ Staff City EOC positions as required	
Transporta-tion Services	Damage assessment	▪ Facility check ▪ Fleet check ▪ 360° neighborhood check ▪ Field neighborhood route check	City EOC
	Evacuation or Relocation	▪ Transportation needs assessment ▪ Direct transportation	Unified Command; City EOC
	EOC Support	▪ Staff City EOC positions as required	

Animal Services	Animal Evacuation or Relocation	▪ Mobile sheltering ▪ Animal search and rescue	Unified Command; City EOC
	Damage assessment	▪ Facility check ▪ Fleet check ▪ 360° neighborhood check ▪ Field neighborhood route check	City EOC
	EOC Support	▪ Staff City EOC positions as required	

B. City Department Emergency Support Task List

The following matrix provides some of the unique support tasks for city departments during an emergency or major disaster. Other tasks may be required as dictated by the emergency or major disaster priorities.

Support Agency Task List			
Department	**Probable Task**	**Task Detail**	**Reported To**
All	Damage assessment	▪ Facility check ▪ 360 neighborhood check	City EOC
	Service capability assessment	▪ Operational status of city services	City EOC
	EOC Support	▪ Staff City EOC positions as required	
Administration	Emergency Communications	▪ Establish joint information system ▪ Inform the public	All departments, public
	Service Restoration	▪ Prioritize city services ▪ Determine service modifications	All departments, public
	Economic Recovery	▪ Review/modify permitting ▪ Review/modify policies ▪ Review/modify land use ▪ Determine economic redevelopment strategy	All departments, public
City Council	Emergency Funding	▪ Appropriate emergency funds	
	Ordinances	▪ Establish emergency ordinances	

III. Public/Private Agency Emergency Responsibility Matrix

Public and private agencies are responsible first to their own organization's emergency needs followed then by the responsibility to support, and in some cases lead, large city-wide operations. Public and private agencies share critical information with the City during and after a disaster or major emergency, and have resources and infrastructure that are important to the City's overall functionality and critical to the success of any response mission.

Local Public/Private Agency Emergency Responsibility Matrix

Local Agency or Organization	Managing Emergency Operations	Situation Reporting	Damage Assessment	Alert, Warning and Notification	Emergency Public Information	Sheltering	Relocation and Evacuation	Volunteer Management	Donations Management	Mass Care	Transportation	EOC Assistance
American Red Cross	S	S	L	S	S	L	S	S	S	L	S	S
Boeing Everett	S	S	L	S	S	S	L	S	S	S	S	S
Burlington Northern-Sante Fe Railroad	S	S	L	S	S	S	S	S	S	S	L	S
Everett Community College	S	S	S	S	S	S	S	S	S	S	S	S
Everett Housing Authority	S	S	L	S	S	S	S	S	S	S	S	S
Everett School District	S	S	L	S	S	S	S	S	S	S	S	S
Mukilteo School District	S	S	L	S	S	S	S	S	S	S	S	S
Naval Station Everett	S	S	L	S	S	S	S	S	S	S	S	S
Port of Everett	S	S	L	S	S	S	S	S	S	S	L	S
Providence Hospital	S	S	L	S	S	S	S	S	S	S	S	S
Puget Sound Energy	S	S	L	S	S	S	S	S	S	S	S	S
Snohomish County Health District	S	S	L	S	S	S	S	S	S	L	S	S
Snohomish County Public Utility District	S	S	L	S	S	S	S	S	S	S	S	S
The Everett Clinic	S	S	L	S	S	S	S	S	S	S	S	S
United Way	S	S	S	S	S	S	S	L	S	S	S	S
Volunteers of America	S	S	S	S	S	S	S	S	S	S	S	S

KEY:
L = Lead Agency (may be more than 1, indicating shared responsibility & coordination)
S = Supporting Agency

IV. Emergency Support Function (ESF) Relationship

The City of Everett CEMP uses the agency/department focused format. It does not use the ESF structure within the emergency operations center. However, city departments may participate in county, state or federal emergencies or exercises that employ the ESF structure. This matrix identifies the Emergency Support Functions, the primary activities and the departments/agencies that may be asked to participate within the ESF structure.

ESF/Department Relationship Matrix		
Emergency Support Function	**ESF Primary Responsibilities**	**Potential City Department or Agency Relationship**
ESF #1 – Transportation	• Aviation/airspace management and control • Transportation safety • Restoration and recovery of transportation infrastructure • Movement restrictions • Damage and impact assessment	• Public Works • Transportation Services • Police
ESF #2 – Communications	• Coordination with telecommunications and information technology • Restoration and repair of telecommunications infrastructure • Protection, restoration, and sustainment of cyber and information technology resources • Oversight of communications within the incident management and response structures	• Telecommunications • Information Technology • Radio shop
ESF #3 – Public Works and Engineering	• Infrastructure protection and emergency repair • Infrastructure restoration • Engineering services and construction management • Emergency contracting support for life-saving and life-sustaining services	• Public Works • Engineering • Contracting
ESF #4 – Firefighting	• Coordination of firefighting activities • Support to wildland, rural, and urban firefighting operations	• Fire

ESF #5 –Emergency Management	• Coordination of incident management and response efforts • Issuance of mission assignments • Resource and human capital • Incident action planning • Financial management	• Emergency Management • Labor Relations and Human Resources • Finance
ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services	• Mass care • Emergency assistance • Disaster housing • Human services	• Emergency Management • Parks and Recreation • Labor Relations and Human Resources • Neighborhoods
ESF #7 – Logistics Management and Resource Support	• Comprehensive logistics planning, management, and sustainment capability • Resource support (facility space, office equipment and supplies, contracting services, etc.)	• Emergency Management • Facilities • Contracting
ESF #8 – Public Health and Medical Services	• Public health • Medical • Mental health services • Mass fatality management	• Fire • Emergency Management
ESF #9 – Search and Rescue	• Life-saving assistance • Search and rescue operations	• Fire • Police
ESF #10 – Oil and Hazardous Materials Response	• Oil and hazardous materials (chemical, biological, radiological, etc) response • Environmental short and long-term cleanup	• Fire • Public Works
ESF #11 – Agriculture and Natural Resources	• Nutrition assistance • Animal and plant disease and pest response • Food safety and security • Natural and cultural resources and historic properties protection • Safety and well-being of household pets	• Animal Services • Engineering • Facilities • Parks and Recreation
ESF #12 – Energy	• Energy infrastructure assessment, repair, and restoration • Energy industry utilities coordination • Energy forecast	• Public Works

ESF #13 – Public Safety and Security	• Facility and resource security • Security planning and technical resource assistance • Public safety and security support • Support to access, traffic, and crowd control	• Police
ESF #14 – Long-Term Community Recovery	• Social and economic community impact assessment • Long-term community recovery assistance • Analysis and review of mitigation program implementation	• Emergency Management • Neighborhoods • Finance • Engineering • Administration • Legislative
ESF #15 – External Affairs	• Emergency public information and protective action guidance • Media and community relations • Congressional and international affairs • Tribal and insular affairs	• Administration
ESF #20 (County/State) – Defense Support of Civil Authorities (DSCA)	• National Guard support • Federal military support	• Emergency Management
ESF #23 (County/State) – Damage Assessment	• State damage assessment requirements	• Emergency Management • Fire • Police • Public Works • Transportation Services
ESF #24 (County/State) – Evacuation and Movement	• State evacuation and movement requirements	• Emergency Management • Police • Parks and Recreation

City of Everett

Comprehensive Emergency Management Plan

Annex A
Terrorism

Everett Fire Department, Office of Emergency Management

December 31, 2014

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City of Everett

Comprehensive Emergency Management Plan

Annex B

Severe Weather

Everett Fire Department, Office of Emergency Management

December 31, 2014

Record of Changes

Change Number	Change entered by	Date entered

Questions, corrections or comments about this plan may be directed to the Everett Office of Emergency Management at (425) 257-8111.

Table of Contents

SECTIONS		Page #
I.	PURPOSE	4
II.	SEVERE WEATHER DEFINED FOR THE CITY OF EVERETT	4
III.	WHEN SEVERE WEATHER OCCURS:	4
IV.	WHAT HAPPENS IN EVERETT DURING A SEVERE WEATHER EVENT	5
	Local Warning System Activation	5
	Flood Warning	6
	Severe Weather Warning	7
	SkyWarn Weather Spotter Activiation	7
	Emergency Operations Center (EOC) Activation	7
	Reporting Damage to the National Weather Service	8
	Installation of Outdoor Weather Sirens	8
	Training of City Personnel	8
V.	PREPAREDNESS	8
VI.	RESPONSE	9
VII.	RECOVERY	9
VIII.	ANNEX DEVELOPMENT AND MAINTENANCE	10
IX.	AUTHORITIES AND REFERENCES	10

APPENDICES

Appendix 1: Acronyms and Abbreviations	12
Appendix 2: Terms and Definitions	13
Appendix 3: NOAA Weather Radio	35
Appendix 4: Weather Related EAS Codes	38

I. PURPOSE

The purpose of this Severe Weather Plan is to give those agencies involved in Emergency Operations during a major weather event, step-by-step guidance on procedures. This plan is meant to be user friendly. Our goal is to provide information that's well organized, easy to understand and guides the end user through the critical tasks to be performed in a severe weather event.

This Severe Weather Annex supplements the City of Everett Comprehensive Emergency Management Plan (CEMP) already in effect as well as existing departmental disaster plans and procedures.

II. SEVERE WEATHER DEFINED FOR THE CITY OF EVERETT

A. In its broadest sense, the term "severe weather" is defined as any aspect of the weather which can "pose a threat to life and property."

B. Severe weather for planning purposes includes, but is not limited to:

- Thunderstorms
- Wind storms
- Hail storms
- Snow storms
- Ice Storms
- Tornados

III. WHEN SEVERE WEATHER OCCURS:

A. This plan will go in effect when a severe weather incident has occurred or a weather warning has been issued.

B. City departments will have already taken the necessary steps to prepare for weather events.

C. Local, county and state Emergency Operations Centers (EOCs) may be activated.

D. The Incident Command structure and procedures will be in place to ensure an effective and safe response to the incident. If the incident is spread over a wide area Unified Command will be used.

E. Severe weather events may overwhelm the capabilities of government at any level.

IV. WHAT HAPPENS IN EVERETT DURING A SEVERE WEATHER EVENT:

A. Local Warning System Activation Criteria

1. A mass notification technology platform utilizing an internet-based warning and alert system, such as Alert Sense/MyStateUSA, may be activated for any of the following conditions:

    a. The National Weather Service (NWS) has issued a severe weather watch or warning for Everett and Vicinity or any portion of Snohomish County.

    b. A trained weather observer has observed a severe weather event in or around Everett. The weather observer will relay this information to the Emergency Management Duty Officer via phone or an amateur (ham) radio operator.

    c. An on-scene Incident Commander has requested activation of the mass notification system to alert the public of a severe weather, hazardous materials or other life-threatening incident. The Incident Commander should have an evacuation plan, or other instructions such as "sheltering in place," for the public prepared and transmitted to the EOC, dispatch center or Emergency Management Duty Officer, prior to the requested system activation.

2. If Everett activates the system for a weather incident, Snohomish County Department of Emergency Management will be notified and may notify other cities and/or counties in the area.

3. If Everett activates the system, they will coordinate through the SNOPAC 911 dispatch center of the activation. SNOPAC will notify the other dispatch centers, advise them of the system activation and give the reason for activation.

4. If Everett activates the system, broadcast media (radio and television), and amateur radio (HAM) may be considered as an additional means of notification, depending on the circumstances and action to be taken.

5. If Everett activates the system, a subsequent Emergency Alert System (EAS) message will be considered and must follow the Washington State Association of Broadcaster's (WSAB) Emergency Alert System (EAS) guidelines (http://www.wsab.org)

6. In the event that the warning system is inoperable, the Emergency Management Duty Officer may dispatch law enforcement and fire units to use their PA systems or other means to warn citizens.

B. Flood Warning

1. Potential floods in Everett fall into these general categories:

    a. River flooding – Mid-November through mid-February

    b. Tidal flooding – All Year

    c. Urban flooding – All Year

2. Advance warning for flood events is critical in allowing Everett to prepare for and respond to flooding situations. Most floods in the area occur concurrently with heavy rain fall. High tides may also be responsible because they hold up the normal discharge of river runoff into Puget Sound.

3. No significant damage has been experienced in the Snohomish County area regarding tidal flooding, however, in the low lying coastal areas, when favorable atmospheric conditions (i.e. very low pressure) occur simultaneously with periods of unusually high tides, there may be a risk.

4. Urban flooding can occur all year long and can be reduced through mitigation. Urban flooding is defined by NOAA as flooding of streets, underpasses, low lying areas, or storm drains. This type of flooding is mainly an inconvenience and is generally not life threatening.

5. Flood watches and warnings originate from the Seattle office of the National Weather Service (NWS). The NWS provides real time and advanced flood prediction information through regular news releases.

6. The City of Everett Office of Emergency Management or the Public Works Department may ~~will~~ disseminate urban flood information to other city departments and local emergency management partners.

7. Notification will normally be by a mass notification technology platform utilizing an internet-based warning and alert system. If an Emergency Alert System (EAS) activation is appropriate, notify:

    a. City Administration

    b. City Director of Public Information

    c. City departments

    d. County Department of Emergency Management

    e. State Emergency Management

8. Detailed flood prediction information through flood outlooks, watches, warnings, advisories and real time river gauge data for the Everett area is available through the NWS Advanced Hydrologic Prediction Service (http://water.weather.gov/ahps2/index.php?wfo=sew)

C. Severe Weather Warning

1. The NWS Office in Seattle will, if possible, provide advanced weather warnings to the public through the media, e-mail subscription service and to local emergency response agencies through the EAS.

2. The City of Everett Office of Emergency Management will, if possible, disseminate severe weather watch and warning information to all city departments through the a mass notification technology platform utilizing an internet-based warning and alert system.

D. Skywarn Weather Spotter Activation Criteria

1. Skywarn is a group of individuals made up of volunteers, trained to observe weather for the NWS.

2. Before or during severe weather, when weather spotters are needed, the NWS will make contact through their normal communication methods. If they are unable to make contact, and upon notification by the NWS to The City of Everett Office of Emergency Management duty officer, the duty officer will notify the Weather spotter roster. Notification will be through a mass notification technology platform utilizing an internet-based warning and alert system.

3. The City of Everett Office of Emergency Management may activate the amateur radio (HAM) operator group to assist with SkyWarn weather reporting to NWS.

E. EOC Activation

1. The Emergency Operations Center (EOC) will be activated for all incidents requiring a significant dedication of resources and/or extraordinary interagency coordination. The City of Everett Director of Emergency Management, his designee or an OEM Duty Officer will make the decision regarding EOC activation. Not all disasters require full activation. Partial activation may be appropriate with only relevant agencies and functional coordinators activated.

2. City of Everett Director of Emergency Management, his designee or an OEM Duty Officer will initiate a call out of selected department personnel to

respond to the weather emergency as outlined in The City of Everett Community Emergency Management Plan (CEMP).

F. Procedures for Reporting storm damage to the NWS

1. In an effort to improve the ability of the NWS to understand the characteristics of severe weather activity as it happens, it is important to provide basic storm situation reports from observers on the ground in near real-time.

2. All SkyWarn personnel and emergency responders in Everett will provide the City of Everett Emergency Operations Center (EOC), when activated, with weather observation situation reports.

3. The information will be passed on to the NWS Office in Seattle via established channels.

G. Training

1. City of Everett personnel and Registered Emergency Worker volunteers will be made aware of local weather spotter training opportunities. The training will be based on the current local Skywarn weather spotter training curriculum designed by NWS.

V. PREPAREDNESS

A. All hazards preparedness is defined as the existence of plans, procedures, policies, training and equipment necessary to maximize the ability to prevent, respond to, and recover from major incidents.

B. Severe weather preparedness includes the range of deliberate, critical tasks and activities necessary to build, sustain and improve the operational capability to respond to, and recover from weather incidents.

C. The National Preparedness Guidelines and system of national preparedness are designed to include measurable readiness targets, priorities, standards for preparedness assessments and strategies.

D. Personal preparedness for severe weather events is the same as any other hazard. Make a plan, build a kit and get involved.

E. A NOAA Weather Radio is a resource tool to stay informed about severe weather and what actions to take. Everett Emergency Management promotes the use of these radios to other City departments and the public. has purchased and installed NOAA Weather Radios in city public areas

including: See Appendix 4 to this Annex for NOAA Weather Radio information.

VI. RESPONSE

A. Response efforts during severe weather are nearly the same as any other emergency. Additional response efforts may include:

1. Dewatering areas including residences and businesses due to flooding. (City of Everett will not pump sewage under any circumstances).

2. Tree removal due to windstorms.

3. Snow removal due to snow and ice (Everett Public Works Snow Removal Plan and Everett Parks and Recreation Snow Removal Plan)

4. Debris removal caused by wind, tornado, snow, ice, thunderstorm, etc.

5. Storm drain clearing due to flood, snow and ice.

6. Road closures.

B. Preparing response departments prior to a severe weather event providing as much predictive information as possible can mitigate damages.

VII. RECOVERY

A. Recovery efforts may be simultaneous with response efforts. Response efforts will continue until the situation is under control and the safety of people and facilities is determined. Recovery efforts will focus on restoring property, as much as possible, to its condition prior to the event. The following actions are examples that may be necessary during recovery.

1. Continue to monitor the area for any residual after-effects as necessary.

2. Continue to coordinate and track resources and document costs.

3. Continue to keep the public informed of the recovery efforts.

4. Develop and implement long-term mitigation strategies.

B. In some severe weather events, people and pets may need to be relocated. Government response is limited to sheltering people and animals. Businesses will be responsible for their own relocation.

VIII. ANNEX DEVELOPMENT AND MAINTENANCE

A. The Director of Emergency Management is responsible for the development and maintenance of this annex.

B. Each department will develop and adopt Standard Operating Procedures to address assigned tasks, as necessary.

IX. AUTHORITIES AND REFERENCES

A. Federal

1. Homeland Security Presidential Directives

    a. HSPD-5, *Management of Domestic Incidents*, Feb 28, 2003

    b. HSPD-8, *National Preparedness*, Dec 17, 2003

2. *National Response Framework*, January 2008

3. *National Incident Management System*, Mar 1, 2004

4. *The Robert T. Stafford Disaster Relief and Emergency Assistance Act*, as amended 42 U.S.C. 5121 *et seq.*

B. State

1. Revised Code of Washington, Title 38.52

2. *Washington State Comprehensive Emergency Management Plan*, June 2011

3. *Washington State Hazard Identification and Vulnerability Assessment*, 2009

C. Snohomish County

1. *Snohomish County Comprehensive Emergency Management Plan*, Dec 2013

2. *Snohomish County Hazard Identification and Vulnerability Analysis*, August 31, 2004

D. City of Everett

1. *City of Everett Comprehensive Emergency Management Plan*, 2014

2. *City of Everett Hazard Identification and Vulnerability Assessment*, July 2011

3. *City of Everett Hazard Mitigation Plan,* Aug 2011

Appendix 1

Acronyms and Abbreviations

FEMA Federal Emergency Management Agency. An agency of the federal government having responsibilities in hazard mitigation; FEMA also administers the National Flood Insurance Program.

NOAA National Oceanic and Atmospheric Administration

NWS National Weather Service. An agency of the Federal Government within the Department of Commerce, National Oceanic and Atmospheric Administration, which is responsible for providing observations, forecasts and warnings of meteorological and hydrological events in the interest of national safety and economy.

SAME (Specific Area Message Encoding) - A tone alert system which allows NOAA Weather Radio receivers equipped with the SAME feature to sound an alert for only certain weather conditions or within a limited geographic area such as a county.

Appendix 2

Terms and Definitions

100-year Flood: A statistic that indicates the magnitude of flood which can be expected to occur on average with a frequency of once every 100 years at a given point or reach on a river. The 100-year flood is usually developed from a statistical distribution that is based on historical floods. This is also called a base flood.

Action Stage: The stage which, when reached by a rising stream, represents the level where the NWS or a partner/user needs to take some type of mitigation action in preparation for possible significant hydrologic activity. The appropriate action is usually defined in a weather forecast office (WFO) hydrologic services manual. Action stage can be the same as forecast issuance stage (see / forecast issuance stage/).

Advisory (Abbrev. ADVY)**:** Highlights special weather conditions that are less serious than a warning. They are for events that may cause significant inconvenience, and if caution is not exercised, it could lead to situations that may threaten life and/or property.

Air Stagnation: A meteorological situation in which there is a major buildup of air pollution in the atmosphere. This usually occurs when the same air mass is parked over the same area for several days. During this time, the light winds cannot "cleanse" the buildup of smoke, dust, gases, and other industrial air pollution.

Air Stagnation Advisory: This National Weather Service product is issued when major buildups of air pollution, smoke, dust, or industrial gases are expected near the ground for a period of time. This usually results from a stagnant high pressure system with weak winds being unable to bring in fresh air.

ALERT: Automated Local Event Reporting in Real Time. Network of automatic raingauges that transmit via VHF radio link when precipitation occurs. Some sites are also equipped with other sensors such as temperature, wind, pressure, river stage or tide level.

Alert Stage: The stage which, when reached by a rising stream, represents the level where appropriate officials (e.g., county sheriff, civil defense officials, or bypass gate operators) are notified of the threat of possible flooding. (Used if different from action stage, and at the discretion of the WFO or river forecast center [RFC].) The term "alert stage" is to be used instead of warning stage. Monitor stage or caution stage may be used instead of alert stage in some parts of the country.

Bankfull: The water level, or stage, at which a stream, river or lake is at the top of its banks and any further rise would result in water moving into the flood plain.

Bankfull Stage: An established gage height at a given location along a river or stream, above which a rise in water surface will cause the river or stream to overflow the lowest

natural stream bank somewhere in the corresponding reach. The term "lowest bank" is however, not intended to apply to an unusually low place or a break in the natural bank through which the water inundates a small area. Bankfull stage is not necessarily the same as flood stage.

Blizzard (abbrev. BLZD)**:** A blizzard means that the following conditions are expected to prevail for a period of 3 hours or longer:

- Sustained wind or frequent gusts to 35 miles an hour or greater; and
- Considerable falling and/or blowing snow (i.e., reducing visibility frequently to less than ¼ mile)

Blizzard Warning: Issued for winter storms with sustained or frequent winds of 35 mph or higher with considerable falling and/or blowing snow that frequently reduces visibility to 1/4 of a mile or less. These conditions are expected to prevail for a minimum of 3 hours.

Blowing Snow: Blowing snow is wind-driven snow that reduces surface visibility. Blowing snow can be falling snow or snow that has already accumulated but is picked up and blown by strong winds. Blowing snow is usually accompanied by drifting snow.

Blowing Snow Advisory: Issued when wind driven snow reduces surface visibility, possibly, hampering traveling. Blowing snow may be falling snow, or snow that has already accumulated but is picked up and blown by strong winds.

Catchment Area: In hydrologic terms, an area having a common outlet for its surface runoff (also see Drainage Area or Basin, Watershed).

Climate: The composite or generally prevailing weather conditions of a region, throughout the year, averaged over a series of years.

Climate Change: A non-random change in climate that is measured over several decades or longer. The change may be due to natural or human-induced causes.

Climate Outlook: A climate outlook issued by the CPC gives probabilities that conditions, averaged over a specified period, will be below-normal, normal, or above-normal.

Convergence: A contraction of a vector field; the opposite of divergence. Convergence in a horizontal wind field indicates that more air is entering a given area than is leaving at that level. To compensate for the resulting "excess," vertical motion may result: upward forcing if convergence is at low levels, or downward forcing (subsidence) if convergence is at high levels. Upward forcing from low-level convergence increases the potential for thunderstorm development (when other factors, such as instability, are favorable). Compare with confluence.

County Warning and Forecast Area: The group of counties for which a National Weather Service Forecast Office is responsible for issuing warnings and weather forecasts.

County Warning Area: The group of counties for which a National Weather Service Forecast Office is responsible for issuing warnings.

Crest: Highest point in a wave. In hydrologic terms, (1) The highest stage or level of a flood wave as it passes a point. (2) The top of a dam, dike, spillway, or weir, to which water must rise before passing over the structure.

Dam: In hydrologic terms, any artificial barrier which impounds or diverts water. The dam is generally hydrologically significant if it is:

1. 25 feet or more in height from the natural bed of the stream and has a storage of at least 15 acre-feet, or

2. has an impounding capacity of 50 acre-feet or more and is at least six feet above the natural bed of the stream.

Dam Failure: In hydrologic terms, catastrophic event characterized by the sudden, rapid, and uncontrolled release of impounded water.

Dense Fog Advisory: Issued when fog reduces visibility to 1/8 mile or less over a widespread area.

Developing Gale/Storm: In the high seas and offshore forecasts, a headline used in the warnings section to indicate that gale/storm force winds are not now occurring but are expected before the end of the forecast period.

Direct Flood Damage: In hydrologic terms, the damage done to property, structures, goods, etc., by a flood as measured by the cost of replacement and repairs.

Doppler Radar: Radar that can measure radial velocity, the instantaneous component of motion parallel to the radar beam (i.e., toward or away from the radar antenna).

Downstream: In the same direction as a stream or other flow, or toward the direction in which the flow is moving.

Drainage Area: In hydrologic terms, an area having a common outlet for its surface runoff (also see Watershed and Catchment Area).

Drainage Basin: In hydrologic terms, a part of the surface of the earth that is occupied by a drainage system, which consists of a surface stream or a body of impounded surface water together with all tributary surface streams and bodies of impounded surface water.

Dredging: In hydrologic terms, the scooping, or suction of underwater material from a harbor, or waterway. Dredging is one form of channel modification. It is often too expensive to be practical because the dredged material must be disposed of somewhere and the stream will usually fill back up with sediment in a few years. Dredging is usually undertaken only on large rivers to maintain a navigation channel.

Drought: is a deficiency of moisture that results in adverse impacts on people, animals, or vegetation over a sizeable area. NOAA together with its partners provides short- and long-term Drought Assessments.

Drought Assessments: At the end of each month, CPC issues a long-term seasonal drought assessment. On Thursdays of each week, the CPC together with NOAA National Climatic Data Center, the United States Department of Agriculture, and the National Drought Mitigation Center in Lincoln, Nebraska, issues a weekly drought assessment called the United States Drought Monitor. These assessments review national drought conditions and indicate potential impacts for various economic sectors, such as agriculture and forestry.

El Niño: A warming of the ocean current along the coasts of Peru and Ecuador that is generally associated with dramatic changes in the weather patterns of the region; a major El Niño event generally occurs every 3 to 7 years and is associated with changes in the weather patterns worldwide.

Emergency Action Plan: In hydrologic terms, a predetermined plan of action to be taken to reduce the potential for property damage and loss of life in an area affected by a dam break or excessive spillway.

Emergency Services: In hydrologic terms, services provided in order to minimize the impact of a flood that is already happening. These measures are the responsibility of city, or county emergency management staff and the owners or operators of major, or critical facilities. Some examples of emergency services are flood warning and evacuation, flood response, and post flood activities.

Excessive Heat: Excessive heat occurs from a combination of high temperatures (significantly above normal) and high humidity. At certain levels, the human body cannot maintain proper internal temperatures and may experience heat stroke. The "Heat Index" is a measure of the effect of the combined elements on the body.

Excessive Heat Outlook: This CPC product, a combination of temperature and humidity over a certain number of days, is designed to provide an indication of areas of the country where people and animals may need to take precautions against the heat during May to November.

Excessive Heat Warning: Issued within 12 hours of the onset of the following criteria: heat index of at least 105°F for more than 3 hours per day for 2 consecutive days, or heat index more than 115°F for any period of time.

Excessive Heat Watch: Issued by the National Weather Service when heat indices in excess of 105ºF (41ºC) during the day combined with nighttime low temperatures of 80ºF (27ºC) or higher are forecast to occur for two consecutive days.

Extreme Wind Warning: Extreme Wind Warning (EWW) inform the public of the need to take immediate shelter in an interior portion of a well-built structure due to the onset of extreme tropical cyclone winds. An EWW for extreme tropical cyclone winds should be issued when both of the following criteria are met: a. Tropical cyclone is a category 3 or greater on the Saffir Simpson hurricane scale as designated by NHC, CPHC or JTWC. b. Sustained tropical cyclone surface winds of 100 knots (115 mph) or greater are occurring or are expected to occur in a WFO's county warning area within one hour.

Flash Flood: A rapid and extreme flow of high water into a normally dry area, or a rapid water level rise in a stream or creek above a predetermined flood level, beginning within six hours of the causative event (e.g., intense rainfall, dam failure, ice jam). However, the actual time threshold may vary in different parts of the country. Ongoing flooding can intensify to flash flooding in cases where intense rainfall results in a rapid surge of rising flood waters.

Flash Flood Guidance (FFG)**:** Forecast guidance produced by the River Forecast Centers, often model output, specific to the potential for flash flooding (e.g., how much rainfall over a given area will be required to produce flash flooding).

Flash Flood Statement (FFS)**:** In hydrologic terms, a statement by the NWS which provides follow-up information on flash flood watches and warnings.

Flash Flood Warning: Issued to inform the public, emergency management, and other cooperating agencies that flash flooding is in progress, imminent, or highly likely.

Flash Flood Watch: Issued to indicate current or developing hydrologic conditions that are favorable for flash flooding in and close to the watch area, but the occurrence is neither certain or imminent.

Flood: Any high flow, overflow, or inundation by water which causes or threatens damage.

Flood Categories: Terms defined for each forecast point which describe or categorize the severity of flood impacts in the corresponding river/stream reach. Each flood category is bounded by an upper and lower stage (see Example 1). The severity of flooding at a given stage is not necessarily the same at all locations along a river reach due to varying channel/bank characteristics or presence of levees on portions of the reach. Therefore, the upper and lower stages for a given flood category are usually

associated with water levels corresponding to the most significant flood impacts somewhere in the reach. The flood categories used in the NWS are: *Minor Flooding* - minimal or no property damage, but possibly some public threat. *Moderate Flooding* - some inundation of structures and roads near stream. Some evacuations of people and/or transfer of property to higher elevations. *Major Flooding* - extensive inundation of structures and roads. Significant evacuations of people and/or transfer of property to higher elevations. *Record Flooding* - flooding which equals or exceeds the highest stage or discharge at a given site during the period of record keeping. Note: all three of the lower flood categories (minor, moderate, major) do not necessarily exist for a given forecast point. For example, at the level where a river reaches flood stage, it may be considered moderate flooding. However, at least one of these three flood categories must start at flood stage.

Flood Control Storage: In hydrologic terms, storage of water in reservoirs to abate flood damage

Flood Crest: Maximum height of a flood wave as it passes a certain location.

Flood of Record: In hydrologic terms, the highest observed river stage or discharge at a given location during the period of record keeping. (Not necessarily the highest known stage.)

Flood Plain: In hydrologic terms, the portion of a river valley that has been inundated by the river during historic floods.

Flood Potential Outlook (ESF on AFOS) (FPO for Acronym)**:** In hydrologic terms, An NWS outlook that is issued to alert the public of potentially heavy rainfall that could send area rivers and streams into flood or aggravate an existing flood.

Flood Prevention: In hydrologic terms, measures that are taken in order to keep flood problems from getting worse. Planning, land acquisition, river channel maintenance, wetlands protection, and other regulations all help modify development on floodplains and watersheds to reduce their susceptibility to flood damage. Preventive measures are usually administered by the building, zoning, planning and/ or code enforcement offices of the local government.

Flood Problems: In hydrologic terms, problems and damages that occur during a flood as a result of human development and actions. Flood problems are a result from:

1) Inappropriate development in the floodplain (e.g., building too low, too close to the channel, or blocking flood flows);

2) Development in the watershed that increases flood flows and creates a larger floodplain, or;

3) A combination of the previous two.

Flood Profile: In hydrologic terms, a graph of elevation of the water surface of a river in flood, plotted as ordinate, against distance, measured in the downstream direction, plotted as abscissa. A flood profile may be drawn to show elevation at a given time, crests during a particular flood, or to show stages of concordant flows

Flood Stage: An established gage height for a given location above which a rise in water surface level begins to create a hazard to lives, property, or commerce. The issuance of flood (or in some cases flash flood) warnings is linked to flood stage. Not necessarily the same as bankfull stage.

Flood Statement (FLS): In hydrologic terms, a statement issued by the NWS to inform the public of flooding along major streams in which there is not a serious threat to life or property. It may also follow a flood warning to give later information.

Flood Warning (FLW)**:** In hydrologic terms, a release by the NWS to inform the public of flooding along larger streams in which there is a serious threat to life or property. A flood warning will usually contain river stage (level) forecasts.

Flood Watch: Issued to inform the public and cooperating agencies that current and developing hydro meteorological conditions are such that there is a threat of flooding, but the occurrence is neither certain nor imminent.

Freeze: A freeze is when the surface air temperature is expected to be 32°F or below over a widespread area for a climatologically significant period of time. Use of the term is usually restricted to advective situations or to occasions when wind or other conditions prevent frost. "Killing" may be used during the growing season when the temperature is expected to be low enough for a sufficient duration to kill all but the hardiest herbaceous crops.

Freeze Warning: Issued during the growing season when surface temperatures are expected to drop below freezing over a large area for an extended period of time, regardless whether or not frost develops.

Freezing Rain: Rain that falls as a liquid but freezes into glaze upon contact with the ground.

Freezing Rain Advisory: Issued when freezing rain or freezing drizzle is forecast but a significant accumulation is not expected. However, even small amounts of freezing rain or freezing drizzle may cause significant travel problems.

Frost (Abbrev. FRST)**:** Frost describes the formation of thin ice crystals on the ground or other surfaces in the form of scales, needles, feathers, or fans. Frost develops under conditions similar to dew, except the temperatures of the Earth's surface and earthbound objects falls below 32°F. As with the term "freeze," this condition is primarily significant during the growing season. If a frost period is sufficiently severe to end the

growing season or delay its beginning, it is commonly referred to as a "killing frost." Because frost is primarily an event that occurs as the result of radiational cooling, it frequently occurs with a thermometer level temperature in the mid-30s.

Frost Advisory: Issued during the growing season when widespread frost formation is expected over an extensive area. Surface temperatures are usually in the mid 30s Fahrenheit.

Gale: An extra tropical low or an area of sustained surface winds of 34 (39 mph) to 47 knots (54 mph).

Gale Warning: A warning of sustained surface winds, or frequent gusts, in the range of 34 knots (39 mph) to 47 knots (54 mph) inclusive, either predicted or occurring, and not directly associated with a tropical cyclone.

Global Temperature Change: The net result of four primary factors including the greenhouse effect, changes in incoming solar radiation, altered patterns of ocean circulations, and changes in continental position, topography and/or vegetation. Three feedback mechanisms which affect global temperature change include cloud height and amount, snow and ice distribution, and atmospheric water vapor levels.

Global Warming: An overall increase in world temperatures which may be caused by additional heat being trapped by greenhouse gases.

Hail: Showery precipitation in the form of irregular pellets or balls of ice more than 5 mm in diameter, falling from a cumulonimbus cloud.

Hail Size: Typically refers to the diameter of the hailstones. Warnings and reports may report hail size through comparisons with real-world objects that correspond to certain diameters:

Description	Diameter (inches)
Pea	0.25
Marble or Mothball	0.50
Penny or Dime	0.75
Nickel	0.88
Quarter	1.00
Half Dollar	1.25
Walnut or Ping Pong Ball	1.50
Golf ball	1.75
Hen's Egg	2.00
Tennis Ball	2.50
Baseball	2.75

Tea Cup	3.00
Grapefruit	4.00
Softball	4.50

Hazardous Weather Outlook: A narrative statement produced by the National Weather Service, frequently issued on a routine basis, to provide information regarding the potential of significant weather expected during the next 1 to 5 days.

Hazards Assessment: CPC's Hazards Assessment provides emergency managers, planners, forecasters and the public advance notice of potential hazards related to climate, weather and hydrological events.

Heat Advisory: Issued within 12 hours of the onset of the following conditions: heat index of at least 105°F but less than 115°F for less than 3 hours per day, or nighttime lows above 80°F for 2 consecutive days.

Heat Wave: A period of abnormally and uncomfortably hot and unusually humid weather. Typically a heat wave lasts two or more days.

Heavy Snow: This generally means...

- snowfall accumulating to 4" or more in depth in 12 hours or less; or
- snowfall accumulating to 6" or more in depth in 24 hours or less

In forecasts, snowfall amounts are expressed as a range of values, e.g., "8 to 12 inches." However, in heavy snow situations where there is considerable uncertainty concerning the range of values, more appropriate phrases are used, such as "...up to 12 inches..." or alternatively "...8 inches or more...".

Heavy Snow Warning: Issued by the National Weather Service when snowfall of 6 inches (15 cm) or more in 12 hours or 8 inches (20 cm) or more in 24 hours is imminent or occurring. These criteria are specific for the Midwest and may vary regionally.

Heavy Surf Advisory: An advisory issued by the National Weather Service for fast moving deep water waves which can result in big breaking waves in shallow water (the surf zone).

High Surf: Large waves breaking on or near the shore resulting from swells spawned by a distant storm.

High Surf Advisory: A High Surf Advisory is issued when breaking wave action poses a threat to life and property within the surf zone. High surf criteria vary by region. High Surf Advisories are issued using the Coastal and Lakeshore Hazard Message (CFW) product.

High Surf Warning: A High Surf Warning is issued when breaking wave action results in an especially heightened threat to life and property within the surf zone. High surf criteria vary by region. High Surf Warnings are issued using the Coastal and Lakeshore Hazard Message (CFW) product.

High Wind: Sustained wind speeds of 40 mph or greater lasting for 1 hour or longer, or winds of 58 mph or greater for any duration.

High Wind Advisory: This product is issued by the National Weather Service when high wind speeds may pose a hazard. The criteria for this advisory varies from state to state. In Michigan, the criteria is sustained non-convective (not related to thunderstorms) winds greater than or equal to 30 mph lasting for one hour or longer, or winds greater than or equal to 45 mph for any duration.

High Wind Warning: This product is issued by the National Weather Service when high wind speeds may pose a hazard or is life threatening. The criteria for this warning varies from state to state. In Michigan, the criteria is sustained non-convective (not related to thunderstorms) winds greater than or equal to 40 mph lasting for one hour or longer, or winds greater than or equal to 58 mph for any duration.

High Wind Watch: This product is issued by the National Weather Service when there is the potential of high wind speeds developing that may pose a hazard or is life threatening. The criteria for this watch varies from state to state. In Michigan, the criteria is the potential for sustained non-convective (not related to thunderstorms) winds greater than or equal to 40 mph and/or gusts greater than or equal to 58 mph.

Ice Pellets: (abbrev. IP) Same as **Sleet**; defined as pellets of ice composed of frozen or mostly frozen raindrops or refrozen partially melted snowflakes. These pellets of ice usually bounce after hitting the ground or other hard surfaces. Heavy sleet is a relatively rare event defined as an accumulation of ice pellets covering the ground to a depth of ½" or more.

Ice Storm: An ice storm is used to describe occasions when damaging accumulations of ice are expected during freezing rain situations. Significant accumulations of ice pull down trees and utility lines resulting in loss of power and communication. These accumulations of ice make walking and driving extremely dangerous. Significant ice accumulations are usually accumulations of ¼" or greater.

Ice Storm Warning: This product is issued by the National Weather Service when freezing rain produces a significant and possibly damaging accumulation of ice. The criteria for this warning varies from state to state, but typically will be issued any time more than 1/4" of ice is expected to accumulate in an area.

Inversion (abbrev. INVRN)**:** Generally, a departure from the usual increase or decrease in an atmospheric property with altitude. Specifically it almost always refers to a

temperature inversion, i.e., an increase in temperature with height, or to the layer within which such an increase occurs. An inversion is present in the lower part of a cap.

Jet Stream (abbrev. JSTR)**:** Relatively strong winds concentrated in a narrow stream in the atmosphere, normally referring to horizontal, high-altitude winds. The position and orientation of jet streams vary from day to day. General weather patterns (hot/cold, wet/dry) are related closely to the position, strength and orientation of the jet stream (or jet streams). A jet stream at low levels is known as a low-level jet.

Knot (abbrev. Kt)**:** Unit of speed used in navigation, equal to 1 nautical mile (the length of 1 minute latitude) per hour or about 1.15 statute miles per hour, or 0.5 meters/sec).

La Niña: La Niña, a phase of ENSO, is a periodic cooling of surface ocean waters in the eastern tropical Pacific along with a shift in convection in the western Pacific further west than the climatologically average. These conditions affect weather patterns around the world. The preliminary CPC definition of La Niña is a phenomenon in the equatorial Pacific Ocean characterized by a negative sea surface temperature departure from normal.

Levee (Dike)**:** In hydrologic terms, a long, narrow embankment usually built to protect land from flooding. If built of concrete or masonry the structure is usually referred to as a flood wall. Levees and floodwalls confine stream flow within a specified area to prevent flooding. The term "dike" is used to describe an embankment that blocks an area on a reservoir or lake rim that is lower than the top of the dam.

Major Flooding: A general term including extensive inundation and property damage. (Usually characterized by the evacuation of people and livestock and the closure of both primary and secondary roads.)

Marine Inversion: Temperature inversion produced when cold marine air underlies warmer air.

Marine Push: A replacement of the current air mass with air from off the ocean. Temperatures are much cooler and relative humidities much higher. The air mass is generally much more stable in this situation.

Marine Small Craft Wind Warning: A marine warning issued by Environment Canada Atmospheric Environment Branch for winds which are forecasted to be in the 20-33 knot range inclusive.

Marine Weather Statement: A National Weather Service product to provide mariners with details on significant or potentially hazardous conditions not otherwise covered in existing marine warnings and forecasts. Marine weather statements are also used to supplement special marine warnings.

Minor Flooding: A general term indicating minimal or no property damage but possibly some public inconvenience.

Moderate Flooding: The inundation of secondary roads; transfer to higher elevation necessary to save property -- some evacuation may be required.

Monitor Stage: The stage which, when reached by a rising stream, represents the level where appropriate officials (e.g., county sheriff, civil defense officials, or bypass gate operators) are notified of the threat of possible flooding. (Used if different from action stage, and at the discretion of the WFO or river forecast center [RFC].) The term "alert stage" is to be used instead of warning stage. Monitor stage or caution stage may be used instead of alert stage in some parts of the country. see/ alert stage/.

Mud Slide: Fast moving soil, rocks and water that flow down mountain slopes and canyons during a heavy downpour of rain.

NOAA Weather Radio: "The voice of the National Weather Service" - NOAA Weather Radio broadcasts National Weather Service warnings, watches, forecasts and other hazard information 24 hours a day. It is provided as a public service by NOAA. The NOAA Weather Radio network has more than 480 stations in the 50 states and near adjacent coastal waters, Puerto Rico, the U.S. Virgin Islands and U.S. Pacific Territories.

Ponding: In hydrologic terms, in flat areas, runoff collects, or ponds in depression and cannot drain out. Flood waters must infiltrate slowly into the soil, evaporate, or be pumped out.

Public Information Statement: A narrative statement issued by a National Weather Service Forecast Office that can be used for:

1) A current or expected nonhazardous event of general interest to the public that can usually be covered with a single message (e.g., unusual atmospheric phenomena such as sun dogs, halos, rainbows, aurora borealis, lenticular clouds, and stories about a long-term dry/cold/wet/warm spell).

2) Public educational information and activities, such as storm safety rules, awareness activities, storm drills, etc.

3) Information regarding service changes, service limitations, interruptions due to reduced or lost power or equipment outages, or special information clarifying interpretation of NWS data. For example, this product may be used to inform users of radar equipment outages or special information clarifying interpretation of radar data originating from an unusual source which may be mistaken for precipitation (such as chaff drops, smoke plumes, etc., that produces echoes on the radar display.

Public Severe Weather Outlook: These are issued when the Storm Prediction Center (SPC) in Norman, Oklahoma anticipates an especially significant and/or widespread outbreak of severe weather. This outlook will stress the seriousness of the situation, defines the threat area, and provides information on the timing of the outbreak. The lead time on this outlook is normally less than 36 hours prior to the severe weather event.

Puget Sound Convergence Zone: A situation where wind forced around the Olympic Mountains converges over the Puget Sound. Causes extreme variability in weather conditions around Seattle, Washington with some areas of sunshine and others in clouds and rain.

Rain Shadow: An area of reduced precipitation on the lee side of a mountain barrier caused by warming of air and dissipation of cloudiness as air descends the barrier.

Red Flag: This a fire weather program which highlights the onset of critical weather conditions conducive to extensive wildfire occurrences.

Red Flag Warning: A term used by fire-weather forecasters to call attention to limited weather conditions of particular importance that may result in extreme burning conditions. It is issued when it is an on-going event or the fire weather forecaster has a high degree of confidence that Red Flag criteria will occur within 24 hours of issuance. Red Flag criteria occurs whenever a geographical area has been in a dry spell for a week or two, or for a shorter period , if before spring green-up or after fall color, and the National Fire Danger Rating System (NFDRS) is high to extreme and the following forecast weather parameters are forecasted to be met:

1) a sustained wind average 15 mph or greater
2) relative humidity less than or equal to 25 percent and
3) a temperature of greater than 75 degrees F.

In some states, dry lightning and unstable air are criteria. A Fire Weather Watch may be issued prior to the Red Flag Warning.

River Basin: In hydrologic terms, drainage area of a river and its tributaries.

River Flood Statement: This product is used by the local National Weather Service Forecast Office (NWFO) to update and expand the information in the River Flood Warning. This statement may be used in lieu of a warning if flooding is forecasted, imminent, or existing and it presents no threat to life or property. The statement will also be used to terminate a River Flood Warning.

River Flood Warning: This is product is issued by the local National Weather Service Forecast Office (NWFO) when forecast points (those that have formal gaging sites and established flood stages) at specific communities or areas along rivers where flooding has been forecasted, is imminent, or is in progress. Flooding is defined as the inundation of normally dry areas as a result of increased water levels in an established

water course. The flood warning is based on the RVF product from the River Forecast Center (RFC) in Minneapolis, Minnesota. The flood warning normally specifies crest information. It usually occurs 6 hours or later after the causative event and it is usually associated with widespread heavy rain and/or snow melt or ice jams.

It will contain the forecast point covered by the warning, the current stage (if it is available), and the established flood stage. It will also contain the forecasted crest from the River Forecast Center (RFC) in Minneapolis, Minnesota. From this forecasted crest, the NWFO will be able to determine which areas will be affected by the river flooding. This information will be included in the warning. Finally, the statement will include a site/event specific call to action.

River Flooding: The rise of a river to an elevation such that the river overflows its natural banks causing or threatening damage.

River Forecast: An internal product issued by RFCs to other NWS offices. An RVF contains stage and/ or flow forecasts for specific locations based on existing, and forecasted hydrometeorology conditions. The contents of these products are used by the HSA office to prepare Flood Warnings (FLW), Flood Statements (FLS), River Statements (RVS), as well as other products available to the public.

River Gage: A device for measuring the river stage.

River Statement: A NWS product issued to communicate notable hydrologic conditions which do not involve flooding, i.e., within river bank rises, minor ice jams, etc.

River System: In hydrologic terms, all of the streams and channels draining a river basin.

Seiche: A standing wave oscillation of water in large lakes usually created by strong winds and/or a large barometric pressure gradient.

Severe Local Storm: A convective storm that usually covers a relatively small geographic area, or moves in a narrow path, and is sufficiently intense to threaten life and/or property. Examples include severe thunderstorms with large hail, damaging wind, or tornadoes. Although cloud-to-ground lightning is not a criteria for severe local storms, it is acknowledged to be highly dangerous and a leading cause of deaths, injuries, and damage from thunderstorms. A thunderstorm need not be severe to generate frequent cloud-to-ground lightning. Additionally, excessive localized convective rains are not classified as severe storms but often are the product of severe local storms. Such rainfall may result in related phenomena (flash floods) that threaten life and property.

Severe Local Storm Watch: An alert issued by the National Weather Service for the contiguous U.S. and its adjacent waters of the potential for severe thunderstorms or tornadoes.

Severe Thunderstorm: A thunderstorm that produces a tornado, winds of at least 58 mph (50 knots), and/or hail at least ¾" in diameter. Structural wind damage may imply the occurrence of a severe thunderstorm. A thunderstorm wind equal to or greater than 40 mph (35 knots) and/or hail of at least ½" is defined as approaching severe.

Severe Thunderstorm Warning: This is issued when either a severe thunderstorm is indicated by the WSR-88D radar or a spotter reports a thunderstorm producing hail 3/4 inch or larger in diameter and/or winds equal or exceed 58 miles an hour; therefore, people in the affected area should seek safe shelter immediately. Severe thunderstorms can produce tornadoes with little or no advance warning. Lightning frequency is not a criteria for issuing a severe thunderstorm warning. They are usually issued for a duration of one hour. They can be issued without a Severe Thunderstorm Watch being already in effect.

Like a Tornado Warning, the Severe Thunderstorm Warning is issued by your National Weather Service Forecast Office (NWFO). Severe Thunderstorm Warnings will include where the storm was located, what towns will be affected by the severe thunderstorm, and the primary threat associated with the severe thunderstorm warning. If the severe thunderstorm will affect the nearshore or coastal waters, it will be issued as the combined product--Severe Thunderstorm Warning and Special Marine Warning. If the severe thunderstorm is also causing torrential rains, this warning may also be combined with a Flash Flood Warning. If there is an ampersand (&) symbol at the bottom of the warning, it indicates that the warning was issued as a result of a severe weather report.

After it has been issued, the affected NWFO will follow it up periodically with Severe Weather Statements. These statements will contain updated information on the severe thunderstorm and they will also let the public know when the warning is no longer in effect.

Severe Thunderstorm Watch: This is issued by the National Weather Service when conditions are favorable for the development of severe thunderstorms in and close to the watch area. A severe thunderstorm by definition is a thunderstorm that produces 3/4 inch hail or larger in diameter and/or winds equal or exceed 58 miles an hour. The size of the watch can vary depending on the weather situation. They are usually issued for a duration of 4 to 8 hours. They are normally issued well in advance of the actual occurrence of severe weather. During the watch, people should review severe thunderstorm safety rules and be prepared to move a place of safety if threatening weather approaches.

A Severe Thunderstorm Watch is issued by the Storm Prediction Center in Norman, Oklahoma. Prior to the issuance of a Severe Thunderstorm Watch, SPC will usually contact the affected local National Weather Service Forecast Office (NWFO) and they will discuss what their current thinking is on the weather situation. Afterwards, SPC will issue a preliminary Severe Thunderstorm Watch and then the affected NWFO will then adjust the watch (adding or eliminating counties/parishes) and then issue it to the public

by way of a Watch Redefining Statement. During the watch, the NWFO will keep the public informed on what is happening in the watch area and also let the public know when the watch has expired or been cancelled.

Severe Weather Potential Statement: This statement is designed to alert the public and state/local agencies to the potential for severe weather up to 24 hours in advance. It is issued by the local National Weather Service office.

Severe Weather Probability: This WSR-88D radar product algorithm displays numerical values proportional to the probability that a storm will produce severe weather within 30 minutes. Values determined using a statistical regression equation which analyzes output from the VIL algorithm. It is used to quickly identify the most significant thunderstorms.

Severe Weather Statement: A National Weather Service product which provides follow up information on severe weather conditions (severe thunderstorm or tornadoes) which have occurred or are currently occurring.

Significant Weather Outlook: A narrative statement produced by the National Weather Service, frequently issued on a routine basis, to provide information regarding the potential of significant weather expected during the next 1 to 5 days.

SKYWARN: A nationwide network of volunteer weather spotters who report to and are trained by the National Weather Service. These spotters report many forms of significant or severe weather such as Severe Thunderstorms, Tornadoes, Hail, Heavy Snow, or Flooding. Contact your local National Weather Service Forecast Office to learn about SKYWARN activities in your area.

Sleet (PL)**:** Sleet is defined as pellets of ice composed of frozen or mostly frozen raindrops or refrozen partially melted snowflakes. These pellets of ice usually bounce after hitting the ground or other hard surfaces. Heavy sleet is a relatively rare event defined as an accumulation of ice pellets covering the ground to a depth of ½" or more.

Sleet Warning: Issued when accumulation of sleet in excess of 1/2" is expected; this is a relatively rare scenario. Usually issued as a winter storm warning for heavy sleet.

Small Craft Advisory (SCA): An advisory issued by coastal and Great Lakes Weather Forecast Offices (WFO) for areas included in the Coastal Waters Forecast or Nearshore Marine Forecast (NSH) products. Thresholds governing the issuance of small craft advisories are specific to geographic areas. A Small Craft Advisory may also be issued when sea or lake ice exists that could be hazardous to small boats. There is no precise definition of a small craft. Any vessel that may be adversely affected by Small Craft Advisory criteria should be considered a small craft. Other considerations include the experience of the vessel operator, and the type, overall size, and sea worthiness of the vessel.

Small Stream Flooding: In hydrologic terms, flooding of small creeks, streams, or runs.

Snow Advisory: This product is issued by the National Weather Service when a low pressure system produces snow that may cause significant inconveniences, but do not meet warning criteria and if caution is not exercised could lead to life threatening situations. The advisory criteria varies from area to area. If the forecaster feels that it is warranted, he or she can issued it for amounts less than the minimum criteria. For example, it may be issued for the first snow of the season or when snow has not fallen in long while.

Snow Stake: A 1-3/4 inch square, semi-permanent stake, marked in inch increments to measure snow depth.

Snow Stick: A portable rod used to measure snow depth.

Snowboard: A flat, solid, white material, such as painted plywood, approximately two feet square, which is laid on the ground, or snow surface by weather observers to obtain more accurate measurements of snowfall and water content.

Special Fire Weather: Meteorological services uniquely required by user agencies which cannot be provided at an NWS office during normal working hours. Examples are on-site support, weather observer training, and participation in user agency training activities.

Special Marine Warning (SMW)**:** A warning product issued for potentially hazardous weather conditions usually of short duration (up to 2 hours) producing sustained marine thunderstorm winds or associated gusts of 34 knots or greater; and/or hail 3/4 inch or more in diameter; and/or waterspouts affecting areas included in a Coastal Waters Forecast, a Nearshore Marine Forecast, or an Great Lakes Open Lakes Forecast that is not adequately covered by existing marine warnings. Also used for short duration mesoscale events such as a strong cold front, gravity wave, squall line, etc., lasting less than 2 hours and producing winds or gusts of 34 knots or greater.

Stage: The level of the water surface of a river or stream above an established datum at a given location.

Storm: Any disturbed state of the atmosphere, especially affecting the Earth's surface, and strongly implying destructive and otherwise unpleasant weather. Storms range in scale from tornadoes and thunderstorms to tropical cyclones to synoptic-scale extra tropical cyclones.

Storm Surge: An abnormal rise in sea level accompanying a hurricane or other intense storm, whose height is the difference between the observed level of the sea surface and the level that would have occurred in the absence of the cyclone. Storm surge is usually estimated by subtracting the normal or astronomic tide from the observed storm tide.

Storm Warning: A warning of sustained surface winds, or frequent gusts, in the range of 48 knots (55 mph) to 63 knots (73 mph) inclusive, either predicted or occurring, and not directly associated with a tropical cyclone.

Surge: In solar-terrestrial terms, a jet of material from active regions that reaches coronal heights and then either fades or returns into the chromosphere along the trajectory of ascent.

Temperature Inversion (surface-based or elevated) : a layer of the atmosphere in which air temperature increases with height. When the layer's base is at the surface, the layer is called a surface-based temperature inversion; when the base of the layer is above the surface, the layer is called an elevated temperature inversion.

Thunder: The sound caused by rapidly expanding gases in a lightning discharge.

Thunderstorm: A local storm produced by a cumulonimbus cloud and accompanied by lightning and thunder.

Tornado: A violently rotating column of air, usually pendant to a cumulonimbus, with circulation reaching the ground. It nearly always starts as a funnel cloud and may be accompanied by a loud roaring noise. On a local scale, it is the most destructive of all atmospheric phenomena.

Tornado Warning: This is issued when a tornado is indicated by the WSR-88D radar or sighted by spotters; therefore, people in the affected area should seek safe shelter immediately. They can be issued without a Tornado Watch being already in effect. They are usually issued for a duration of around 30 minutes.

A Tornado Warning is issued by your local National Weather Service office (NWFO). It will include where the tornado was located and what towns will be in its path. If the tornado will affect the nearshore or coastal waters, it will be issued as the combined product--Tornado Warning and Special Marine Warning. If the thunderstorm which is causing the tornado is also producing torrential rains, this warning may also be combined with a Flash Flood Warning. If there is an ampersand (&) symbol at the bottom of the warning, it indicates that the warning was issued as a result of a severe weather report.

After it has been issued, the affected NWFO will followed it up periodically with Severe Weather Statements. These statements will contain updated information on the tornado and they will also let the public know when warning is no longer in effect.

Tornado Watch: This is issued by the National Weather Service when conditions are favorable for the development of tornadoes in and close to the watch area. Their size can vary depending on the weather situation. They are usually issued for a duration of 4 to 8 hours. They normally are issued well in advance of the actual occurrence of severe weather. During the watch, people should review tornado safety rules and be prepared

to move a place of safety if threatening weather approaches.

A Tornado Watch is issued by the Storm Prediction Center (SPC) in Norman, Oklahoma. Prior to the issuance of a Tornado Watch, SPC will usually contact the affected local National Weather Forecast Office (NWFO) and they will discuss what their current thinking is on the weather situation. Afterwards, SPC will issue a preliminary Tornado Watch and then the affected NWFO will then adjust the watch (adding or eliminating counties/parishes) and then issue it to the public. After adjusting the watch, the NWFO will let the public know which counties are included by way of a Watch Redefining Statement. During the watch, the NWFO will keep the public informed on what is happening in the watch area and also let the public know when the watch has expired or been cancelled.

Tsunami: A series of long-period waves (on the order of tens of minutes) that are usually generated by an impulsive disturbance that displaces massive amounts of water, such as an earthquake occurring on or near the sea floor. Underwater volcanic eruptions and landslides can also cause tsunami. The resultant waves much the same as waves propagating in a calm pond after a rock is tossed. While traveling in the deep oceans, tsunami have extremely long wavelengths, often exceeding 50 nm, with small amplitudes (a few tens of centimeters) and negligible wave steepness, which in the open ocean would cause nothing more than a gentle rise and fall for most vessels, and possibly go unnoticed. Tsunami travel at very high speeds, sometimes in excess of 400 knots. Across the open oceans, these high-speed waves lose very little energy. As tsunami reach the shallow waters near the coast, they begin to slow down while gradually growing steeper, due to the decreasing water depth. The building walls of destruction can become extremely large in height, reaching tens of meters 30 feet or more as they reach the shoreline. The effects can be further amplified where a bay, harbor, or lagoon funnels the waves as they move inland. Large tsunami have been known to rise to over 100 feet! The amount of water and energy contained in tsunami can have devastating effects on coastal areas.

Tsunami Advisory: For products of the Pacific Tsunami Warning Center (PTWC - Pacific (except Alaska, British Columbia and Western States) Hawaii, Caribbean (except Puerto Rico, Virgin Is.), Indian Ocean): The third highest level of tsunami alert. Advisories are issued to coastal populations within areas not currently in either warning or watch status when a tsunami warning has been issued for another region of the same ocean. An Advisory indicates that an area is either outside the current warning and watch regions or that the tsunami poses no danger to that area. The Center will continue to monitor the event, issuing updates at least hourly. As conditions warrant, the Advisory will either be continued, upgraded to a watch or warning, or ended. For products of the West Coast/Alaska Tsunami Warning Center (WC/ATWC - Alaska, British Columbia and Western States, Canada, Eastern and Gulf States, Puerto Rico, U.S Virgin Islands): A tsunami advisory is issued due to the threat of a potential tsunami which may produce strong currents or waves dangerous to those in or near the water. Coastal regions historically prone to damage due to strong currents induced by tsunamis are at the greatest risk. The threat may continue for several hours after the

arrival of the initial wave, but significant widespread inundation is not expected for areas under an advisory. Appropriate actions to be taken by local officials may include closing beaches, evacuating harbors and marinas, and the repositioning of ships to deep waters when there is time to safely do so. Advisories are normally updated to continue the advisory, expand/contract affected areas, upgrade to a warning, or cancel the advisory.

Tsunami Information Statement: A tsunami information statement is issued to inform emergency management officials and the public that an earthquake has occurred, or that a tsunami warning, watch or advisory has been issued for another section of the ocean. In most cases, information statements are issued to indicate there is no threat of a destructive tsunami and to prevent unnecessary evacuations as the earthquake may have been felt in coastal areas. An information statement may, in appropriate situations, caution about the possibility of destructive local tsunamis. Information statements may be re-issued with additional information, though normally these messages are not updated. However, a watch, advisory or warning may be issued for the area, if necessary, after analysis and/or updated information becomes available.

Tsunami Warning: For products of the Pacific Tsunami Warning Center (PTWC - Pacific (except Alaska, British Columbia and Western States) Hawaii, Caribbean (except Puerto Rico, Virgin Is.), Indian Ocean): The highest level of tsunami alert. Warnings are issued due to the imminent threat of a tsunami from a large undersea earthquake or following confirmation that a potentially destructive tsunami is underway. They may initially be based only on seismic information as a means of providing the earliest possible alert. Warnings advise that appropriate actions be taken in response to the tsunami threat. Such actions could include the evacuation of low-lying coastal areas and the movement of boats and ships out of harbors to deep water. Warnings are updated at least hourly or as conditions warrant to continue, expand, restrict, or end the warning. For products of the West Coast/Alaska Tsunami Warning Center (WC/ATWC - Alaska, British Columbia and Western States, Canada, Eastern and Gulf States, Puerto Rico, U.S Virgin Islands): A tsunami warning is issued when a potential tsunami with significant widespread inundation is imminent or expected. Warnings alert the public that widespread, dangerous coastal flooding accompanied by powerful currents is possible and may continue for several hours after arrival of the initial wave. Warnings also alert emergency management officials to take action for the entire tsunami hazard zone. Appropriate actions to be taken by local officials may include the evacuation of low-lying coastal areas, and the repositioning of ships to deep waters when there is time to safely do so. Warnings may be updated, adjusted geographically, downgraded, or canceled. To provide the earliest possible alert, initial warnings are normally based only on seismic information.

Tsunami Watch: For products of the Pacific Tsunami Warning Center (PTWC - Pacific (except Alaska, British Columbia and Western States) Hawaii, Caribbean (except Puerto Rico, Virgin Is.), Indian Ocean): The second highest level of tsunami alert. Watches are issued based on seismic information without confirmation that a destructive tsunami is underway. It is issued as a means of providing an advance alert

to areas that could be impacted by destructive tsunami waves. Watches are updated at least hourly to continue them, expand their coverage, upgrade them to a Warning, or end the alert. A Watch for a particular area may be included in the text of the message that disseminates a Warning for another area. For products of the West Coast/Alaska Tsunami Warning Center (WC/ATWC - Alaska, British Columbia and Western States, Canada, Eastern and Gulf States, Puerto Rico, U.S Virgin Islands): A tsunami watch is issued to alert emergency management officials and the public of an event which may later impact the watch area. The watch area may be upgraded to a warning or advisory - or canceled - based on updated information and analysis. Therefore, emergency management officials and the public should prepare to take action. Watches are normally issued based on seismic information without confirmation that a destructive tsunami is underway.

U.S. Geological Survey: (Abbrev. USGS)- The Federal Agency chartered in 1879 by congress to classify public lands, and to examine the geologic structure, mineral resources, and products of the national domain. As part of its mission, the USGS provides information and data on the Nation's rivers and streams that are useful for mitigation of hazards associated with floods and droughts.

Upstream: Towards the source of flow, or located in the area from which the flow is coming.

Urban and Small Stream Flood Advisory: This advisory alerts the public to flooding which is generally only an inconvenience (not life-threatening) to those living in the affected area. Issued when heavy rain will cause flooding of streets and low-lying places in urban areas. Also used if small rural or urban streams are expected to reach or exceed bankfull. Some damage to homes or roads could occur.

Urban and Small Stream Flooding: Flooding of small streams, streets, and low-lying areas, such as railroad underpasses and urban storm drains. This type of flooding is mainly an inconvenience and is generally not life threatening nor is it significantly damaging to property.

Urban Flash Flood Guidance: A specific type of flash flood guidance which estimates the average amount of rain needed over an urban area during a specified period of time to initiate flooding on small, ungaged streams in the urban area.

Urban Flooding: Flooding of streets, underpasses, low lying areas, or storm drains. This type of flooding is mainly an inconvenience and is generally not life threatening.

Warning: A warning is issued when a hazardous weather or hydrologic event is occurring, is imminent, or has a very high probability of occurring. A warning is used for conditions posing a threat to life or property.

Watch: A watch is used when the risk of a hazardous weather or hydrologic event has increased significantly, but its occurrence, location, and/or timing is still uncertain. It is

intended to provide enough lead time so that those who need to set their plans in motion can do so.

Watch Cancellation: This product will be issued to let the public know when either a Tornado Watch or Severe Thunderstorm Watch has been canceled early. It is issued by the Storm Prediction Center (SPC) in Norman, Oklahoma. In the text of the statement it will specify the severe weather watch number and the area which the watch covered.

Weather: The state of the atmosphere with respect to wind, temperature, cloudiness, moisture, pressure, etc. **Weather** refers to these conditions at a given point in time (e.g., today's high temperature), whereas **Climate** refers to the "average" weather conditions for an area over a long period of time (e.g., the average high temperature for today's date).

Wind Advisory: Sustained winds 25 to 39 mph and/or gusts to 57 mph. Issuance is normally site specific. However, winds of this magnitude occurring over an area that frequently experiences such winds

Wind Chill: Reference to the **Wind Chill Factor**; increased wind speeds accelerate heat loss from exposed skin, and the wind chill is a measure of this effect. No specific rules exist for determining when wind chill becomes dangerous. As a general rule, the threshold for potentially dangerous wind chill conditions is about -20°F.

Wind Chill Advisory: The National Weather Service issues this product when the wind chill could be life threatening if action is not taken. The criteria for this warning varies from state to state.

Wind Chill Factor: Increased wind speeds accelerate heat loss from exposed skin. No specific rules exist for determining when wind chill becomes dangerous. As a general rule, the threshold for potentially dangerous wind chill conditions is about -20°F.

Wind Chill Warning: The National Weather Service issues this product when the wind chill is life threatening. The criteria for this warning varies from state to state.

Winter Storm Warning: This product is issued by the National Weather Service when a winter storm is producing or is forecast to produce heavy snow or significant ice accumulations. The criteria for this warning can vary from place to place.

Winter Storm Watch: This product is issued by the National Weather Service when there is a potential for heavy snow or significant ice accumulations, usually at least 24 to 36 hours in advance. The criteria for this watch can vary from place to place.

Winter Weather Advisory: This product is issued by the National Weather Service when a low pressure system produces a combination of winter weather (snow, freezing rain, sleet, etc.) that present a hazard, but does not meet warning criteria.

Appendix 3

NOAA Weather Radio

NOAA Weather Radio
. . . the voice of the National Weather Service

NOAA Weather Radio (NWR) broadcasts National Weather Service warnings, watches, forecasts and other hazard information 24 hours a day. Known as the "voice of the National Weather Service," NWR is provided as a public service by the Department of Commerce's National Oceanic and Atmospheric Administration.

SECONDS SAVE LIVES!

This site offers detailed information on Warning Alarm Policies, including alarm tests. Weather radios equipped with a special alarm tone feature can sound an alert and give you immediate information about a life-threatening situation. During an emergency, NWS forecasters will send out a special tone to activate weather radios in the listening area. The hearing- and visually impaired can get these warnings by connecting weather radios with alarm tones or other such as strobe lights, pagers, bed-shakers, personal computers and text printers.

What's the Weather?

Thanks to NWR, you'll always have the answer as well as access to potentially life-saving emergency information whenever you need it. When you purchase a NWR receiver, you are purchasing part of the National Weather Service network. The network is constantly upgrading its technology to provide the best weather reporting service possible for the nation. For less than the cost of a new pair of shoes, you can own a weather radio that provides instant access to the same weather reports and emergency information that meteorologists and emergency personnel use information that can save your life!

"All Hazards" Capabilities

NWR now broadcasts warning and post-event information for all types of hazards both natural, such as earthquakes and volcanic activity, and technological, such as chemical releases or oil spills. Working with other Federal agencies and the Federal Communications Commission's Emergency Alert System, NWR is an "all hazards" radio network, making it your single source for the most comprehensive weather and emergency information available to the public.

Who Needs NWR?

Public safety experts agree: ***the receivers should be standard equipment in every home.*** They are especially valuable in places that are entrusted with public safety, such as hospitals, schools, places of worship, nursing homes, restaurants, grocery stores, recreation centers, office buildings, sports facilities, theaters, retail stores, bus and train stations, airports, marinas and other public-gathering places.

Where Can I Purchase NWR?

Check with stores that sell electronics or call the National Weather Service office closest to you.

NOAA Weather Radio...Improving For the Future

New NWR transmitters will continue to expand the nationwide network coverage to more rural areas. With new digital technology, called Specific Area Message Encoding (SAME), life-saving messages broadcast on NWR are now be targeted to a specific area, such as a county or portion of a state, to bring more hazard-specific information to the listening area. New digital technology provides automated broadcast capability for more timely service. Digital technology also allows messages to be automatically received by all the communications industries of the information superhighway (broadcast, cable, satellites and other media) through the Federal Communications Commission's Emergency Alert System.

Receivers to Fit Different Needs

Weather radios come in many sizes and with a variety of functions and costs. Many of the radios sound a tone alarm and/or turn on the audio when severe weather announcements or emergency information are broadcast. To make use of the new digital coding technology, more sophisticated weather radio receivers will be required. Most NWR receivers are either battery-operated portables or AC-powered desktop models with battery backup. Some CB radios, scanners, short wave and AM/FM radios are capable of receiving NWR transmissions. Many communities throughout the United States also make Weather Radio available on cable TV and broadcast television's secondary audio programming channels.

Expansion through Partnership

The goal of the National Weather Service and other emergency preparedness agencies is to expand the reach of NWR to 95 percent of the U.S. population. Innovative partnerships between the Weather Service, private sector organizations and state and local governments are fueling this expansion.

Up-to-the-Minute Weather Reports and Much More

NWR is not just for emergencies. It is a round-the-clock source of weather reports and information to help you prepare for the day ahead. Each National Weather Service office tailors its broadcast to suit local needs. Routine programming is repeated every few minutes and consists of the local forecast, regional conditions and marine forecasts (where appropriate). Additional information, including river stages and climatic data, is also provided. During emergencies, routine broadcasts are interrupted for warnings, watches and other critical information.

NWR is the perfect complement to local radio and TV weather news, as well as Emergency Managers Weather Information Network, the Internet and other sources of weather information.

- ***At Home:*** Be warned of approaching storms so you can seek shelter before the storm arrives!
- ***At Work:*** You can listen to the broadcast no matter where your workplace may be.
- ***While Traveling:*** Available to travelers on highways and at rest areas across the nation.
- ***At Play:*** Include a Weather Radio along with sports equipment when inclement weather is possible.
- ***While Boating or Camping:*** Available in many coastal and wilderness areas and in campgrounds and state parks.

Appendix 4

Weather Related EAS Codes

Naming Convention for EAS Event Codes

The FCC Report and Order which became effective May 16, 2002, established naming conventions for EAS event codes. In most cases, and for all future codes to be approved, the third letter of all hazardous state and local event codes is limited to one of four letters:

- "**W**" for **WARNINGS**
- "**A**" for **WATCHES**
- "**E**" for **EMERGENCIES**
- "**S**" for **STATEMENTS**

City of Everett

Comprehensive Emergency Management Plan

Annex C
Shelter Plan

Everett Fire Department, Office of Emergency Management

December 31, 2014

Record of Changes

Change Number	Change entered by	Date entered

Questions, corrections or comments about this plan may be directed to the Everett Office of Emergency Management at (425) 257-8111.

Table of Contents

SECTIONS		Page #
I.	PURPOSE	4
II.	SCOPE	4
III.	SITUATION AND ASSUMPTIONS	4
	Situation	4
	Assumptions	5
IV.	GENERAL	6
V.	CONCEPT OF OPERATIONS	8
	Direction and Control	8
	Communications	9
	EOC Activation	10
VI.	ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY	11
VII.	PREPAREDNESS	11
VIII.	RESPONSE	12
IX.	RESTORATION AND RECOVERY	12
X.	ADMINISTRATION	13
XI.	TRAINING AND EXERCISES	13
	Training	13
	Exercises	13
XII.	ANNEX DEVELOPMENT AND MAINTENANCE	13
XIII.	AUTHORITIES AND REFERENCES	13

APPENDICES

	Appendix 1: Acronyms and Abbreviations	16
	Appendix 2: Terms and Definitions	17

I. PURPOSE

A. To develop a comprehensive, coordinated, and integrated emergency management capability involving all levels of government.

B. The purpose of this plan is to explain and prescribe the responsibilities of local government and private relief agencies in providing emergency shelter and/or temporary housing for people displaced from their residence by an emergency or disaster.

C. The City of Everett Animal Services Department is the lead agency for animal shelter operations within the city, including the deployment and set up of the Mobile Animal Shelter (see Annex J for details on the Pets and Service Animals Plan).

II. SCOPE

A. This annex integrates crisis and consequence management consistent with the National Homeland Security Strategy, Homeland Security Presidential Directive – 8, the National Response Framework and the National Incident Management System. These documents integrate the concepts by establishing a set of incident management priorities concerning emergency and major disaster incident's outlined below:

1. Save lives and protect the health and safety of the public, responders, and recovery workers.

2. Protect property and mitigate damages and impacts to individuals, communities, and the environment.

3. Facilitate recovery of individuals, families, businesses, governments, and the environment.

B. This Shelter Annex supplements the City of Everett Comprehensive Emergency Management Plan (CEMP) already in effect as well as existing departmental plans and procedures.

III. SITUATION AND ASSUMPTIONS

A. Situation

1. For the purpose of Annex C, the term "emergency shelter" is defined as places for people to stay temporarily when they can't stay in their normal residence. This also includes sheltering service animals, when necessary.

2. Shelter for planning purposes includes, but is not limited to:

    a. Evacuation or relocation of people

    b. Evacuation or relocation of service animals

3. Types of shelter includes, but is not limited to:

    a. Mobile sheltering (tents or other mobile shelter)

    b. Temporary sheltering (hard structure with temporary living conditions)

    c. Temporary housing (which includes unoccupied, available public or Federally owned housing, rental properties, mobile homes or other readily fabricated dwellings).

B. Assumptions

1. City employees have the primary responsibility to plan and prepare themselves, their families and their pets for post-disaster sheltering needs.

2. City, county and state Emergency Operations Centers (EOCs) will be activated, and the Incident Command System (ICS) implemented should an event occur requiring emergency sheltering, additional coordination and response.

3. The Unified Command structure and procedures will normally be used to ensure a coordinated, effective and safe response. Unified Command will determine overall objectives for the incident and selection of a strategy to achieve the objectives.

4. An emergency or major disaster requiring sheltering may overwhelm the capabilities of government and support agencies.

5. City, county, state, and federal officials may define overlapping areas of responsibility requiring inter-agency coordination for the duration of the event.

8. Proper planning, training and exercises will reduce the threat of public panic and instill confidence in the city leadership. Planning has the potential to reduce personal injury and enhance effective evacuation or relocation to emergency shelters.

9. When possible, citizens of Everett will remain in their residences following an emergency or major disaster and be self-sufficient for at least 72-hours.

10. The American Red Cross will be the first option for providing emergency shelter for the general population (does not include pets).

11. Persons living in assisted living facilities will be cared for by their providers whether in their own facilities, in a temporary shelter arrangement or at an American Red Cross shelter, as designated and available. As outlined in the State of Washington Adult Family Home Minimum Licensing Requirements, adult or assisted living homes are required to meet the needs of each resident during emergencies and disasters (WAC 388-76-10830).

12. The Federal Emergency Management Agency will be the first option for providing temporary housing for individuals unable to return to their homes.

13. The Federal Emergency Management Agency Disaster Medical Assistance Teams may be requested, as needed, to assist with the medically fragile when relocation and resident care is not available.

IV. GENERAL

A. Shelters protect people in the event of a disaster and serve ***two*** basic functions:

1. One is the pre-designated shelter that ***protects*** people from an immediate or ongoing danger during a disaster.

2. The other function is the ***care*** of disaster victims made homeless as a result of a major disaster or emergency. This is accomplished by use of ***pre-selected*** shelters and is the subject of this annex.

B. There are ***two*** basic types of shelters.

1. One is the ***Emergency*** Shelter, often referred to as Congregate Care or Congregate Lodging. These are facilities, such as churches, lodges, schools, or National Guard armories, adequate to provide temporary shelter for disaster victims. This may include temporary mobile sheltering in tents or other temporary facilities.

2. The other is ***Temporary*** Housing. This is a longer duration shelter for disaster victims that may include unoccupied, available public or federally owned housing, rental properties, mobile homes or other readily fabricated dwellings.

C. Shelters for care of disaster victims should ideally meet the following requirements (*A building may still be considered adequate even if several of the mentioned requirements are missing).*

1. Be a safe and healthful facility reasonably near the victim's homes.

2. Use of an appropriate size of building (for example: a church for up to 100 people; or a school for over 100 people).

3. Have suitable space for sleeping quarters (40-60 sq. ft./bed).

4. Have secured storage areas and separate areas for addressing special circumstances.

5. Have adequate supply of drinking water (5 Gal/person/day for all uses); toilet and bathing facilities (one toilet/40 people).

6. Include provisions for cooking, serving, and storing food (each person will need 2500 calories).

7. Have fire and police protection.

8. Have the ability to support and accommodate service animals as necessary and required.

9. Have the ability to support and accommodate functional needs population.

10. Have adequate parking.

D. Everett's Mobile Support Facility is capable of maintaining a temporary facility, including a shelter if required, for 50 people. Alternatively, there are enough cots, blankets, and food to support a hard-sided shelter for 200 people for 3 days. Everett's Mobile Support Facility is maintained in a series of three trailers that can support both sheltering and temporary emergency structure needs. Two of the trailers are comprised of:

- Two (2) large tents (34'x19') and one round 20' tent
- Facility supplies such as lighting, generators, heaters, tools, propane cook burners
- Cots, blankets, chairs
- Shelf-ready meals (MRE's) and 20-year shelf life food buckets
- Forty (40) cases of 5-year shelf life water (AquaBlox)

The third trailer is a shower trailer, which includes portable toilets with privacy enclosures. These trailers can be towed or disassembled and relocated as needed.

E. The American Red Cross has established various levels of care definitions for the sheltering the Special Needs Population. For planning purposes, persons designated as having special needs for sheltering are those who need assistance in performing activities of daily living or those with health conditions that require care/monitoring or support that they cannot manage for themselves in a disaster shelter or evacuation center. The Snohomish Chapter of the American Red Cross can accommodate up to Level 3. At levels 4 and 5, the sheltering will default to the Snohomish Health District's Alternate Care Facilities Plan.

V. CONCEPT OF OPERATIONS

A. Direction and Control

1. This plan will go in effect when an emergency or major disaster has occurred requiring evacuation or relocation of displaced people and service animals as necessary.

2. When the decision to evacuate people to emergency shelter is made by the Incident Commander, Mayor or other City official, it will be communicated immediately to the Emergency Operations Center. The American Red Cross and City of Everett representatives will be notified so sheltering and medical care preparations can be made.

3. The American Red Cross will be requested (through the Snohomish County EOC if it is activated, or through SNOPAC or other maintained contact numbers at the EOC) to activate their shelter procedures and otherwise assist in the emergency operation.

4. Different shelter facilities may be selected for each type of disaster. Hard sided facilities that have the basic requirements or that can be augmented with the basic requirements (generators, heaters, etc.) will be utilized first with soft sided or tent shelters used only when no other suitable facility is available. Locations of emergency shelters will be provided to the public during the emergency in accordance with the communications section below.

5. The Everett Office of Emergency Management and the Parks and Recreation Department may utilize Memorandums of Understanding, pre-existing contracts or standing purchase orders for the requisition of necessary shelter resources. The Parks and Recreation Department maintains pre-existing contracts and purchase orders with sanitation vendors for portable toilets; an inter-local agreement with the Everett School District for the use of their facilities and fields; and a Memorandum

of Agreement with the Port of Everett for the 10th Street Boat Launch for moorage/launch facilities.

6. Disaster victims not requiring medical care should be sheltered in accordance with the procedures outlined in this annex. Victims requiring medical treatment and/or hospitalization should be directed or transported to the nearest available medical facility.

7. Evacuation or relocation movement assistance will be coordinated with City of Everett Transportation Services (Everett Transit). Large city parks consisting of buildings with utilities (including but not limited to Forest, Legion, Garfield, Jackson, and Silver Lake) may be designated as gathering sites or assembly points for movement of people to emergency shelter; however the designation of such will be incident-specific.

8. Shelters normally remain open no longer than absolutely required.

9. If the magnitude of the disaster is such that the services of other volunteer groups are needed to mitigate suffering and aid in sheltering, the EOC staff (i.e., American Red Cross, United Way of Snohomish County, Snohomish County Human Services, city human needs, etc.) representatives will assist in coordinating other volunteer organizations for assistance.

B. Communications

1. Shelter Operations Notification

   a. The American Red Cross will be notified by the Emergency Operations Center staff when shelter, care and/or feeding of displaced disaster individuals are required. When a disaster exceeds the resources of the City of Everett, the American Red Cross will be contacted through the liaison at Snohomish County EOC when it is activated or directly from Red Cross.

   b. Everett Parks and Recreation Department will be notified by the Emergency Operations Center staff when temporary shelter, care and/or feeding of displaced disaster individuals is required and American Red Cross support is insufficient or not available.

   c. Emergency Worker Volunteers may be notified by the Emergency Operations Center staff when assistance is required.

2. Public Notification

    a. The City of Everett Public Information Director will prepare public notification messages, in coordination with the Emergency Operations Center Coordinator and the American Red Cross, to inform the public of shelter locations and services.

    b. Public Notification Methods

        1) Mass notification technology platform utilizing an internet-based warning and alert system

        2) Media outlets (AM radio, FM radio, television, newspaper).

        3) Public address systems (police, fire, public works, etc).

        4) Emergency Worker Volunteer doorbell personal notification.

3. Emergency Communications for Shelter Operations

    a. Emergency land-line telecommunications may be required for temporary shelter operations either mobile support facility or hard-sided shelter. Multiple communications lines may be required for family reunification. Shelter managers may be provided Government Emergency Telecommunications Service (GETS) access for critical communications.

    b. If cellular phones are operational, multiple cellular phones may substitute for land-lines. Shelter managers may be provided Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS) access for critical communications.

    c. A satellite phone, if available, may be provided from the EOC for shelter operations.

    d. Information technology support may be required to support shelter operations (mobile or hard-sided) including, but not limited to, Internet access (normally wi-fi), wi-fi enabled laptop computers, desk top computers and printers.

C. EOC Activation

1. The Emergency Operations Center (EOC) will be activated for all incidents requiring a significant dedication of resources and/or extraordinary interagency coordination. The City of Everett Director of the Office of Emergency Management (OEM), his designee or an OEM Duty Officer will

typically make the decision regarding EOC activation. Not all disasters require full activation. Partial activation may be appropriate with only relevant agencies and functional coordinators activated.

2. The City of Everett Director of the Office of Emergency Management, or designated representative, will initiate a call-out of selected department personnel to respond to the emergency as outlined in The City of Everett Community Emergency Management Plan (CEMP).

VI. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY

A. It is the responsibility of local government to coordinate and facilitate emergency shelter and temporary housing for disaster victims within its own capabilities, and to request the implementation of shelter assistance provided by private relief agencies and other state and federal programs. When local resources are fully committed, and upon request, County and/or State government may assist in providing emergency shelter and/or temporary housing for disaster victims.

B. The City of Everett Parks and Recreation Department is the lead agency for shelter operations within the city, including the deployment, set up and operation of the City's Mobile Support Facility. The Parks and Recreation Department may support and/or assist in coordination efforts to transport people to shelter(s), as available. The Park Rangers may provide security of shelter facilities, as available.

VII. PREPAREDNESS

A. All hazards preparedness is defined as the existence of plans, procedures, policies, training and equipment necessary to maximize the ability to prevent, respond to, and recover from major incidents.

B. Pre-disaster preparedness includes coordination with local and regional emergency response partners as identified in the Basic Plan, Multi-Agency Coordination Systems, Page 22.

C. A mobile support facility will be maintained by the Everett Office of Emergency Management and may be used for temporary emergency sheltering.

D. A mobile animal shelter will be maintained by the Everett Animal Services Department for sheltering of service animals, with the assistance of the Everett Office of Emergency Management and the Parks and Recreation Department.

VIII. RESPONSE

A. Response efforts during an emergency or major disaster requiring emergency shelter may include:

1. Setting up and operating the mobile support facility to support sheltering.

2. Supporting movement of people and service animals to shelters.

3. Coordinating with the operation of other shelters normally operated by American Red Cross.

4. Public notification through various public messaging systems.

5. Providing security for shelter operations.

B. Preparing response departments prior to an emergency or major disaster requiring sheltering through training and exercises.

IX. RESTORATION AND RECOVERY

A. Restoration and recovery efforts may be simultaneous with response efforts. Response efforts will continue until the situation is under control and the safety of people and facilities is determined. Restoration and recovery efforts will focus on restoring property, as much as possible, to a functional status in coordination with mitigation best practices. The following actions are examples that may be necessary during restoration and recovery.

1. Continue to monitor the area for any residual after-effects as necessary.

2. Continue to coordinate and track resources and document costs.

3. Continue to keep the public informed of the restoration and recovery efforts.

4. Determine need for and secure long-term temporary housing as required.

5. Develop and implement long-term mitigation strategies.

B. Returning people and service animals to a permanent residence will be one of the highest priorities.

X. ADMINISTRATION AND LOGISTICS

See the Basic Comprehensive Emergency Management Plan for details.

XI. TRAINING AND EXERCISES

A. Training of City Personnel and Disaster Assistance Volunteers

1. City of Everett Parks and Recreation Department personnel will be trained in mobile shelter set up and shelter operations.

2. Other City of Everett personnel may be trained in shelter operations as required.

3. Volunteers may be recruited and trained to assist with shelter operations.

B. Exercises

1. An annual mobile support facility drill will be conducted by the City of Everett Parks and Recreation Department.

2. Everett Office of Emergency Management will support the annual exercises, as required.

XII. ANNEX DEVELOPMENT AND MAINTENANCE

A. The Director of Emergency Management is responsible for the development and maintenance of this annex.

B. Each department will develop and adopt Standard Operating Procedures to address assigned tasks, as necessary.

XIII. AUTHORITIES AND REFERENCES

A. Federal

1. Federal Disaster Relief Acts 1970 and 1974 (Public Law 93-288 as amended by 42 U.S.C. 5121-5207)

2. Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) of 1988, 42 U.S.C. 5121, et seq., as amended.

3. Homeland Security Act of 2002, 6 U.S.C. 101, et seq., as amended.

4. Post-Katrina Emergency Management Reform Act of 2006, Public Law 109-295.

5. Pet Evacuation and Transportation Standards Act of 2006, Public Law 109-308.

6. Homeland Security Presidential Directive (HSPD) – 5, *Management of Domestic Incidents*.

7. Homeland Security Presidential Directive (HSPD) – 8, *National Preparedness*.

8. Homeland Security Presidential Directive (HSPD) – 8, Annex I, *Planning*.

9. National Response Framework

10. National Incident Management System

11. Congressional Charter (Statute 33-5990, 5 January 1905)

12. Americans with Disabilities Act of 1990 as amended by the Americans with Disabilities Act Amendments Act of 2008, Public Law 110-325.

B. State

1. Constitution of the State of Washington

2. Revised Code of Washington (RCW) 35.33.081, *Emergency expenditures -- Nondebatable emergencies*, as amended.

3. Revised Code of Washington (RCW) 35.33.091, *Emergency expenditures -- Other emergencies – Hearing*, as amended.

4. Revised Code of Washington (RCW) 38.52, *Emergency Management*, as amended.

5. Washington Administrative Code (WAC) 118, *Military Department (emergency management)*, as amended.

6. *Washington State Comprehensive Emergency Management Plan*,

7. *Washington State Hazard Identification and Vulnerability Assessment*

C. Snohomish County

1. *Snohomish County Comprehensive Emergency Management Plan*
2. *Snohomish County Hazard Identification and Vulnerability Analysis*

D. City of Everett

1. City of Everett Charter
2. City of Everett Municipal Code
3. City of Everett Ordinance Number 2811-04
4. *City of Everett Comprehensive Emergency Management Plan*
5. *City of Everett Hazard Inventory and Vulnerability Analysis*
6. *City of Everett Hazard Mitigation Plan*

E. Other

1. American Red Cross 3000 series documents

Appendix 1

Acronyms and Abbreviations

ARC	American Red Cross
CEMP	Comprehensive Emergency Management Plan
FEMA	Federal Emergency Management Agency
HIVA	Hazard Identification and Vulnerability Assessment
HMP	Hazard Mitigation Plan
NIMS	National Incident Management System
NPG	National Preparedness Guideline
NRF	National Response Framework

Appendix 2

Terms and Definitions

Emergency Management: A subset of incident management, the coordination and integration of all activities necessary to build, sustain, and improve the capability to prepare for, protect against, respond to, recover from, or mitigate against threatened or actual natural disasters, acts of terrorism, or other manmade disasters. *(Source: National Response Framework).*

Emergency Management Duty Officer: A designated and staffed position for consultation and coordination of emergencies and major disasters; a primary point of contact for the city, county and state emergency management systems. Normally activates the City Comprehensive Emergency Management Plan and establishes initial EOC operations.

Emergency Manager: The person who has the day-to-day responsibility for emergency management programs and activities. The role is one of coordinating all aspects of a jurisdiction's mitigation, preparedness, response, and recovery capabilities. *(Source: National Response Framework).*

Emergency Operations Center (EOC): The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, tribal, city, county), or some combination thereof. *(Source: National Response Framework).*

EOC Coordinator: The individual responsible for the activation, staffing and administration of the City Emergency Operations Center. The position typically will be the Emergency Management Duty Officer.

Mobile Animal Shelter is a series of structures and the required supplies to provide temporary pet sheltering for at least three days.

Mobile Support Facility is maintained in a series of trailers that can support both sheltering and temporary emergency structure needs. It is maintained by the Everett Office of Emergency Management and operated normally by the Everett Parks and Recreation Department. It includes enough tents, cots, blankets, food and water to maintain a temporary facility, including a shelter if required, for fifty people. There are enough cots, blankets, food and water to support a hard-sided shelter for 200 people for 3 days. The mobile support facility includes a shower trailer which requires an uninterrupted water source to operate.

Post-disaster emergency shelter is often provided by organizations like the Red Cross or governmental emergency management departments, in response to natural disasters, such as a flood or earthquake. They tend to use tents or other temporary

structures, or buildings normally used for another purpose, such as a church or school. These settlements may be inhabited for the entire duration of the reconstruction process and should be thought of more as settlements than shelter, and need to be planned with respect to water, sanitation, livelihoods, security, health, and education. Temporary tent cities with shelters may also include mass decontamination facilities to cleanse large numbers of evacuees prior to assigning them to shelters, or to hold people in isolation or quarantine.

Service Animal: Any guide dog, signal dog, or other animal individually trained to assist an individual with a disability. Service animals' jobs include, but are not limited to:

- Guiding individuals with impaired vision;
- Alerting individuals with impaired hearing (to intruders or sounds such as a baby's cry, the doorbell, and fire alarms);
- Pulling a wheelchair;
- Retrieving dropped items;
- Alerting people to impending seizures; and
- Assisting people with mobility disabilities with balance or stability.

(Source: FEMA Comprehensive Preparedness Guide CPG-101)

Shelter-in-Place: Shelter-in-place means to take immediate shelter where you are—at home, work, school or in between—usually for just a few hours. Local authorities may instruct you to "shelter-in-place" if chemical or radiological contaminants are released into the environment.

Evacuation: Organized, phased, and supervised dispersal of people from dangerous or potentially dangerous areas. *(Source: FEMA Comprehensive Preparedness Guide CPG-101)*

- *Spontaneous Evacuation*. Residents or citizens in the threatened areas observe an emergency event or receive unofficial word of an actual or perceived threat and, without receiving instructions to do so, elect to evacuate the area. Their movement, means, and direction of travel are unorganized and unsupervised.
- *Voluntary Evacuation*. This is a warning to persons within a designated area that a threat to life and property exists or is likely to exist in the immediate future. Individuals issued this type of warning or orders are not required to evacuate; however, it would be to their advantage to do so.
- *Mandatory or Directed Evacuation*. This is a warning to persons within the designated area that an imminent threat to life and property exists and individuals should immediately evacuate in accordance with the instructions of local officials

Relocation: The movement of people after a disaster occurs. The relocation may be spontaneous, voluntary, or mandatory. See evacuation definition.

Special-Needs Population: A population whose members may have additional needs before, during, or after an incident in one or more of the following functional areas: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who

have disabilities; live in institutionalized settings; are elderly; are children; are from diverse cultures, have limited proficiency in English or are non-English speaking; or are transportation disadvantaged. *(Source: FEMA Comprehensive Preparedness Guide CPG-101)*

Stafford Act: The Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288, as amended. This Act describes the programs and processes by which the Federal Government provides disaster and emergency assistance to State and local governments, tribal nations, eligible private nonprofit organizations, and individuals affected by a declared major disaster or emergency. The Stafford Act covers all hazards, including natural disasters and terrorist events. *(Source: National Response Framework).*

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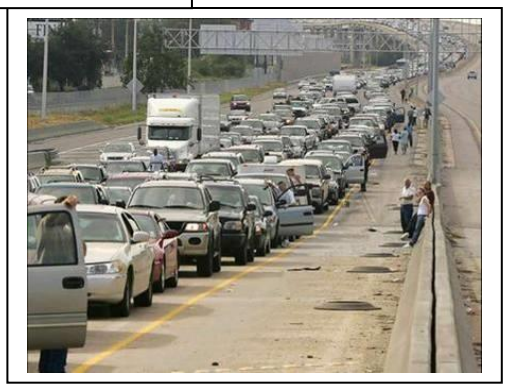
City of Everett

Comprehensive Emergency Management Plan

Annex D
Relocation/Evacuation



Everett Fire Department, Office of Emergency Management

December 31, 2014

Record of Changes

Change Number	Change entered by	Date entered

Questions, corrections or comments about this plan may be directed to the Everett Office of Emergency Management at (425) 257-8111.

TABLE OF CONTENTS

SECTIONS		Pages #
I.	PURPOSE	4
II.	SCOPE	4
III.	SITUATION AND ASSUMPTIONS	5
	A. Situation	5
	B. Assumptions	6
IV.	CONCEPT OF OPERATIONS	7
	A. General	7
	B. Considerations	7
	C. Direction and Control	12
	D. Warning and Emergency Communication	12
V.	ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY	14
	A. Relocation/Evacuation Branch	15
	B. Relocation/Evacuation Responsibility Matrix	17
	C. Specific Responsibilities	18
VI.	PREPAREDNESS	20
VII.	RESPONSE	20
VIII.	RESTORATION AND RECOVERY	20
IX.	ADMINISTRATION AND LOGISTICS	20
X.	TRAINING AND EXERCISES	21
	Training	22
	Exercises	22
XI.	ANNEX DEVELOPMENT AND MAINTENANCE	22
XII.	AUTHORITIES AND REFERENCES	22

APPENDICES

Appendix 1: Acronyms and Abbreviations	23
Appendix 2: Terms and Definitions	24
Appendix 3: Everett Neighborhood Map	28
Appendix 4: EOC ICS Chart	29

I. PURPOSE

A. The purpose of the City of Everett Relocation/Evacuation Annex is to establish a framework to prepare Everett for the possibility of a small, large or citywide relocation/evacuation, and support government leaders in the decision making process.

B. This Relocation/Evacuation Annex adopts an all-hazards approach to preparing for and managing relocation/evacuations. It establishes a methodology that is applicable to any threat, hazard, or event that results in the need to relocate/evacuate. Events precipitating the relocation/evacuation may include foreign and domestic terror attacks, hazardous materials incidents or natural disasters. These events can occur with or without advanced warning.

C. The City of Everett Relocation/Evacuation Annex is formatted in compliance with State and Local Guide 101 and is in alignment with the National Incident Management System (NIMS) and the National Response Framework (NRF). This annex outlines Situation and Assumptions, Concept of Operations, Organization and Assignment of Responsibilities, Administration and Logistics, Plan Development and Maintenance and Laws and Authorities.

D. The goal of the City of Everett Relocation/Evacuation Annex is to lessen the loss of life and injury to people and their animals by conducting an orderly relocation/relocation/evacuation and exclusion from specified areas.

E. Corresponding county, regional, state, and federal response activities are outlined in their respective response plans, policies, protocols, and procedures.

II. SCOPE

This annex integrates crisis and consequence management consistent with the National Homeland Security Strategy, Homeland Security Presidential Directive – 8, the National Response Framework and the National Incident Management System. These documents integrate the concepts by establishing a set of incident management priorities concerning emergency and major disaster incident's outlined below:

A. Save lives and protect the health and safety of the public, responders, and recovery workers.

B. Protect property and mitigate damages and impacts to individuals, communities, and the environment.

C. Facilitate recovery of individuals, families, businesses, governments, and the environment.

D. This Relocation/Evacuation Annex supplements the City of Everett Comprehensive Emergency Management Plan (CEMP) already in effect as well as existing departmental plans and procedures.

III. SITUATION AND ASSUMPTIONS

A. Situation

1. Everett is the county seat of -- and the largest city in -- Snohomish County. It is positioned at the confluence of the Snohomish River and north Puget Sound. With a total population of 103,019, according to the 2010 US Census, Everett is Washington's 7th largest city and the 5th largest in the Puget Sound area. Approximately 700,000 people live in the surrounding countywide area.

2. The actual number of persons present in the city of Everett can vary dramatically depending on the time of day, day of week, time of year or during one of the many special events which routinely bring tens of thousands of visitors to the city.

3. City residents and commuters, who work in the city but reside elsewhere, make up the majority of persons who may need to be relocated or evacuated. However, consideration must be made for all population groups who might be present in the city of Everett and who may need to relocate/evacuate the city in response to any hazard or threat.

4. Certain populations will face challenges receiving relocation/evacuation-related information, and may require special or additional notification methods. These groups include, but are not limited to:

    a. Impoverished/homeless

    b. Non-English speakers

    c. Hearing-impaired

    d. Vision-impaired

    e. People with mental disabilities

    f. Low-income groups who may not have access to conventional media in their homes

5. Other population groups may be able to access information through regular methods but will require specific information to guide them in how to address their specialized needs:
    a. People without cars or other methods of private transportation

b. People with physical or mental disabilities

c. People with low mobility (the elderly or infirm)

d. People with pets or service animals

e. People who support special population groups (e.g., staff at schools, day care centers, hospitals, and retirement homes)

f. Visitors unfamiliar with the city

6. Areas to which people are relocating/evacuating will require added safety/security measures to deter theft and looting.

7. All roadways identified as relocation/evacuation routes exit Everett and may end up in one or more of the adjacent cities/towns/counties resulting in the enhanced need for close collaboration and coordination.

8. Large scale and/or citywide relocation/evacuations will be ordered by the Mayor or his/her designee.

9. The management of a large scale relocation/evacuation will become a multi-agency coordinated event.

B. Assumptions

1 A citywide relocation/evacuation would quickly overwhelm the city's resources.

2 A mass relocation/evacuation from the city of Everett will likely involve local, county and state agencies. Initial response operations will likely be limited to city resources.

3 Traffic flow and congestion will create gridlock.

4 Approximately 80 percent of those who need to relocate/evacuate will do so upon recommendation from appropriate local officials. Depending on the reason for relocation/evacuation and the time available to prepare, 10 to 30 percent of evacuating citizens will use community provided shelters. The remaining evacuees will stay at commercial establishments or with family and friends until it is safe to return.

5 Some owners of household pets and companion animals may refuse to relocate/evacuate unless arrangements have been made to care for their animals.

6 Populations with greater needs will likely require more resources.

7 There may be difficulty in ensuring delivery of warning message.

8 Public anxiety related to a relocation/evacuation will require effective delivery of accurate and concise risk communication by the city of Everett through the Joint information System.

9 Police, fire and other responders assigned to assist with relocation/evacuation may be called to other priority events like medical emergencies, fires, and search and rescue.

IV. CONCEPT OF OPERATIONS

A. General

Should an emergency or disaster situation trigger the need for a large scale relocation/evacuation, pre-planning will aid in the city's ability to successfully respond and recover. The following provides an outline of the primary planning considerations required when an incident of such magnitude and destruction forces the decision to relocate/evacuate all or part of the city:

1. The City EOC will be activated, and an Emergency Declaration could be made depending upon the situation.

2. When the disaster or major emergency has already occurred or is imminent with little or no advance notice, there is little time to deliberate or customize the subsequent actions. Relocation/evacuation execution must occur as quickly as possible, probably with the likelihood of the general public self-initiating relocation/evacuation movement. Pre-planned protocols that can be implemented with little additional planning are critical for such scenarios.

3. Pedestrian Routes should be considered when planning relocation/evacuation routes for pedestrians.

4. Relocation/Evacuation plans will comply with the Americans with Disabilities Act, which requires that emergency policies enable people with disabilities to evacuate, use emergency transportation, stay in shelters, and participate in all emergency and disaster-related programs together with their service animals.

For planning purposes, the City of Everett utilizes three levels of relocation/ evacuation:

1. Small Scale

   A small-scale relocation/evacuation is identified as an event that displaces less than 2,000 people. Normally, small-scale relocation/evacuations will be ordered by the incident commander (typically a police or fire commander). Incidents that may require a small-scale relocation/evacuation include: police actions (e.g. hostage situations, sniper incidents), large fires, minor hazardous material spills and other lesser threat situations. Much like a shelter-in-place operation, during a small-scale relocation/evacuation, decision makers will have to identify the scope (size and duration) of the relocation/evacuation.

2. Large Scale

   A large scale relocation/evacuation is identified as an event that displaces more than 2,000 people. Incidents that may require a citywide relocation/evacuation include foreign and domestic CBRNE/WMD terror attacks, natural disasters (weather anomalies, large fires, earthquake, etc), and hazardous materials spills/industrial accidents. The Mayor will also be responsible for declaring a state of emergency.

3. Citywide

   A citywide relocation/evacuation has not yet been defined. Estimation is that it would cause over 100,000 persons to be displaced, or the core area of downtown. Emergency management experts predict that such a relocation/evacuation may be caused by a CBRNE/WMD terrorist attack.

B. Considerations

1. All modes of transportation should be considered during a relocation/evacuation. This Annex is designed to make full use of these systems to facilitate a relocation/evacuation. Automobile, transit (bus and rail), pedestrian and boat travel should be incorporated into specific transportation strategies and tactics.

2. The City of Everett has been divided into 19 neighborhoods that allow localized relocation/evacuation in the event of a limited relocation/evacuation. These zones are based on the established City neighborhoods with the addition of the Southwest Industrial area which includes the Boeing plant. These zones will permit localized relocation/evacuation that can take advantage of the major road facilities within or adjacent to each zone without requiring that evacuees cross the *Snohomish River*, which may be impassable based on the type of emergency.

   Neighborhood zones (see map Appendix 3):

1) Northwest Everett
2) Delta
3) Bayside
4) Riverside
5) Port Gardner
6) Boulevard Bluffs
7) Harborview/Seahurst/Glenhaven
8) View Ridge/Madison
9) South Forest Park
10) Glacier View
11) Lowell
12) Southwest Industrial Area
13) Evergreen
14) Pinehurst
15) Valley View
16) Westmont/Holly
17) Cascade View
18) Everett Mall South
19) Silver Lake

3. If a localized relocation/evacuation is necessary, each neighborhood zone may be subdivided by street designations allowing for a more tailored and limited relocation/evacuation within each zone The DPG will advise the Mayor on which areas to relocate/evacuate. There may also be different levels of relocation/evacuation for each area.

4. A total citywide relocation/evacuation must be phased to facilitate the orderly departure of all our citizens and visitors. Using the same neighborhood zones would be an effective control measure to phase the departure.

5. It is expected that the majority of relocation/evacuation movement will take place in private cars, buses, and other vehicles traveling on roads and highways.

6. The selection of specific routes for a relocation/evacuation will be based on the nature of the disaster and the serviceability of road systems. Damage to road systems in close proximity to an incident or disaster may prevent some roads from being used in a relocation/evacuation. Specific roads to be used in a relocation/evacuation will be designated by the Incident Commander based on an evaluation of available road systems.

7. The following are primary and alternate relocation/evacuation routes based on the localized neighborhood zones:

    - Northwest Everett
      North – West Marine View Dr. via Rucker/Alverson or Broadway/North Broadway **to SR 529**

South – West Marine View Drive or Rucker or Broadway **to 19th or Everett Ave**

- Delta
  North - Broadway/North Broadway or East Marine View Drive **to SR 529 northbound**
  South – Broadway or East Marine View Drive **to 19th or Everett Ave**
- Bayside
  North – West Marine View Dr. via Rucker/Alverson or Broadway/North Broadway **to SR 529 northbound**
  South – West Marine View Drive or Rucker or Broadway **to Hewitt Ave or Pacific Ave**
- Riverside
  North - Broadway/North Broadway or Grand Ave/Walnut/East Marine View Drive **to SR 529 northbound**
  South – Broadway or Grand Ave/Everett/Maple **to 41st or I-5 southbound**
- Port Gardner
  North – Norton/West Marine View Dr. or Rucker or Broadway **to Hewitt or 19th or SR 529 northbound**
  South – Federal or Rucker or Colby or Broadway **to 41st**
- Boulevard Bluffs
  East – Mukilteo Boulevard **to Glenwood or Dogwood or 41st**
  West - Mukilteo Boulevard **to Mukilteo Speedway SR 525**
- Harborview – Seahurst –Glenhaven
  East – Mukilteo Boulevard **to Dogwood or 41st**
  West - Mukilteo Boulevard **to Mukilteo Speedway SR 525**
  South – Glenwood **to Madison**
- View Ridge – Madison
  East – Mukilteo Boulevard **to 41st**
  West - Mukilteo Boulevard **to Mukilteo Speedway SR 525**
  South – Dogwood **to Madison**
- South Forest Park
  East – Mukilteo Boulevard **to 41st**
  West - Mukilteo Boulevard **to Dogwood or Glenwood**
  North – Evergreen/Rucker **to Pacific Ave**
  South – Evergreen **to Madison**

- Glacier View
  North – Evergreen/Rucker or Colby or Broadway **to Pacific Ave**
  South – Evergreen or Colby or Broadway **to Madison**
- Lowell
  East – Lenora **to Lowell River Road**
  West – 52nd **to Broadway**
  North – South 2nd Ave/Junction Ave/South 3rd Ave **to 41st**
  South – South 2nd Ave **to Larimer Road**
- Southwest Industrial Area
  East – Merrill Creek Parkway or 75th Street SW/Severs-Duecy Boulevard **to Madison – or –** Hardeson **to West Casino Road – or –** Seaway Boulevard **to SR 526 eastbound**
  West – Hardeson **to West Casino Road – or –** Seaway Boulevard **to SR 526 westbound**
- Evergreen
  North – **Evergreen to 41st - or –** Hardeson/Merrill Creek Parkway/Glenwood **to Mukilteo Boulevard**
  South – Hardeson **to West Casino Road – or –** Evergreen **to SR 526**
- Pinehurst
  North – Evergreen/Rucker or Beverly Boulevard/Colby or Broadway **to 41st**
  South – Evergreen or Beverly Boulevard or Broadway **to SR 526**
- Valley View
  West – 75th to **Broadway**
- Westmont / Holly
  North – Airport Road or Evergreen **to SR 526**
  South – Holly Drive/Beverly Park **to SR 525 – or -** Evergreen/Pacific Highway/Airport Road **to I-5**
- Cascade View
  North – Evergreen or Broadway **to Madison**
  South – Evergreen/Pacific Highway or Broadway/Everett Mall Way/Evergreen/Pacific Highway **to SR Airport Road**
- Everett Mall South
  North – Pacic Highway/Evergreen or Everett Mall Way/Broadway **to SR 526 – or - I-5 northbound**
  South – Evergreen/Pacific Highway or Broadway/Everett Mall Way/Evergreen/Pacific Highway **to SR Airport Road**
- Silver Lake
  West – 112th Street **to Evergreen**
  North - 19th Ave SE **to SR 526 – or – I-5 northbound**
  South – 19th Ave SE **to 132nd Street SE**

C. Direction and Control

1. When a relocation/evacuation is a considered option, the Mayor will convene, and receive advice from, the Disaster Policy Group (DPG). The Mayor and the DPG will confer with IC/Unified Command to assess whether a relocation/evacuation is advisable, and if so, determine the scope and type of relocation/evacuation.

2. This Annex identifies three relocation/evacuation strategies based on the scale of the event:

   - **Recommended relocation/evacuation:** A situation in which the public is advised that city leaders have assessed the situation and recommend that it is in the public's best interest to relocate/evacuate a threatened area.

   - **Deliberate relocation/evacuation:** A threat where there is advance warning, providing ample time to make a thorough needs analysis, warn the community, and execute an orderly relocation/evacuation.

   - **Identify the scope of the relocation/evacuation.** The size and duration should be constantly monitored and adjustments should be made to minimize casualties in a dynamic and changing environment.

3. During an emergency requiring the need to relocate/evacuate all or part of the city of Everett, the city will work to maintain and restore any services, which it provides and which it deems to be essential to relocation/evacuation. Pre-designated and trained staff will facilitate and coordinate with the Incident/Unified Command and the Evacuation Branch to accomplish the relocation/evacuation objectives.

4. The City EOC or Director of the Office of Emergency Management will coordinate with Snohomish County and the State of Washington to request necessary relocation/evacuation resources and assistance.

.

D. Warning and Emergency Public Information

1. A Joint Information System (JIS) will be implemented along with establishment of a Joint Information Center (JIC), locally and/or regionally, depending on the scale of the incident, to provide timely, accurate public information during a relocation/evacuation event.

2. The accurate and timely dissemination of critical information to the public related to the status of a relocation/evacuation will be an integral element of the city of Everett's response. Providing accurate, consistent, and expedited information in a crisis situation helps to calm anxieties and reduce problematic public response.

3. A number of specific methods and systems may be used to broadcast relocation/evacuation warning information to the general public, including but not limited to:

    a. Mass media messaging.

    b. Emergency Alert System (EAS).

    c. A mass notification technology platform utilizing an internet-based warning and alert system (such as Alert Sense/MyStateUSA) used to notify all residents by phone and opted in e-mail.

    d. North Sound 2-1-1.

    e. Washington Department of Transportation (WSDOT) reader boards.

    f. WSDOT 5-1-1 phone number.

    g. National Weather Service Alert (NOAA) system network.

    h. Individual cell phones and personal communications equipment.

    i. Postings on Everett Office of Emergency Management (OEM) website and the Mayor's Office website.

    j. Door-to-door, room-to-room notifications, as necessary, by Neighborhood Community Emergency Response Teams (CERT) and Disaster Assistance volunteers and other City resources.

4. Volunteer community grass roots network(s) (Council of Neighborhoods, Red Cross, faith-based organizations, etc.)

5. Amateur Radio, Citizen Band Radio networks

6. Warning messages delivered should be designed to do the following

    a. Provide timely information about the hazard

    b. Identify what to do to reduce loss of life, injury, and property damage

    c. Identify the consequences of not heeding the warning

    d. Cite a credible authority
7. The public will normally look to the news media as its primary source of information.

8. Frequent updates should also be provided, which include but should not be limited to the following notifications:

    a. Status of trigger event (is the relocation/evacuation still necessary).

    b. Specific safety concerns that may affect evacuees.

    c. The urgency of the relocation/evacuation.

    d. Who should go and where to go.

    e. What routes are available for travel (e.g., which are affected by congestion or damaged infrastructure) and transportation options.

    f. Timeframes for activity (e.g., staged relocation/evacuations, shelter activation, shelter locations for pets and service animals.).

    g. Ancillary information that will affect evacuees (e.g., status of school relocation/evacuations, where supplies are available, which shelters have available space).

9. Once a relocation/evacuation is declared and is underway, there is still a need to communicate with the public on an ongoing basis. As circumstances affecting the relocation/evacuation change, updated directions and information must be provided to enable evacuees to react to these changes.

V. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

It is important to recognize that the scope of any significant mass relocation/evacuation from the City of Everett will likely involve local, county and state agencies. Although initial response operations to such an incident or event will likely be limited to city resources, evacuating a large population from an area of Everett will involve a multi-jurisdictional response. This Relocation/Evacuation Annex is designed to encompass regional partners and regional authorities tasked with planning for and implementing multi-jurisdictional relocation/evacuation efforts in the Everett area. Transportation providers, suppliers of support materials, employers, county, state and federal agencies will also be expected to exercise their roles and responsibilities as called upon in support of this Annex.

A. Relocation/Evacuation Branch

Once a relocation/evacuation is ordered by the Mayor or Incident Commander, a Relocation/Evacuation Branch will be established either at the tactical level (incident command) or strategic level (EOC) to manage the operation of the relocation/evacuation.

1. Branch Personnel

   Key personnel should be assigned to the Branch, including a representative from:
   - Police
   - Fire/EMS
   - Transportation services
   - Parks and recreation
   - Facilities
   - Animal services
   - Office of Neighborhoods

   Possible liaisons included in the Relocation/Evacuation Branch from outside organizations may include the:
   - National Guard
   - Red Cross
   - Navy
   - Boeing
   - WSDOT
   - WSP

2. Branch Responsibilities

   The Relocation/Evacuation Branch should determine the following:

   a. Identify all responders and resources available for, and likely to participate in the relocation/evacuation. Identification of resources of law enforcement, security, fire, EMS, health, social services, etc.

   b. Identification of regional, public, private and non-governmental organizations that are impacted or have available resources, including but not limited to:
      - Countywide partners
      - Red Cross
      - Everett Public Schools
      - Washington State Department of Transportation
      - Volunteer Organizations – faith based, culturally specific

c. Inventory of the characteristics of the environment, such as:
   - Total population (by zone, district or planning sector)
   - General population density and population density by zone (scale of concentrations (http://www.ofm.wa.gov/pop/popden/default.asp)
   - Population (daytime and nighttime; weekdays and weekends; residential and tourist in a planning area
   - Population demographics
   - Time of day – time of week – time of year
   - Weather conditions
   - Residential, industrial, commercial structures impacted
   - Road network viability
   - Modes of transportation available
   - Location of shelter facilities
   - Animals/Pet Sheltering
   - Public announcement options
   - The destination of evacuees relative to the disaster's origin and impact and the resulting effect on the region and the destinations.

B. Relocation/Evacuation Responsibility Matrix

The City departments likely to be involved in a relocation/evacuation effort are delineated on the following table "Relocation/Evacuation Responsibility Matrix".

Relocation/Evacuation Responsibility Matrix

KEY: L = Lead Agency (may be more than one lead agency indicating shared responsibility and coordination); S = Supporting Agency; NOTE: Departments without a specific designation indicates a role will be assigned as needed.

Departments	Order Evacuation	Activate EOC	Manage EOC	Recommend State of Emergency	Request Mutual Aid	Issue Public Warnings	Manage Traffic	Open Shelters	Staff Shelters	Transportation	Repopulation Assessment	Volunteer Management	EOC Assistance	
Legislative	S			L	S	L		S			S		S	
Legal	S			S	S	S	S	S		S	S	S	S	
Administration	L	L	S	L	S	L	S	S	S	S	L	S	S	
Municipal Court													S	
Labor Relations / Human Resources		S	S					S	S			S	S	
Finance		S	S			S	S	S	S		S	S	S	
Information Technology		S	S					S					S	
Planning													S	
Neighborhoods / Community Services	S	S				S	S	S	S	S	S	S	S	
Engineering							S						S	
Animal Services	S				L	S		L*	L*	S	S	S	S	
Senior Center	S					S		S	S				S	
Police	L	S	S	S	L	L	L	S		S	S		S	
Fire	L	S	S	S	L	L	S	S		S	S		S	
Facilities							S	S					S	
Parks and Recreation	S				L	S	S	L	L	S	S		S	
Library													S	
Municipal Arts													S	
Conference Center													S	
Streets	S						S			S	S		S	
Public Works	S	S			L	L	L	S		S	S		S	
Transit	S	S			L	S	S	S		L	S		S	
Telecomm		S	S			S							S	
Emergency Management	S	L	L	S	S	S	S	S	L	L	L	L	L	

Notes: * - Lead agency for animal sheltering.

C. Specific Responsibilities

Specific areas of responsibility that may be required, but not limited to, in a relocation/evacuation:

1. Mayor, Designee, Disaster Policy Group

a. Assess the need for the relocation/evacuation of part or all of the city of Everett

b. Decision to order relocation/evacuation or shelter-in-place

c. Declare state of emergency

d. Provide necessary guidance and leadership

2. Incident Command/Unified Command

a. Take immediate action to relocate/evacuate based on imminent threats to life safety

b. When time permits, provide input to the Mayor and DPG regarding need for relocation/evacuation

c. Determine course of action, transportation routes and modes

d. Activate traffic control plans, monitor traffic congestion and provide solutions for effective traffic flow

e. Ensure continued coordination through the relocation/evacuation period

3. Director, Everett Office of Emergency Management

a. Staff the City Emergency Operations Center

b. Provide coordination of requests from agencies supporting relocation/evacuation efforts in the field

c. Provide the Director's participation in the Disaster Policy Group

d. Request assistance from Snohomish County and State of Washington as required

e. Coordinate reentry of evacuees

f. Coordinate repopulation of evacuees

4. **Everett Police Department**

   a. Tactical lead department for relocation/evacuation operations.

   b. Define area to be relocated/evacuated, unless HazMat conditions dictate the involvement of Everett Fire

   c. Provide crowd and traffic control

   d. Assist with warning and emergency notification

5. **Everett Fire Department**

   a. Define relocation/evacuation area if Hazardous Materials are involved

   b. Initiate and facilitate relocation/evacuations or shelter-in-place where deemed necessary

6. **Public Works, Streets and Engineering**

   a. Coordinate with the Incident Commander to establish safe relocation/evacuation routes

   b. Clear relocation/evacuation routes if necessary

   c. Assist with production and distribution of Relocation/evacuation Route maps

7. **Animal Services**

   a. Provide animal control services for relocated/evacuated citizens, including shelter, quarantine, and decontamination of relocated/evacuated citizen's animals

8. **Transportation Services**

   a. Provide transportation for evacuees to designated public shelters or relocation/evacuation staging areas when requested by City EOC

   b. Support the identification of sustainable safe relocation/evacuation routes

VI. PREPAREDNESS

First responders and government agencies receive much of the attention in this plan; however the most critical stakeholders are the public. They are the largest constituency involved in the relocation/evacuation, and they are the focus of a relocation/evacuation. The role of the general population is to be prepared for any disaster and if the disaster occurs, to follow the direction provided and aid their families and neighbors.

VII. RESPONSE

Response agency roles and responsibilities are outlined in this annex. Coordination of relocation/evacuation is a critical response activity and will normally be a responsibility of the EOC. Volunteer and private sector assistance may be required and will be integrated in the training and exercise of this annex.

VIII. RESTORATION AND RECOVERY

A. Restoration

Service restoration in an area that has been relocated/evacuated is necessary before mass repopulation is authorized.

B. Recovery

1. Following a relocation/evacuation it will eventually be necessary to repopulate relocated/evacuated areas. Several factors should be taken into consideration before repopulation can take place.

    a. Does a dangerous situation still exist?

    b. Have necessary inspections taken place?

    c. Are essential services reestablished?

    d. Have decision makers authorized re-entry?

2. The same considerations that were addressed during the relocation/evacuation phase also need to be addressed during repopulation.

    a. Is a command structure in place to manage repopulation?

    b. Have safe re-entry routes been identified?

    c. Has an instructional public announcement been crafted?

d. Are communications technologies functional and sufficient?

e. Is transportation available?

f. Have arrangements been made for special needs populations?

g. Are resources available for companion animals?

h. Have security concerns been addressed?

3. Determining if repopulation is advisable will take the cooperation and coordination of all of the relocation/evacuation partners.

   a. WSDOT and Pubic Works will inspect roadways

   b. Public Works will assess water quality and availability

   c. Snohomish County Public Health will address health concerns

   d. Transportation Services will identify available public transportation

4. It is likely that some areas of the city will be available for repopulation before others. A scaled-repopulation plan will likely lead to an effective and responsible repopulation strategy.

IX. ADMINISTRATION AND LOGISTICS

See the Basic Comprehensive Emergency Management Plan for details.

X. TRAINING AND EXERCISES

This Annex is considered a working document that will evolve in response to ever-changing conditions. Ongoing exercises, training, evaluation and maintenance of this Annex will ensure new conditions and changes in the City can be addressed. A training and exercise program is vital to ensuring overall readiness and preparedness. Training prepares personnel for their roles and responsibilities. Exercises test capabilities, resources and relationships of responding departments and agencies.

A. Training

All City staff should receive awareness training on the policies and procedures identified in this Annex. Training will be conducted on this Annex consistent with the Basic Comprehensive Emergency Management Plan.

B. Exercises

Conducting regular exercises will help identify areas of the Annex that require revision, enhancement, or additional detail. Exercises also help identify additional training or equipment necessary to improve the capabilities of responding personnel to implement relocation/evacuation efforts. Exercises will be conducted on this Annex consistent with the Basic Comprehensive Emergency Management Plan.

XI. ANNEX DEVELOPMENT AND MAINTENANCE

The City of Everett Office of Emergency Management will be responsible for updating this Annex. Lessons learned from exercises, repopulation and agency roles and responsibilities will be used to modify this Annex.

XII. AUTHORITIES AND REFERENCES

Any evacuation plan must be developed and maintained pursuant to relevant local, county, state and federal statutes and regulations. See the City of Everett Basic Comprehensive Emergency Management Plan for detail. Every effort has been made to ensure this plan is compatible with the Federal Emergency Management Agency (FEMA) and the Revised Code of Washington, Chapter 38.52, as well as the following:

1. Americans with Disabilities Act of 1990 as amended by the Americans with Disabilities Act Amendments Act of 2008, Public Law 110-325.

2. Pets Evacuation and Transportation Standards Act of 2006, Public Law 109-308.

Appendix 1

Acronyms and Abbreviations

CEMP	Comprehensive Emergency Management Plan
DPG	Disaster Policy Group
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
HAZMAT	Hazardous Material(s)
JIC	Joint Information Center
JIS	Joint Information System
NIMS	National Incident Management System
NPG	National Preparedness Guideline
NRF	National Response Framework

Appendix 2

Terms and Definitions

Alert and Warning: The alerting of emergency response personnel and the public to the threat of extraordinary danger and the related effects that specific hazards may cause. (same as Warning) (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Annex: Annexes to this basic plan can stand alone, however, are guided by the focus of the basic plan.

Appendix (Appendices): Appendices supplement the basic plan to organize specific topics for ease of use.

Comprehensive Emergency Management Plan (CEMP): Official document establishing the philosophy and strategic direction for City Emergency Management actions in an emergency or major disaster.

Disaster: An occurrence of a natural catastrophe, technological accident, or human-caused event that has resulted in severe property damage, deaths, and/or multiple injuries. As used in this plan, a "major disaster" is one that exceeds the response capability of the Local jurisdiction and requires County, State, and potentially Federal, involvement. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Disaster Policy Group: A group established to provide consultation to the Mayor in forming executive policy decision strategies related to the emergency or major disaster.

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

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

Evacuation: Organized, phased, and supervised dispersal of people from dangerous or potentially dangerous areas. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

- *Spontaneous Evacuation*. Residents or citizens in the threatened areas observe an emergency event or receive unofficial word of an actual or perceived threat and, without receiving instructions to do so, elect to evacuate the area. Their movement, means, and direction of travel are unorganized and unsupervised.

- *Voluntary Evacuation*. This is a warning to persons within a designated area that a threat to life and property exists or is likely to exist in the immediate future. Individuals issued this type of warning or orders are not required to evacuate; however, it would be to their advantage to do so.

- *Mandatory or Directed Evacuation*. This is a warning to persons within the designated area that an imminent threat to life and property exists and individuals should immediately evacuate in accordance with the instructions of local officials

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

Incident Command: Entity responsible for overall management of the incident. Consists of the Incident Commander, either single or unified command, and any assigned supporting staff. (Source: National Response Framework)

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

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

collocate at the JIC. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Joint Information System (JIS): Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The JIS provides a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander (IC); advising the IC about public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

National Incident Management System (NIMS): Provides a systematic, proactive approach that guides government agencies at all levels, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

National Response Framework: A guide to how the nation conducts all-hazards incident management. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Preparedness: Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities. Preparedness is the process of identifying the personnel, training, and equipment needed for a wide range of potential incidents, and developing jurisdiction-specific plans for delivering capabilities when needed for an incident. (Source: National Response Framework)

Recovery: The economic focused long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstituting these systems to a new condition that is less vulnerable. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Relocation: The movement of people after a disaster occurs. The relocation may be spontaneous, voluntary, or mandatory. See evacuation definition.

Response: Activities that occur during and immediately following an emergency or major disaster providing immediate emergency assistance designed to reduce the impact to people, environment, economy and property.

Restoration: The service focused short and long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning City services to a normal status or to reconstituting these services to a new condition.

Service Animal: Any guide dog, signal dog, or other animal individually trained to assist an individual with a disability. Service animals' jobs include, but are not limited to:

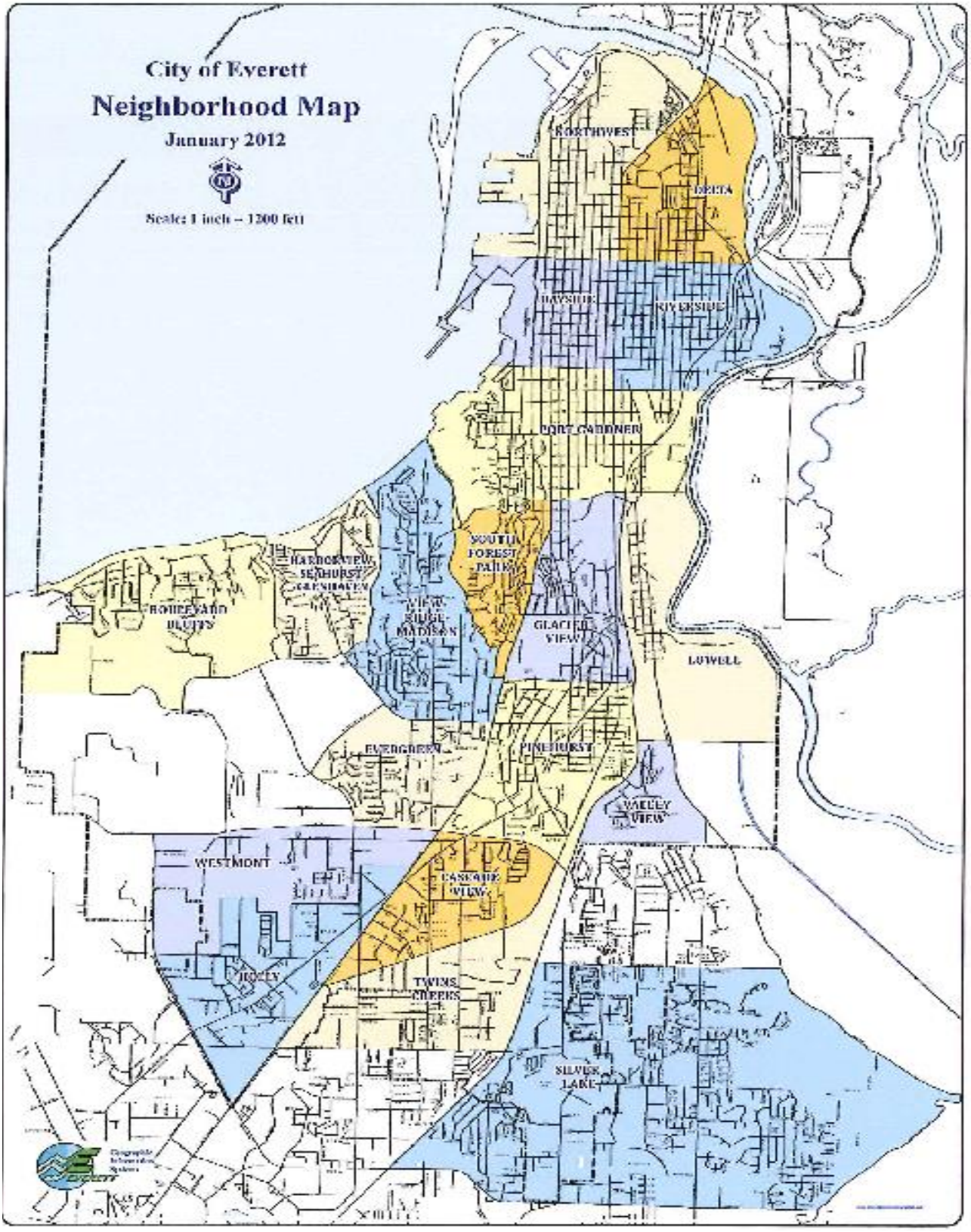
- Guiding individuals with impaired vision;
- Alerting individuals with impaired hearing (to intruders or sounds such as a baby's cry, the doorbell, and fire alarms);
- Pulling a wheelchair;
- Retrieving dropped items;
- Alerting people to impending seizures; and
- Assisting people with mobility disabilities with balance or stability.

(Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Shelter-in-Place: Shelter-in-place means to take immediate shelter where you are—at home, work, school or in between—usually for just a few hours. Local authorities may instruct you to "shelter-in-place" if chemical or radiological contaminants are released into the environment.

Warning: The alerting of emergency response personnel and the public to the threat of extraordinary danger and the related effects that specific hazards may cause. (same as Alert and Warning) (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

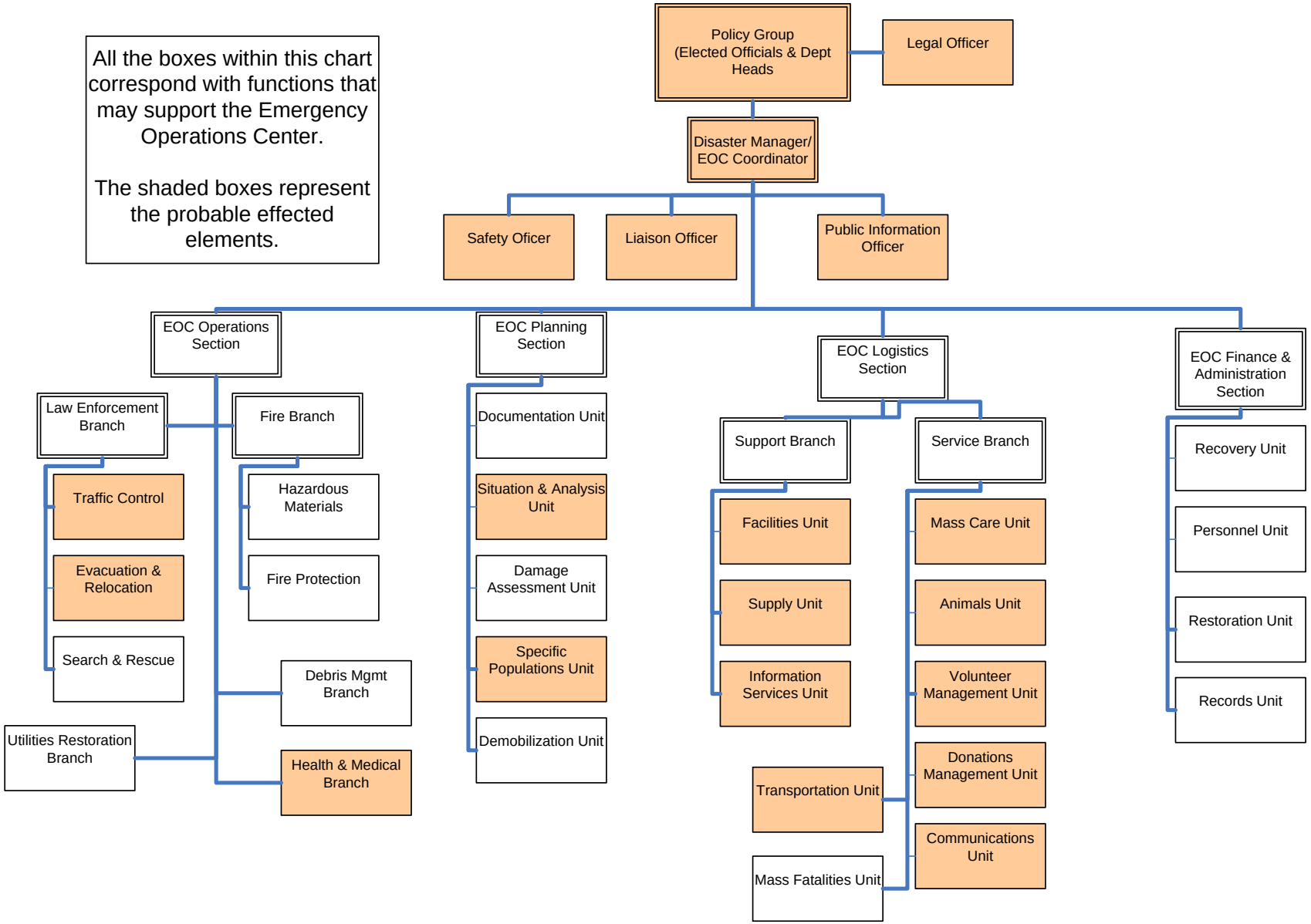
Appendix 3
Everett Neighborhood Map



Appendix 4
EOC Incident Command System Chart

All the boxes within this chart correspond with functions that may support the Emergency Operations Center.

The shaded boxes represent the probable effected elements.



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City of Everett

Comprehensive Emergency Management Plan

Annex E

Specific Needs

Everett Fire Department, Office of Emergency Management

December 31, 2014

Record of Changes

Change Number	Change entered by	Date entered

Questions, corrections or comments about this plan may be directed to the Everett Office of Emergency Management at (425) 257-8111.

TABLE OF CONTENTS

SECTIONS		Page #
I.	PURPOSE	4
II.	SITUATION AND ASSUMPTIONS	4
	Situation	4
	Assumptions	5
III.	CONCEPT OF OPERATIONS	6
	General	6
	Disaster Recovery Center	6
	Specific Needs	6
	Counseling	6
	Supporting Shelter Management	6
	Serving Post-Shelter Needs	7
IV.	ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY	7
	General	7
	Specific Areas of Responsibility	7
VI.	PREPAREDNESS	9
VII.	RESPONSE	5
VIII.	RESTORATION AND RECOVERY	6
IX.	ADMINISTRATION AND LOGISTICS	6
X.	TRAINING AND EXERCISES	10
	Training	10
	Exercises	10
XI.	ANNEX DEVELOPMENT AND MAINTENANCE	10
XII.	AUTHORITIES AND REFERENCES	10

APPENDICES

Appendix 1: Acronyms and Abbreviations	11
Appendix 2: Terms and Definitions	12
Appendix 3: EOC Organizational Chart	15
Appendix 4: Preparedness Considerations for Community Members with Specific Needs	16

I. PURPOSE

The purpose of this annex is to provide a framework for local emergency personnel working with members of the community who have special considerations. For the purposes of this annex, members of the community who may have specific needs are generally those who are deaf and hard of hearing, totally and legally blind, with cognitive, developmental, or physical disabilities, accompanied or unaccompanied minors, and those with limited English proficiency. Planning for pets and service animals is addressed in Annex J. This annex is developed with the purpose of access to emergency preparedness, response, and recovery services for the vulnerable and hardest to reach populations with traditional disaster preparations. This annex does not imply a specific response or capability.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Emergency responders and other personnel utilized in initial response may experience communication barriers while assisting community members who have specific needs.

2. Community members who have specific needs may live independently, in community based/assisted living settings, in long-term care facilities, or may be homeless.

3. Primary needs of community members with specific needs may include assistance with relocation/evacuation, transportation, sheltering and receiving warnings and public information.

4. Disabilities can be temporary, chronic, episodic, visible or invisible.

5. Some members of the community with specific needs will identify the need for assistance during emergency situations, others will not.

6. Some people may utilize service animals. Planning and accommodations for service animals is addressed in Annex J, as well as referenced in both Annex C and Annex D, of the Comprehensive Emergency Management Plan.

7. Members of the community with specific needs are generally more vulnerable during a disaster and have a responsibility to prepare for disaster.

8. The statistics below are percentages of Everett's population from the U.S. Census Bureau, 2009-2013 5-Year American Community Survey and are used for planning purposes in support of this annex.

a. Limited English proficiency (ages 14 and over): 6.4%

b. With some reported disability: 14.7%

c. Below poverty level: 17.0%

B. Assumptions

1. Community resources such as interpreters, health care personnel, and housing managers will provide assistance to members of the community and emergency response personnel who require their assistance.

2. Many community members with specific needs have support networks that will provide needed assistance for the individuals in the event of an emergency or disaster.

3. Community Emergency Response Teams (CERT) and Map Your Neighborhood programs may be able to assist members of the community requiring additional assistance, who live in their neighborhoods, in the event of an emergency or disaster.

4. Some residents, including those with specific needs, of the City of Everett have created personal emergency plans and disaster supply kits, to care for themselves in the event of an emergency or disaster.

5. Some members of the community, especially those who are homeless, may not have access to emergency warning and notification or to public information disseminated by the media.

6. Emergency response personnel may need guidance from the community and supporting social service agencies, when working with individuals with specific needs who require special assistance.

7. Many community members requiring specialized services will have access to family member support or direct care from service providers; others will not have access to their normal resources.

8. Some members of the community may have relocated or evacuated without or have been separated from durable medical supplies and specialized equipment they need (e.g., wheelchairs, walkers, service animals, listening devices, etc.).

III. CONCEPT OF OPERATIONS

A. General:

1. To provide for an effective response to a disaster situation, the Emergency Operations Center, or Special Populations Unit Leader, when activated, will coordinate the efforts of various agencies to meet individual human needs.

2. During actual or impending disaster situations requiring the relocation/evacuation and sheltering of a considerable number of people, procedures outlined in Annex C- Shelter Plan and Annex D- Relocation/Evacuation Plan will be supported by the Emergency Operations Center, responsible city departments and supporting social service agencies.

B. Disaster Recovery Center (DRC)

Upon a Presidential Disaster Declaration, the Federal Emergency Management Agency and State Military Department, Emergency Management Division will participate in the Disaster Recovery Centers for the purpose of grant applications in the Individual assistance program. This program provides grants to meet those disaster-related necessary expenses or serious needs for which assistance for other means is either unavailable or inadequate.

C. Specific Needs

Disaster victims with specific needs may require assistance to meet their necessary expenses and serious needs (food, clothing, housing, medical, and financial). Social service agencies who normally provide these services will continue to do so. When the social service system is unable to support the needs of those with specific needs, the Emergency Operations Center or Special Populations Unit Leader, when activated, will coordinate and may provide emergency support.

D. Counseling

Disaster victims and emergency workers may require emergency counseling services. This counseling may be coordinated through the Emergency Operations Center or Mass Care Unit Leader, when activated.

E. Supporting Shelter Management

The Mass Care Unit Leader, when activated and/or the Parks and Recreation Department will coordinate and assist shelter management. See Annex C Shelter Plan for further details.

F. Serving Post-Shelter Needs

1. As soon as possible and upon restoration of the social service network, the Emergency Operations Center or Special Populations Unit Leader, when activated, will coordinate with the Long Term Recovery Organizations (LTRO) to support remaining unmet needs.

2. Efforts will be made to reunite families and expand counseling and other social services.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. General

1. See EOC organizational chart at Appendix 3.

2. Keep accurate records of expenditures in support of this Annex for possible reimbursement or auditing requirements

B. Specific areas of responsibility:

1. Mayor, Designee, Disaster Policy Group

a. Establish response and recovery priorities

b. Declare state of emergency

c. Provide necessary guidance and leadership

2. Disaster Manager/EOC Coordinator

a. Determine specific needs requirements

b. Develop public messaging

c. Coordinate with the Public Information Director for the development of public information announcements considering the unique requirements of community members with specific needs

d. Ensure continued coordination through the specific needs management period

e. Assign the tasks of coordinating disaster assistance volunteers, as required

f. Develop procedures for recruiting, registering and utilizing spontaneous volunteers (see Volunteer Management Annex)

g. Provide a liaison between the EOC and volunteer agencies

h. Establish a Special Populations Unit Leader, as required

i. Request outside assistance (County, State, Federal), when required

j. Demobilize activities established under this ANNEX as soon as possible

3. Special Populations Unit Leader

a. Determine staffing requirements

b. Coordinate with public, private, faith-based and non-profit groups to determine the initial needs of community members with specific needs

c. Work with the Planning Section to address community members with specific needs requirements

d. Provide guidance to the Disaster Manager/EOC Coordinator and Mayor to outline emergency response and recovery services for the vulnerable and hardest to reach populations

e. Coordinate with the Mass Care Unit Leader (sheltering), when activated

f. Coordinate with Snohomish Health Department for public health and medical requirements of community members with specific needs

g. Coordinate with supporting departments

4. Public Information Officer/Director

Provide official information and instructions to the community utilizing all available means directed at community members with specific needs, including but not limited to, websites, interpreted messages for radio, TV, closed captioned messages, large print materials, brail, etc.

5. Transportation Services

a. Coordinate with the Special Populations and Mass Care Unit Leaders, when activated, or the Disaster Manager/EOC Coordinator

b. Transport community members with specific needs and their service animals to care facilities or established shelters

c. Transport community members with specific needs and their specialized medical supplies (wheelchairs, walkers, oxygen and other equipment and supplies) to care facilities or established shelters

V. PREPAREDNESS

It is vitally important for community members with specific needs, their care givers and family members to prepare for emergencies and disasters. Generally, the same public preparedness messages apply but may require additional focus on the specific need. Appendix 5 outlines additional steps necessary for some community members with specific needs. The role of the general population is to be prepared for any disaster and if the disaster occurs, to follow the direction provided and aid their families and neighbors, especially those community members with specific needs.

VI. RESPONSE

Response agency roles and responsibilities are outlined in this annex. Coordination of services to community members with specific needs is a critical response activity and will normally be a responsibility of the EOC. Social Service, volunteer and private sector assistance may be required and will be integrated in the training and exercise of this annex.

VII. RESTORATION AND RECOVERY

A. Restoration

Service restoration in the disaster area is required before the unmet needs of the citizens can be reduced and eliminated.

B. Recovery

Recovery occurs when citizens no longer have unmet needs caused by the disaster.

VIII. ADMINISTRATION AND LOGISTICS

See the Basic Comprehensive Emergency Management Plan for details.

IX. TRAINING AND EXERCISES

This Annex is considered a working document that will evolve in response to ever-changing conditions. Ongoing exercises, training, evaluation and maintenance of this Annex will ensure new conditions and changes in the City can be addressed. A training and exercise program is vital to ensuring overall readiness and preparedness. Training prepares personnel for their roles and responsibilities. Exercises test capabilities, resources and relationships of responding departments and agencies.

A. Training

All City staff should receive awareness training on the policies and procedures identified in this Annex. Public, private, faith-based and non-profit organizations will be integrated in the training plan for this Annex. Training will be conducted on this Annex consistent with the Basic Comprehensive Emergency Management Plan.

B. Exercises

Conducting regular exercises will help identify areas of the Annex that require revision, enhancement, or additional detail. Exercises also help identify additional training or equipment necessary to improve the capabilities of responding personnel to implement donations management efforts. Exercises will be conducted on this Annex consistent with the Basic Comprehensive Emergency Management Plan.

X. ANNEX DEVELOPMENT AND MAINTENANCE

The City of Everett Office of Emergency Management will be responsible for updating this Annex. Lessons learned from exercises, actual events and agency roles and responsibilities will be used to modify this Annex.

XI. AUTHORITIES AND REFERENCES

Any specific needs plan must be developed and maintained pursuant to relevant local, county, state and federal statutes and regulations. Every effort has been made to ensure this plan is compatible with the Federal Emergency Management Agency (FEMA) guidance (CPG 301 and Post Katrina Emergency Management Reform Act) and the Revised Code of Washington, Chapter 38.52. See the City of Everett Basic Comprehensive Emergency Management Plan for detail.

Appendix 1

Acronyms and Abbreviations

CEMP	Comprehensive Emergency Management Plan
DPG	Disaster Policy Group
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
HAZMAT	Hazardous Material(s)
JIC	Joint Information Center
JIS	Joint Information System
LTRO	Long Term Recovery Organizations
NIMS	National Incident Management System
NPG	National Preparedness Guideline
NRF	National Response Framework

Appendix 2

Terms and Definitions

Annex: Annexes to this basic plan can stand alone, however, are guided by the focus of the basic plan.

Appendix (Appendices): Appendices supplement the basic plan to organize specific topics for ease of use.

Comprehensive Emergency Management Plan (CEMP): Official document establishing the philosophy and strategic direction for City Emergency Management actions in an emergency or major disaster.

Disaster: An occurrence of a natural catastrophe, technological accident, or human-caused event that has resulted in severe property damage, deaths, and/or multiple injuries. As used in this plan, a "major disaster" is one that exceeds the response capability of the Local jurisdiction and requires County, State, and potentially Federal, involvement. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Disaster Policy Group: A group established to provide consultation to the Mayor in forming executive policy decision strategies related to the emergency or major disaster.

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

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

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

Incident Command: Entity responsible for overall management of the incident. Consists of the Incident Commander, either single or unified command, and any assigned supporting staff. (Source: National Response Framework)

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

Joint Information Center (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Joint Information System (JIS): Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The JIS provides a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander (IC); advising the IC about public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Long Term Recovery Organizations (LTRO): When individuals with disaster damage have exhausted all available FEMA/state assistance and still have serious unmet needs, are referred to an LTRO. The Federal Emergency Management Agency (FEMA) brings to every major disaster a team of people who specialize in helping form LTROs. In Washington, FEMA's Voluntary Agency Liaison group works with Washington Voluntary Organizations Active in Disasters (WA-VOAD) to assess needs, forge connections with outside agencies, meet with many local groups and organizations, and provide guidance as needed. LTROs combine the resources of voluntary groups. Typically, they are comprised of social voluntary and faith-based organizations. The organizations that participate in an LTRO expand their opportunities to assist residents affected by the disaster. By coordinating their efforts, they make the best use of each member's services and resources, while allowing them to share information and thus avoid duplication of benefits.

National Incident Management System (NIMS): Provides a systematic, proactive approach that guides government agencies at all levels, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

National Response Framework: A guide to how the nation conducts all-hazards incident management. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Preparedness: Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities. Preparedness is the process of identifying the personnel, training, and equipment needed for a wide range of potential incidents, and developing jurisdiction-specific plans for delivering capabilities when needed for an incident. (Source: National Response Framework)

Recovery: The economic focused long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstituting these systems to a new condition that is less vulnerable. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Response: Activities that occur during and immediately following an emergency or major disaster providing immediate emergency assistance designed to reduce the impact to people, environment, economy and property.

Restoration: The service focused short and long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning City services to a normal status or to reconstituting these services to a new condition.

Specific Needs: Generally those who are deaf and hard of hearing, totally and legally blind, with cognitive, developmental, or physical disabilities, and those with limited English proficiency

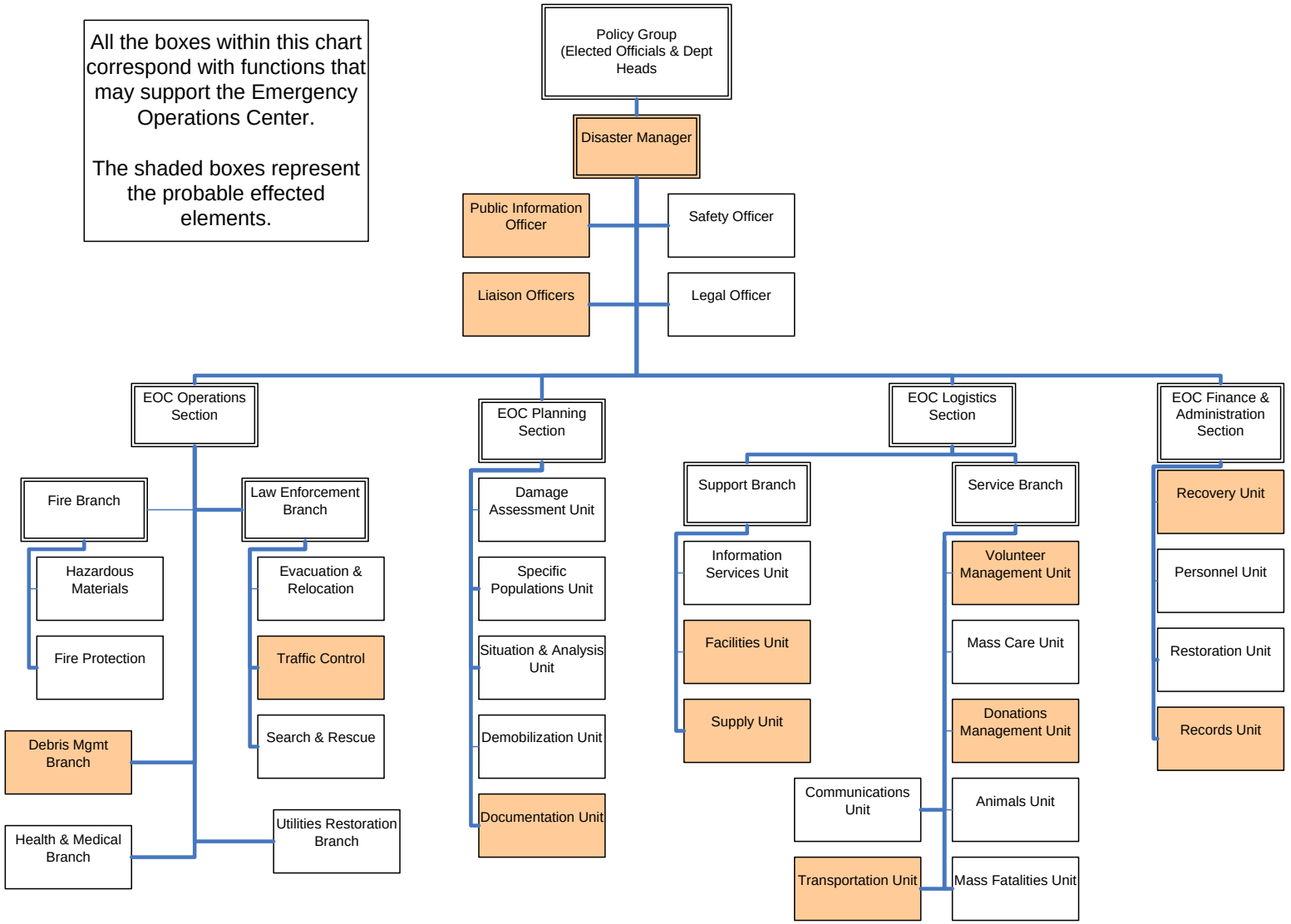
Unmet Needs: Following a disaster an unmet need of a citizen could be anything from basic life support (food, water, shelter, clothing, etc.) or assistance necessary to recover from a disaster (volunteer services, home repairs, financial support, etc.).

Appendix 3

EOC Organizational Chart

All the boxes within this chart correspond with functions that may support the Emergency Operations Center.

The shaded boxes represent the probable effected elements.



Appendix 4

Preparedness Considerations for Individuals with Specific Needs

Emergency Preparedness for People with Disabilities and Specific Needs

While each person's abilities and needs are unique, every individual can take steps to prepare for all kinds of emergencies. By evaluating your own personal needs and making an emergency plan that fits those needs, you and your loved ones can be better prepared. Consider how an emergency might affect your individual needs. Plan to make it on your own for at least three days. It's possible that you will not have access to a medical facility or even a drugstore. It's crucial that you and your family think about what kind of resources you use on a daily basis and what you might do if those resources are limited or not available.

If you or someone close to you has a disability or a specific need, you may have to take additional steps to protect yourself and your family in an emergency.

Disability/Specific Need	Additional Steps
Visually impaired	May be extremely reluctant to leave familiar surroundings when the request for evacuation comes from a stranger. A guide dog could become confused or disoriented in a disaster. People who are blind or partially sighted may have to depend on others to lead them, as well as their dog, to safety during a disaster.
Hearing impaired	May need to make special arrangements to receive warnings.
Mobility impaired	May need special assistance to get to a shelter.
Minors (accompanied or unaccompanied)	May need special assistance to get to a shelter or reunify with family members.
Single working parent	May need help to plan for disasters and emergencies.
Non-English speaking persons	May need assistance planning for and responding to emergencies. Community and cultural groups may be able to help keep people informed.
People without vehicles	May need to make arrangements for transportation.
People with special dietary needs	Should take special precautions to have an adequate emergency food supply.

People with medical conditions	Should know the location and availability of more than one facility if dependent on a dialysis machine or other life-sustaining equipment or treatment.
People with intellectual disabilities	May need help responding to emergencies and getting to a shelter.
People with dementia	Should be registered in the Alzheimer's Association Safe Return Program

Emergency Supplies

The basic emergency supply kit is described on the Ready.gov website. In addition to the basics that everyone needs please consider the following information.

- If you take medicine or use a medical treatment on a daily basis, be sure you have what you need on hand to make it on your own for at least a week. Keep a copy of your prescriptions as well as dosage or treatment information. If it's not possible to have a week's supply of medicines and supplies, keep as much as possible on hand and talk to your pharmacist or doctor about what else you should do to prepare.

- If you undergo routine treatments administered by a clinic or hospital or if you receive regular services such as home health care, treatment or transportation, talk to your service provider about their emergency plans.

- If you use medical equipment that requires electricity to operate, talk to your health care provider about a backup plan or alternatives during a power outage.

- If you use eyeglasses, hearing aids and hearing aid batteries, wheelchair batteries, or oxygen, be sure you always have extras in your home.

- Keep medical insurance information readily available.

- If you have a service animal, be sure to include food, water, and collar with ID tag.

- If you have information related to operating equipment or life-saving devices that you rely on, include those in your emergency kit as well, and also make sure that a trusted friend or family member has copies of these documents. Include names and numbers of everyone in your personal support network, as well as your medical providers.

- If you have a communication disability, make sure your emergency information list notes the best way to communicate with you.

Make a Plan

The reality of a disaster situation is that you will likely not have access to everyday conveniences. To plan in advance, think through the details of your everyday life. If there are people who assist you on a daily basis, list who they are and how you will contact them in an emergency. Create your own personal support network by identifying others who will help you in an emergency. Think about what modes of transportation you use and what alternative modes could serve as back-ups. If you require handicap accessible transportation be sure your alternatives are also accessible. If you have tools or aids specific to your disability, plan how you would cope without them. For example, if you use a communication device, mobility aid, or rely on a service animal, what will you do if these are not available? If you are dependent on life-sustaining equipment or treatment such as a dialysis machine, find out the location and availability of more than one facility. For every aspect of your daily routine, plan an alternative procedure. Make a plan and write it down. Keep a copy of your plan in your emergency supply kits and a list of important information and contacts in your wallet. Share your plan with your family, friends, care providers and others in your personal support network.

Create a Personal Support Network

If you anticipate needing assistance during a disaster, make a list of family, friends and others who will be part of your plan. Talk to these people and ask them to be part of your support network. Share each aspect of your emergency plan with everyone in your group, including a friend or relative in another area who would not be impacted by the same emergency who can help if necessary. Make sure everyone knows how you plan to evacuate your home, school or workplace and where you will go in case of a disaster. Make sure that someone in your personal support network has an extra key to your home and knows where you keep your emergency supplies. Teach them how to use any lifesaving equipment or administer medicine in case of an emergency. If you use a wheelchair, oxygen or other medical equipment show friends how to use these devices so they can move you if necessary or help you evacuate. Practice your plan with those who have agreed to be part of your personal support network.

Inform your employer and co-workers about your disability and let them know specifically what assistance you will need in an emergency. This is particularly important if you need to be lifted or carried. Talk about communication difficulties, physical limitations, equipment instructions and medication procedures. If you are hearing impaired, discuss the best ways to alert you in an emergency. If you have a cognitive disability, be sure to work with your employer to determine how to best notify you of an emergency and what instruction methods are easiest for you to follow. Always participate in exercises, trainings and emergency drills offered by your employer.

Develop a Family Communications Plan

Your family may not be together when disaster strikes, so plan how you will contact one another and review what you will do in different situations. Consider a plan where each

family member calls or e-mails the same friend or relative in the event of an emergency. It may be easier to make a long-distance phone call than to call across town, so an out-of-town contact, not in the impacted area, may be in a better position to communicate among separated family members. You may have trouble getting through, or the phone system may be down altogether, but be patient.

Deciding to Stay or Go

Depending on your circumstances and the nature of the emergency, the first important decision is whether you stay or go. You should understand and plan for both possibilities. Use common sense and available information to determine if there is immediate danger. In any emergency, local authorities may or may not immediately be able to provide information on what is happening and what you should do. However, you should monitor television or radio news reports for information or official instructions as they become available. If you're specifically told to evacuate or seek medical treatment, do so immediately. If you require additional travel time or need transportation assistance, make these arrangements in advance.

Consider Your Service Animal or Pets

Whether you decide to stay put in an emergency or evacuate to a safer location, you will need to make plans in advance for your service animal and pets. Keep in mind that what's best for you is typically what's best for your animals. If you must evacuate, take your pets with you, if possible. However, if you are going to a public shelter, it is important to understand that the law requires only service animals be allowed inside. Plan in advance for shelter alternatives that will work for both you and your animals; consider loved ones or friends outside of your immediate area, pet-friendly shelters and veterinarians who would be willing to take in you and your pets in an emergency. For more information about pet preparedness, visit www.ready.gov.

Staying Put

Whether you are at home or elsewhere, there may be situations when it's simply best to stay where you are and avoid any uncertainty outside. Consider what you can do to safely shelter-in-place alone or with friends, family or neighbors. Also consider how a shelter designated for the public would meet your needs. There could be times when you will need to stay put and create a barrier between yourself and potentially contaminated air outside. This process is known as "sealing the room." Use available information to assess the situation. If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated, you may want to take this kind of action.

Evacuation/Relocation

There may be conditions in which you will decide to get away or there may be situations when you may be ordered to leave. Plan how you will get away and anticipate where

you will go. Choose several destinations in different directions so you have options in an emergency. Ask about evacuation plans at the places where you spend time including work, school, community organizations and other places you frequent. If you typically rely on elevators, have a back-up plan in case they are not working.

Fire Safety

Plan two ways out of every room in case of fire. Check for items such as bookcases, hanging pictures, or overhead lights that could fall and block an escape path. Check hallways, stairwells, doorways, windows and other areas for hazards that may keep you from safely leaving a building during an emergency. Secure or remove furniture and objects that may block your path. If there are aspects of preparing your home or workplace that you are not able to do yourself, enlist the help of your personal support network.

Check for hazards in the home

During and right after a disaster, ordinary items in the home can cause injury or damage. Anything that can move, fall, break or cause fire is a home hazard. Check for items such as bookcases, hanging pictures, or overhead lights that could fall in an earthquake or a flood and block an escape path.

What to Expect from a Specific Needs Shelter:

The City of Everett may coordinate for staffing of a shelter for persons with disabilities or specific needs that may include nurses and other medical personnel. Oxygen may be available, but air heating and cooling may be limited. Specific public notices will be provided when a specific needs shelter is in operation.

Before going to a shelter, arrange to bring at least a two-week supply of any medications you need along with any needed portable equipment. If you have special diet requirements, be sure to pack your own special nonperishable snacks. For your own comfort, you may consider bringing items such as bedding, sheets, pillows and blankets. Cots are available on a limited basis and are not guaranteed.

Specific needs shelters generally do not have hospital beds and cannot assist those with acute medical problems.

City of Everett

Comprehensive Emergency Management Plan

Annex F

Emergency Operations Center and OEM Duty Officer Framework

Everett Fire Department, Office of Emergency Management

December 31, 2014

Record of Changes

Change Number	Change entered by	Date entered

Questions, corrections or comments about this plan may be directed to the Everett Office of Emergency Management at (425) 257-8111.

TABLE OF CONTENTS

SECTIONS		PAGE #
I. PURPOSE		4
II. SITUATION AND ASSUMPTIONS		5
	Situation	5
	Assumptions	5
III. CONCEPT OF OPERATIONS		6
	General	6
	Communications	6
	Incident Alert and Warning	7
IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY		7
X. TRAINING AND EXERCISES		10
	Training	10
	Exercises	10
XI. ANNEX DEVELOPMENT AND MAINTENANCE		11
XII. AUTHORITIES AND REFERENCES		11
APPENDICIES		
	Appendix 1: Acronyms and Abbreviations	12
	Appendix 2: Terms and Definitions	13
	Appendix 3: EOC Organizational Chart	16
	Appendix 4: Non-Duty Officer EOC Setup Procedure	17

I. PURPOSE

The framework provided in this annex provides for consistent Emergency Management coverage to meet the requirements of the Comprehensive Emergency Management Plan, initial response for rapid activation of the Emergency Operations Center, staffing continuity and identified chain of command. This Annex also provides general information regarding personnel assigned the role of the Office of Emergency Management Duty Officer position.

II. SCOPE

This annex includes procedures for incidents requiring Emergency Management coordination, and determining which incidents will require activation of the EOC. Life safety or imminent danger situations, as always, are to be directed through 9-1-1.

The scope of this annex includes, but is not limited to, actual or impending incidents such as the following:

- Natural disasters (i.e. earthquake, flood, fire, winter storm, etc.)
- Hazard materials incidents
- Public Works incidents (i.e. broken sewer lines)
- Chemical, biological, radiological, nuclear or explosion event (terrorism)
- Aircraft, rail, marine or other mass transit incidents
- Search and rescue assistance (i.e. missing persons)
- Law Enforcement incidents (i.e. bomb threats, hostages, civil disturbances)
- Any incident where coordination is needed from or for one or more local or county jurisdiction/agency

This annex provides specific guidance on the authorities, responsibilities and expectations of the Duty Officer. The OEM Duty Officer is a single point of contact for both city departments and external agencies to access emergency management coordination and resources when local-level assistance or notification is required. The OEM Duty Officer is the primary person that will assess what affected agencies, organizations and/or the public will require incident notification, and will make those appropriate notifications. The OEM Duty Officer will determine if the Emergency Operations Center (EOC) should be activated and to what level. The OEM Duty Officer will also serve as the OEM liaison with other agencies and departments during an incident.

III. SITUATION AND ASSUMPTIONS

A. Situation

1. In a disaster or major emergency, the City must have means to coordinate operations and manage disaster activities by operation of an Emergency Operations Center (EOC).

2. The designated OEM Duty Officer has authority to act on behalf of the Everett Office of Emergency Management on those matters requiring prompt attention or when no other OEM staff are immediately available. This may include the activation of the Emergency Operations Center and the implementation of standing orders and Emergency Action Checklists. The OEM Duty Officer is the initial point of contact for emergency management activities. The OEM Duty Officer will act as the EOC Coordinator until relieved, if necessary, through mutual agreement by trained Emergency Management staff.

3. The Emergency Operations Center (EOC) and/or the Incident/Unified Commander will need to relay information to the public in a unified and controlled manner. Under normal circumstances, these forms of communication would be generated by the Public Information Officer at the EOC, when activated.

B. Assumptions

1. The actions of the OEM Duty Officer will be governed by standing orders and supported by Emergency Management staff when available. Any expedient action taken by an OEM Duty Officer is considered interim and temporary based on the best information available at the time.

2. It is not feasible to foresee all possible scenarios that may be encountered by an OEM Duty Officer. This procedure visualizes that the designated OEM Duty Officer will take those reasonable steps to make contact with the Director of OEM or other authority when solutions are not evident. For events not covered by previous guidance, and when there is a threat to life or property, the OEM Duty Officer is authorized to act as appropriate to the mission of the department.

3. Nothing in this procedure is intended to limit, prevent, or unreasonably delay the timely and prudent action on the part of an OEM Duty Officer acting on behalf of the Everett Office of Emergency Management. Reasonable action will be focused on the needs of the agencies and the public we serve.

III. CONCEPT OF OPERATIONS

A. General

1. The EOC will be operational within one hour of the first person responding in support of an emergency or disaster.

2. OEM Duty Officers are required to carry City cell phones for notification. Duty Officers should ensure that City cell phones are fully charged and "ON" at all times. OEM Duty Officers are asked to provide all means of contact to OEM for a confidential contact list that is exclusive to only the Duty Officers, OEM, and SnoPac.

3. All OEM Duty Officers will be expected to stand up and operate the EOC when necessary. Furthermore, when the EOC is activated and regardless of whether direct notification is received, it is expected that all OEM Duty Officers will respond, either by a) making contact with the on-duty OEM Duty Officer or the OEM Director if possible, or b) self-deploying to the EOC if communications are unavailable.

B. Communications

The EOC must be capable of providing rapid and reliable means of communication to support emergency operations under all situations. The EOC must:

1. Provide direction and control information in support of emergency operations.

2. Provide necessary emergency information to the public at risk, which generates an automatic, informed and effective public response, based on the public emergency preparedness education program. This will normally be through the Emergency Alert System (EAS), public media, MyStateUSA, and other public notification systems.

3. Coordinate communications among agencies in support of response, restoration and recovery. Communications with outside agencies will normally be by telephone, public safety radio, amateur radio, e-mail and/or MyStateUSA communications (e-mail, text, text-to-voice).

4. Volunteer amateur radio operations will be used to fill the void in those areas not covered by public safety radios, such as mass care shelters, Joint Information Center, reception centers, central resource receiving and distribution points, etc.

5. When normal communications methods are ineffective or not available, use of messengers or runners will be used.

6. During small-scale emergency situations, the EOC may not be activated. The roles described above may be accomplished by the Incident Command Post.

C. Incident Warning/Alert

Warnings / alerts may be received from any source and by any means. The most likely sources and means are:

1) State Emergency Operations Center (SEOC) Alert and Warning Center
2) Snohomish County Department of Emergency Management (DEM)
3) SnoPac
4) On-the-scene personnel (Police, Fire, Public Works)
5) MyStateUSA notification system
6) OEM Director/staff
7) Weather Service
8) State Highway Patrol
9) News Media

Common examples of these include:

- The State Emergency Operations Center (SEOC) Alert and Warning Center calls the OEM Duty Officer to report a hazardous materials spill in Everett, generally minor and often not needing action other than assuring appropriate contacts have been notified.
- Public Works Dispatch Center calls the OEM Duty Officer to notify him/her of a broken water line pipe which requires “boil water” notification to several thousand residents.
- Winter storm causes city-wide power outages, downed trees and power lines, transportation blockages and school closures; requires multi-department coordination.
- Record amounts of rainfall and predicted high tides alert the OEM Duty Officer to the potential for flooding.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Upon receipt of a confirmed/valid warning message or being made aware of an incident, emergency, or impending event that requires Emergency Management coordination and involvement, the OEM Duty Officer will:

1) Gather as much information about the event as possible and determine the level of OEM’s coordination.

2) Begin recording all information in the Incident Log (i.e., log in date, time, person calling and nature of the call).

3) Establish and maintain communications with the on-scene Incident Commander or other responsible party on-scene, if there is one. Communication is critical to determining if and when external assistance is, or will be, required, and if and when to activate the EOC.

4) Coordinate resources and logistics as required and necessary to assist the on-scene operations. This includes contacting City departments and/or external agencies that can provide assistance and/or services.

B. Activating the EOC will be determined by the requirements of the emergency. Generally, the EOC should be activated when:
   - The scene requires multi-department coordination or extraordinary coordination needs
   - Resources beyond local capabilities are required
   - The emergency may be of long duration
   - Major policy decisions may be needed
   - A local or state emergency is declared
   - Activation of an EOC will be advantageous to the successful coordination of the incident

C. If available and possible, the OEM Duty Officer should discuss EOC activation with other OEM staff, the on-scene Incident Commander, incident-related Department Directors, and/or City Administration. If none of those are available, the OEM Duty Officer should take steps to activate the EOC based on his/her own independent judgment. Once the decision has been made to activate the EOC, it is expected that the EOC will be operational within one hour.

D. The activation process should be communicated to the OEM staff, alternate OEM Duty Officers, and all internal Emergency Management Liaisons. This announcement may be accomplished using any combination of telephone, email, or MyStateUSA messaging system.

E. Requested staff comprising of the OEM staff, alternate OEM Duty Officers, and selected (depending upon the incident size and scope) City department staff will report to the EOC for an initial briefing on the incident by the OEM Duty Officer. It is expected that all Emergency Management staff and OEM Duty Officers will respond, either by 1) making contact with the on-duty OEM Duty Officer or the OEM Director if possible or 2) self-deploying to the EOC if communications are unavailable.

F. At the discretion of the OEM Duty Officer, the EOC may initially be staffed partially or fully to meet the demands of the incident. The level of activation and the associated staffing and organizational development of the EOC will depend on a) the nature, scope and expected duration of the emergency and b) the functions needed to support EOC activities.

G. As outlined in Everett's CEMP, there are four phases/ levels of EOC activation:

Phased Emergency Management Operational Approach			
Phase	Description	Location	Who responds
I	Routine Operations: Incidents are managed by city departments (incident commanders). Emergency Management staff monitor and provide assistance as needed.	OEM Office	OEM Staff
II	Enhanced Operations: Incident could grow beyond the capability of the Emergency Management staff to manage. Public Information Officer notified.	OEM Office or EOC	OEM Staff, select department liaisons or staff, Public Information Officer
III	Full Operation: An incident's size and complexity requires agencies and organization to support expanded operations. The number of responding agencies and organizations will vary by incident. Notification will be by MyStateUSA or alternate means.	EOC and possibly department operations centers	OEM Staff, notified department directors, liaisons, administration and public information.
IV	Catastrophic Operations: A major catastrophic event has occurred that exceeds the capability of city response. Notification will be by MyStateUSA or alternate means.	EOC and department operations centers	EM Staff, elected officials, department directors and necessary support personnel to staff the EOC for multiple days

H. In the absence of the OEM Director, the OEM Duty Officer may choose to assign an EOC Coordinator. Further selection of person(s) to support the operation and shift assignments will then be determined by the EOC Coordinator. Assessing the response of staff and developing staffing plans is one of the primary tasks of the EOC Coordinator during the early stages of EOC activation.

I. Once the EOC Coordinator has been assigned, the on-duty OEM Duty Officer's management role is transferred to the EOC Coordinator. The OEM Duty Officer can then be re-assigned to another position within the EOC, or relieved of duty, depending upon circumstances and as agreed upon with the EOC Coordinator.

IX. TRAINING AND EXERCISES

This Annex is considered a working document that will evolve in response to ever-changing conditions. Ongoing exercises, training, evaluation and maintenance of this Annex will ensure new conditions and changes in the City can be addressed. A training and exercise program is vital to ensuring overall readiness and preparedness. Training prepares personnel for their roles and responsibilities. Exercises test capabilities, resources and relationships of responding departments and agencies.

A. Training

1. All City EOC support staff should receive awareness training on the policies and procedures identified in this Annex. Training will be conducted on this Annex consistent with the Basic Comprehensive Emergency Management Plan.

2. It is the expected that all OEM Duty Officers are knowledgeable and familiar with the following (instruction and trainings will be provided by OEM):

    1) Duty Officer Standard Operating Procedures
    2) EOC Standard Operating Procedures, including alternative EOC Communications
    3) MyStateUSA notification system
    4) OEM/EOC phone number lists
    5) City of Everett Comprehensive Emergency Management Plan (CEMP)

3. The OEM Duty Officer is expected to complete the following NIMS/ICS trainings available as indicated either in classroom format or online at http://training.fema.gov/IS/crslist.asp:

    1) ICS 100 – Introduction to Incident Command System (online)
    2) ICS 200 – ICS for Single Resources and Initial Action Incidents (online)
    3) ICS 300 – Intermediate Incident Command System for Expanding Incidents (classroom)
    4) ICS 400 – Advanced ICS for Command and General Staff (classroom)
    5) ICS 700.a – National Incident Management System (NIMS), An Introduction (online)
    6) ICS 775 – EOC Management and Operations (online)
    7) ICS 800.b – National Response Framework, An Introduction (online)

B. Exercises

Conducting regular exercises will help identify areas of the Annex that require revision, enhancement, or additional detail. Exercises also help identify

additional training or equipment necessary to improve the capabilities of responding personnel to implement alert and warning, public information and emergency communications efforts. Exercises will be conducted on this Annex consistent with the Basic Comprehensive Emergency Management Plan.

X. ANNEX DEVELOPMENT AND MAINTENANCE

The City of Everett Office of Emergency Management will be responsible for updating this Annex. Lessons learned from exercises, actual events and agency roles and responsibilities will be used to modify this Annex.

XI. AUTHORITIES AND REFERENCES

Any emergency operations center must be developed and maintained pursuant to relevant local, county, state and federal statutes and regulations. Every effort has been made to ensure this plan is compatible with the Federal Emergency Management Agency (FEMA) guidance and the Revised Code of Washington, Chapter 38.52. See the City of Everett Basic Comprehensive Emergency Management Plan for detail.

Appendix 1

Acronyms and Abbreviations

CEMP	Comprehensive Emergency Management Plan
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
ICS	Incident Command System
JIC	Joint Information Center
JIS	Joint Information System
OEM	(Everett) Office of Emergency Management

Appendix 2

Terms and Definitions

Annex: Annexes to this basic plan can stand alone, however, are guided by the focus of the basic plan.

Appendix (Appendices): Appendices supplement the basic plan to organize specific topics for ease of use.

Available Duty: Available is defined as able to respond to local incidents at any time (24/7) during the scheduled duty; coordinating response to incidents that can be managed without activating the Everett EOC; and activating the EOC when necessary. It is recommended that OEM Duty Officers strive to remain within areas with cell phone service while on Scheduled Duty. An alternate may be used when the assigned OEM Duty Officer is temporarily unavailable for duty during the scheduled duty period.

Comprehensive Emergency Management Plan (CEMP): Official document establishing the philosophy and strategic direction for City Emergency Management actions in an emergency or major disaster.

Disaster: An occurrence of a natural catastrophe, technological accident, or human-caused event that has resulted in severe property damage, deaths, and/or multiple injuries. As used in this plan, a "major disaster" is one that exceeds the response capability of the Local jurisdiction and requires County, State, and potentially Federal, involvement. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

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

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

Incident: An occurrence or event, natural or manmade that requires a response to protect life or property. Incidents can, for example, include major disasters,

emergencies, terrorist attacks, terrorist threats, civil unrest, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response. (Source: National Response Framework)

Incident Command: Entity responsible for overall management of the incident. Consists of the Incident Commander, either single or unified command, and any assigned supporting staff. (Source: National Response Framework)

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

Joint Information Center (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Joint Information System (JIS): Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The JIS provides a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander (IC); advising the IC about public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

OEM Duty Officer: The OEM Duty Officer is a designated representative of the City authorized to act as a point of contact for the Everett Office of Emergency Management (OEM). This system provides unbroken representation of the department for those incidents that occur unexpectedly during off hours.

Preparedness: Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities.

Preparedness is the process of identifying the personnel, training, and equipment needed for a wide range of potential incidents, and developing jurisdiction-specific plans for delivering capabilities when needed for an incident. (Source: National Response Framework)

Recovery: The economic focused long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstituting these systems to a new condition that is less vulnerable. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

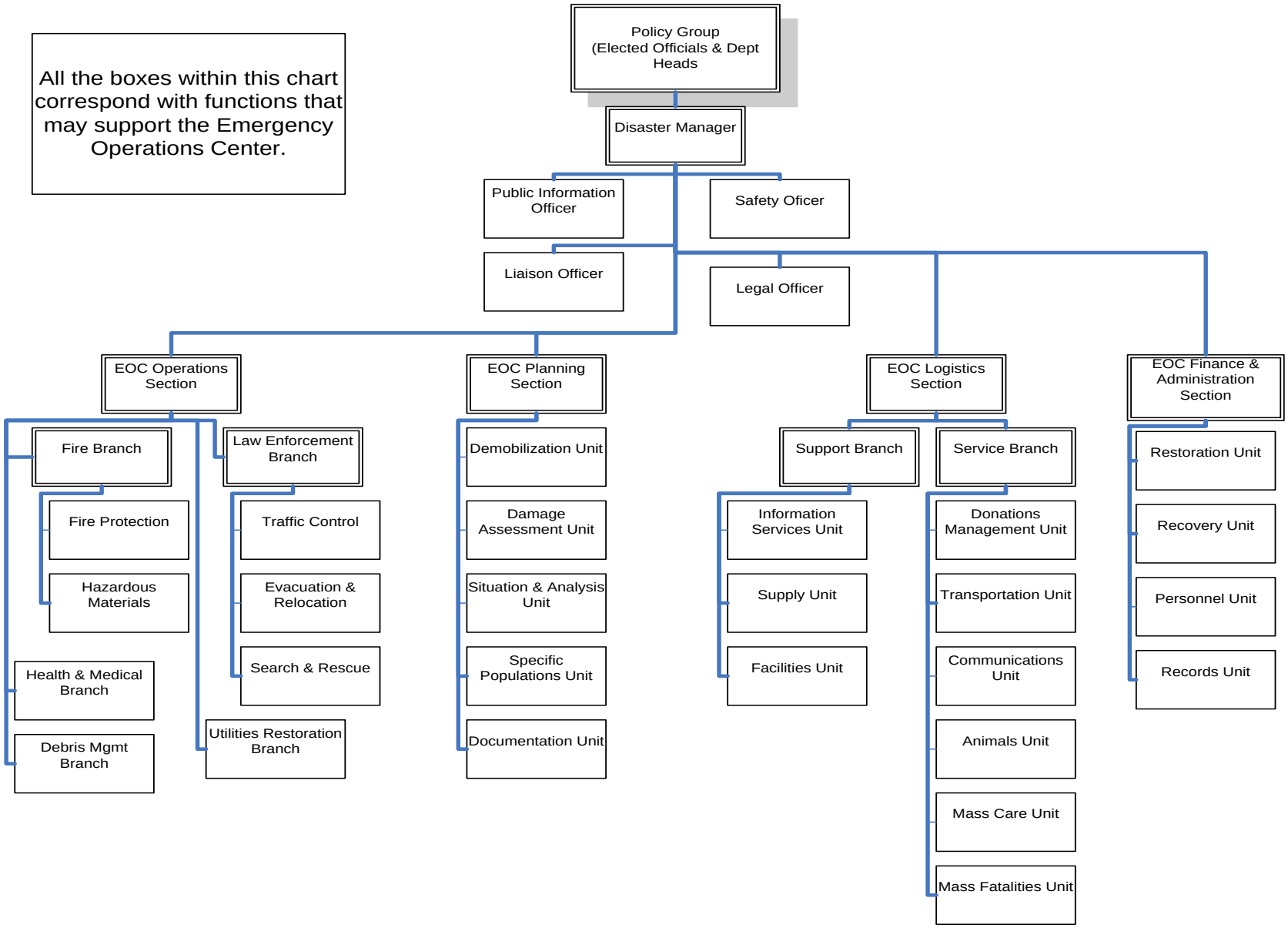
Response: Activities that occur during and immediately following an emergency or major disaster providing immediate emergency assistance designed to reduce the impact to people, environment, economy and property.

Restoration: The service focused short and long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning City services to a normal status or to reconstituting these services to a new condition.

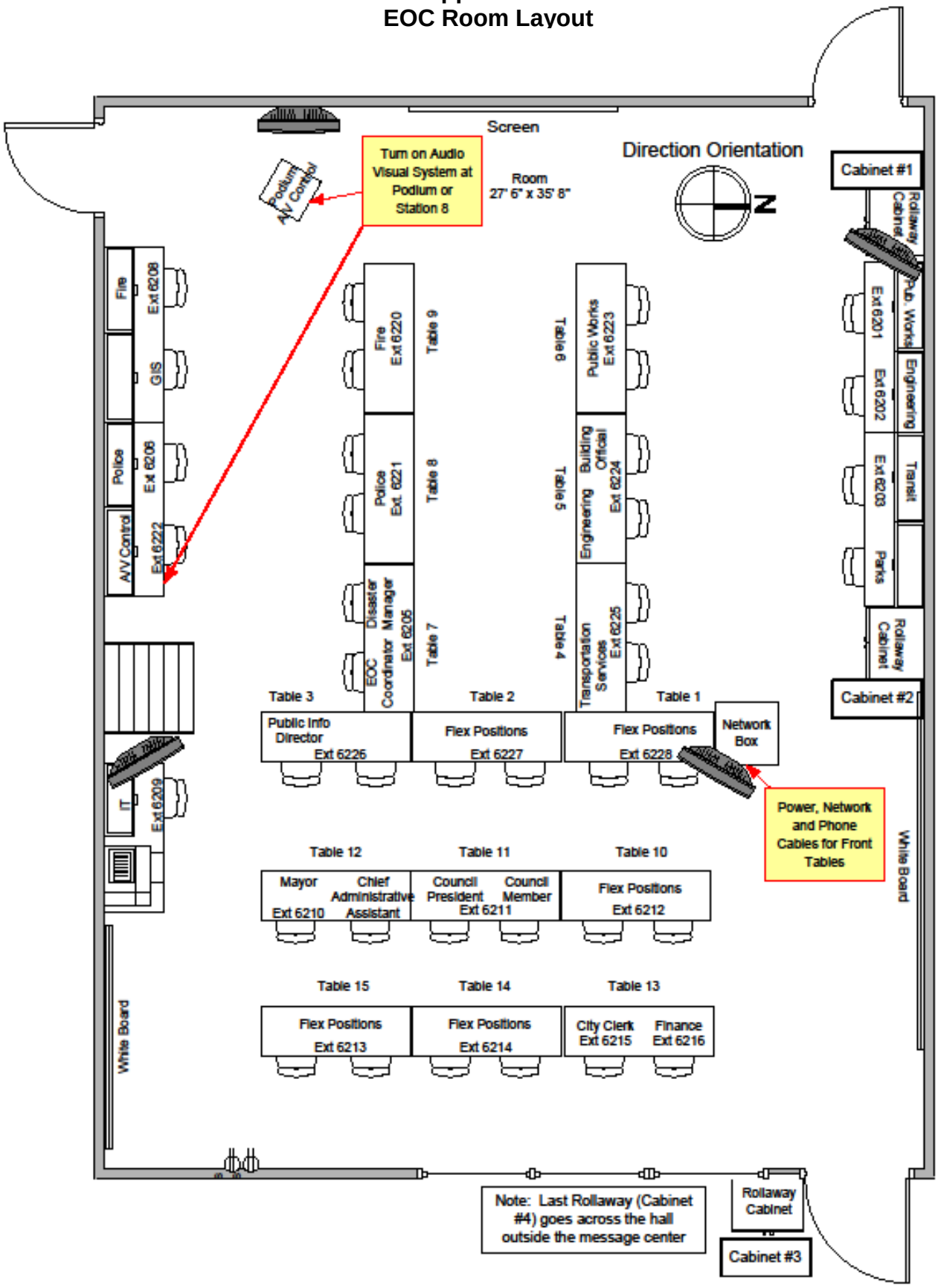
Scheduled Duty: Scheduled duty means the period of time agreed upon by participating personnel and assigned by the Everett Office of Emergency Management. The assigned OEM Duty Officer will remain available to act according to these procedures during the scheduled duty period.

Appendix 3
EOC Organizational Chart

All the boxes within this chart correspond with functions that may support the Emergency Operations Center.



Appendix 4
EOC Room Layout



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City of Everett

Comprehensive Emergency Management Plan

Annex G
Emergency Communications

Everett Fire Department, Office of Emergency Management

December 31, 2014

Record of Changes

Change Number	Change entered by	Date entered

Questions, corrections or comments about this plan may be directed to the Everett Office of Emergency Management at (425) 257-8111.

TABLE OF CONTENTS

SECTIONS		Page #
I.	PURPOSE	4
II.	SITUATION AND ASSUMPTIONS	4
	Situation	4
	Assumptions	5
III.	CONCEPT OF OPERATIONS	6
	General	6
	Communications	6
	Tiered Communications	7
	Alert and Warning	9
	Emergency Public Information	10
IV.	ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY	10
	General	10
	Specific Areas of Responsibility	11
V.	PREPAREDNESS	12
VI.	RESPONSE	13
VII.	RESTORATION AND RECOVERY	13
VIII.	ADMINISTRATION AND LOGISTICS	13
IX.	TRAINING AND EXERCISES	13
	Training	13
	Exercises	13
X.	ANNEX DEVELOPMENT AND MAINTENANCE	14
	AUTHORITIES AND REFERENCES	14

APPENDICES

	Appendix 1: Acronyms and Abbreviations	15
	Appendix 2: Terms and Definitions	16
	Appendix 3: EOC Organizational Chart	20
	Appendix 4: Mass notification internet-based warning and alert system (AlertSense/MyStateUSA with reverse 911 type capability) Procedures	21

I. PURPOSE

The purpose of this annex is to provide an overview of emergency communications, public information and public alert and warning processes and systems.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. In an emergency the City must have means of communicating with the public the response and recovery activities local government is providing and directions the public should take to assist themselves and public safety officials.

2. In an emergency the City must have means to warn the public of a potential or imminent threat to life and property so they can take proper measures to protect themselves.

3. There are many modes of communication and warning to the community. Including, but not limited to:

    - Radio
    - Television
    - Newspapers
    - Mass notification system such as AlertSense/MyStateUSA (e-mail, text message, page, text-to-voice telephonic notification)
    - Outdoor warning signs
    - Websites
    - Emergency Alert System
    - NOAA (National Oceanic & Atmospheric Administration) weather radios
    - Emergency hotlines
    - Door-to-door notifications.

4. Members of the community with specific needs (see Specific Needs Annex E) are especially vulnerable in the event of an emergency or disaster.

5. Members of the community with limited English proficiency may not have access to emergency public information and warning information in multiple languages.

6. Some members of the community are in hazard prone areas and may require warnings specific to their areas (See the Hazard Inventory and Vulnerability Analysis).

7. The Emergency Operations Center (EOC) and/or the Incident/Unified Commander will need to relay information to the public in a unified and controlled manner. Under normal circumstances, these forms of communication would be generated by the Public Information Officer at the EOC, when activated.

8. Fire, Police and EMS communications are integrated with the SNOPAC (Snohomish County Police Staff and Auxiliary Service Center) 9-1-1 center under normal circumstances. During an emergency or disaster, these services may be limited requiring localized dispatch.

9. North Sound 2-1-1 administered by the Western Washington Volunteers of America in Everett may be utilized as an additional means of communication with the public.

B. Assumptions

1. Communications:

    a. Traditional means of communication may be unavailable in a disaster (land line, cell phone, radio, etc.)

    b. Text message, Internet and e-mail have been shown to be more robust during and following a disaster.

2. Alert and Warning:

    a. Residents of the City of Everett expect their local government to provide means for them to know of potential or imminent threats to their lives and property.

    b. Residents of the City of Everett have access to warnings through radio, television, Emergency Alert System, NOAA weather radios, Internet services and the City's mass notification technology platform that utilizes an internet-based warning and alert system (currently AlertSense/MyStateUSA). Outdoor warning systems may be utilized, when available.

3. Emergency Public Information:

    a. When multiple organizations are involved in an emergency response, the Incident Commander, Disaster Policy Group or EOC Coordinator may establish a Joint Information Center (JIC).

b. Responding agencies will normally coordinate the release of information to the public through the PIO or JIC when established.

c. All media will be directed to the designated PIO for release of information to the public.

III. CONCEPT OF OPERATIONS

A. General

Emergency communications encompasses a broad spectrum of necessary support for response, restoration and recovery following an emergency or major disaster. The following descriptions encompass an overview of the areas in this annex.

B. Communications

The EOC must be capable of providing rapid and reliable means of communication to support emergency operations under all situations The EOC must:

1. Use a tiered communication systems capability model to accomplish this requirement (see the Tiered Communications Matrix on page 5).

2. Establish a Communication Management Group with a Manager under the EOC Coordinator that ensures effective communications in all aspects of the disaster response and recovery and includes but is not limited to:

   - PIO support and collaboration
   - JIS/JIC coordination and management
   - Coordinated communications with response partners at all levels
   - Specific and select group communication targeting
   - Communication dispersion optimization
   - Communications resource needs

3. Provide direction and control information in support of emergency operations.

4. Provide necessary emergency information to the public at risk, which generates an automatic, informed and effective public response, based on the public emergency preparedness education program. This will normally be through the Emergency Alert System (EAS), public media, mass notification system, and other public notification systems.

5. Coordinate communications among agencies in support of response, restoration and recovery. Communications with outside agencies will

normally be by telephone, public safety radio, amateur radio, e-mail and/or a mass notification system such as AlertSense/MyStateUSA.

6. Volunteer amateur radio operations will be used to fill the void in those areas not covered by public safety radios, such as mass care shelters, Joint Information Center, reception centers, central resource receiving and distribution points, etc.

7. When normal communications methods are ineffective or not available, use of messengers or runners will be used.

8. During small-scale emergency situations, the EOC may not be activated. The roles described above may be accomplished by the Incident Command Post.

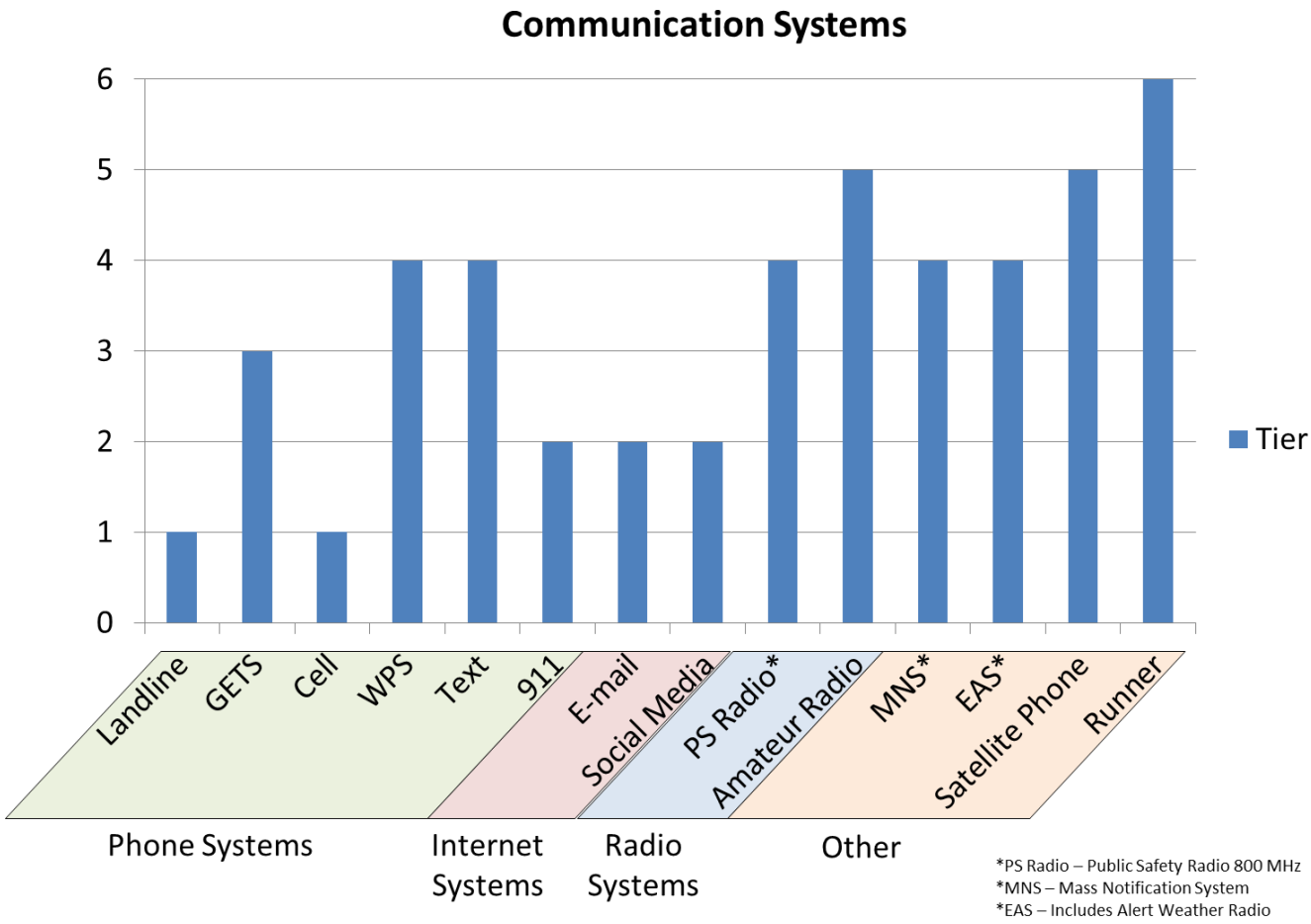
C. Tiered Communications

Emergency communications must not rely on a single communications method.

The following matrix and chart identify most communications methods in use by City of Everett departments.

In general, Tiers indicate the disaster resilience of the systems. Lower tiers tend to fail easier and higher tier systems tend to be more reliable. It should be noted that the higher the system tier the more limited its functionality, i.e. satellite phones only support one-on-one communication and using runners is usually slow.

Emergency Tiered Communications Matrix		
Tier	**Communications Systems**	**Users**
I	Landline, Cell-phone,	All Departments & public
II	E-mail, social media, 911	Most Departments & public
III	GETS	Limited Departments
IV	Text, WPS, Public Safety Radio (800MHz) Mass notification system , EAS (includes Alert Weather Radio)	Limited Departments & most public (text, EAS, Mass notification system)
V	Satellite telephone, Amateur Radio	Limited Departments & public
VI	Runners	All as available/possible



D. Alert and Warning

1. The Emergency Alert System (EAS) is utilized in collaboration with local media outlets to disseminate emergency information to the public via radio and television. This system is activated through Snohomish County Department of Emergency Management, SNOPAC 9-1-1 dispatch or the State Emergency Management Division at the request of the EOC coordinator.

2. The National Oceanic and Atmospheric Administration (NOAA) and National Weather Service weather radio system is a tone activated system used to provide severe weather information, watches and warnings to the community. It has the capability to provide EAS notifications as well.

3. The print and electronic media can provide an effective method of disseminating emergency information. Newspapers are effective in providing detailed preparedness and self-help information prior to a disaster or in slow-developing emergency situations (flooding, winter storms, drought, etc.). The electronic media (radio, television and Internet) can be helpful in issuing bulletins to inform the public of emergency conditions with or without a formal activation of the Emergency Alert System.

4. Social Media notifications will utilize existing City accounts or accounts of response partners. Messaging will be consolidated where possible to one site/source with all the others linking or pointing to that source. This will be applied across technology platforms where possible. Social media may be mined for rumors and trending sites, hashtags or posts to determine how best to optimize the official message on the specific platforms.

5. Most police and fire vehicles are equipped with public address systems that may be used for warning the public in localized emergencies. These would be effective as an alternative to door-to-door notification in small areas with limited populations. In most cases, the public should be instructed to tune to local television or radio for emergency information.

6. The mass notification technology platform that utilizes an internet-based warning and alert system (currently AlertSense/MyStateUSA) enables emergency management and response personnel to communicate clear and consistent messages in an expedient manner. Once a notification group has been selected, a message is created providing instructions on actions to be taken. After the message has been created, it is delivered to recipients via text-to-voice or recorded voice to landline phones and cell phones. Additional methods of communicating include text message, fax, pager and e-mail. The AlertSense/MyStateUSA system can make multiple notifications at one time, increasing the speed and accuracy of emergency notifications throughout the affected area. The initiation of calls can be made over the phone or through a

web-based program that is password protected. See Appendix 4 for procedures.

E. Emergency Public Information:

1. Public information will be disseminated to the community through outlets such as radio, television, social media, newspapers, government websites, e-mails, hotlines, etc.

2. In the event of a protracted emergency or major disaster, news releases will be issued on a regular basis.

3. The Mayor to senior elected official will normally be the primary spokesperson. The Public Information Director may provide updates or appoint another spokesperson for specific details.

4. When necessary, a news briefing room will be established in close proximity to the EOC or incident scene. News media will be asked to report to the designated location.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. General

1. See EOC organizational chart at Appendix 3.

2. Identify potential sites and facilities for media briefing.

3. Keep accurate records of expenditures in support of this annex for possible reimbursement or auditing requirements.

4. Emergency communication priorities are normally:

   a. Alert and warning

   b. Protective actions

   c. Relocation/evacuation issues

   d. Decontamination issues

   e. Shelter issues

   f. Operations and logistics requirements

g. Public information

h. Routine operations

B. Specific areas of responsibility:

1. Mayor, Designee, Disaster Policy Group

a. Primary spokesperson

b. Declare state of emergency

c. Provide necessary guidance and leadership

2. EOC Coordinator

a. Determine emergency communications requirements and strategies

b. Coordinate with the Public Information Director for the development of public information announcements

c. Determine public alert and warning requirements and methods

d. Develop and transmit messages through the mass notification system.

e. Activate amateur radio employment and assign a Amateur Radio Officer, as required

f. Coordinate with Snohomish County DEM, SNOPAC 9-1-1 or State Emergency Management Division duty officer for activation of Emergency Alert System messages, as required

g. Establish a Communications Unit Leader, as required

h. Request outside assistance (County, State, Federal), when required

i. Demobilize activities established under this annex as soon as possible

3. Communications Management Group Leader

a. Determine staffing requirements

b. Provides PIO(s) needs to include supplies, systems, technology support, facilities, etc.

c. With the PIO(s) establish communication priorities

d. Appoints a Joint Information Center Manager, as required

e. Appoints a Communications Technology Support Officer, as required

f. Coordinate with the EOC Coordinator for Amateur Radio support

g. Coordinates disaster related communications with all supporting departments, agencies, organizations and applicable parties.

4. City Director of Communications

a. Approves all communications before dispersion if possible

b. If a disaster messages requires immediate transmission the Incident Commander or EOC Coordinator may publish them and the Director will be informed of the communication as soon as possible.

c. Is Lead PIO and coordinates staffing of that position to meet operational requirements of the EOC.

5. Everett Police Department

a. Primary department along with Fire and Emergency management for authorization and use of the mass notification system

b. Support public alert and warning methods and priorities

c. Participate in public information Joint Information Center, when activated

5. Fire Department

a. Primary department along with Police and Emergency management for authorization and use of the mass notification system

b. Support public alert and warning methods and priorities

c. Participate in public information Joint Information Center, when activated

V. PREPAREDNESS

Government agencies receive much of the attention in this plan; however the most critical stakeholders are the public. They are the largest constituency involved in emergency communications, and they are the focus of acting on alerts, warnings and specific protective actions. The role of the general population is to be prepared

for any disaster and if the disaster occurs, to follow the direction provided and aid their families and neighbors.

VI. RESPONSE

Response agency roles and responsibilities are outlined in this annex.

VII. RESTORATION AND RECOVERY

Service restoration and economic recover in the disaster area is dependent on clear and concise public information and communication and the reaction of the public.

IIX. ADMINISTRATION AND LOGISTICS

See the Basic Comprehensive Emergency Management Plan for details.

IX. TRAINING AND EXERCISES

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Appendix 1

Acronyms and Abbreviations

CEMP	Comprehensive Emergency Management Plan
DPG	Disaster Policy Group
EAS	Emergency Alert System
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
HAZMAT	Hazardous Material(s)
JIC	Joint Information Center
JIS	Joint Information System
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NPG	National Preparedness Guideline
NRF	National Response Framework

Appendix 2

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Disaster Policy Group: A group established to provide consultation to the Mayor in forming executive policy decision strategies related to the emergency or major disaster.

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

Emergency Alert System: The Emergency Alert System (EAS) is a national warning system in the U.S. put into place in 1994, superseding the Emergency Broadcast System (EBS) and the CONELRAD System and is jointly coordinated by the Federal Communications Commission (FCC), Federal Emergency Management Agency (FEMA), and the National Weather Service (NWS). The official EAS is designed to enable the President of the United States to speak to the United States within 10 minutes (this official federal EAS has never been activated). The EAS regulations and standards are governed by the Public Safety and Homeland Security Bureau of the FCC. Each State and several territories have their own EAS plan.

Emergency Communications: The term generally used in this annex to represent public alert and warning, public information and emergency communications to support response, restoration and recovery from an emergency or major disaster.

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

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

Incident Command: Entity responsible for overall management of the incident. Consists of the Incident Commander, either single or unified command, and any assigned supporting staff. (Source: National Response Framework)

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

Joint Information Center (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Joint Information System (JIS): Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The JIS provides a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander (IC); advising the IC about public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine

public confidence in the emergency response effort. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Mass notification system: Technology Platform(s) that can send out messages to a wide range of recipients including pre-identified or ad hoc groups and the public. The system would likely support e-mail, text message, page, text-to-voice, FAX and telephonic notifications and include a mapped base reverse 911 alert type of mechanism that could include landline and cell phone alerts.

National Incident Management System (NIMS): Provides a systematic, proactive approach that guides government agencies at all levels, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

National Response Framework: A guide to how the nation conducts all-hazards incident management. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

NOAA Weather Radio: NOAA All Hazards Weather Radio is a network of radio stations broadcasting continuous weather information directly from a nearby National Weather Service (NWS) office. It is operated by the NWS, an agency of the National Oceanic and Atmospheric Administration (NOAA) within the United States Department of Commerce. NOAA Weather Radio broadcasts National Weather Service warnings, watches, forecasts and other hazard information 24 hours a day. It also broadcasts alerts of non-weather emergencies such as national security, natural, environmental, and public safety through the Federal Communications Commission's (FCC) Emergency Alert System.

North Sound 2-1-1: North Sound 2-1-1 is a regional call center serving Island, San Juan, Skagit, Snohomish and Whatcom Counties. A partnership of Volunteers of America Western Washington, United Way of Snohomish County, Snohomish County Senior Information & Assistance, Opportunity Council of Island County, Bellingham Public Library, and others, North Sound 2-1-1's Information and Referral Specialists assist callers using a comprehensive database of health, welfare, and recreation resources that includes:

- Rent and mortgage assistance
- Counseling & support groups
- Food & clothing
- Donations
- Volunteering
- Transportation

- Emergency shelter
- Etc.

Preparedness: Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities. Preparedness is the process of identifying the personnel, training, and equipment needed for a wide range of potential incidents, and developing jurisdiction-specific plans for delivering capabilities when needed for an incident. (Source: National Response Framework)

Recovery: The economic focused long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstituting these systems to a new condition that is less vulnerable. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

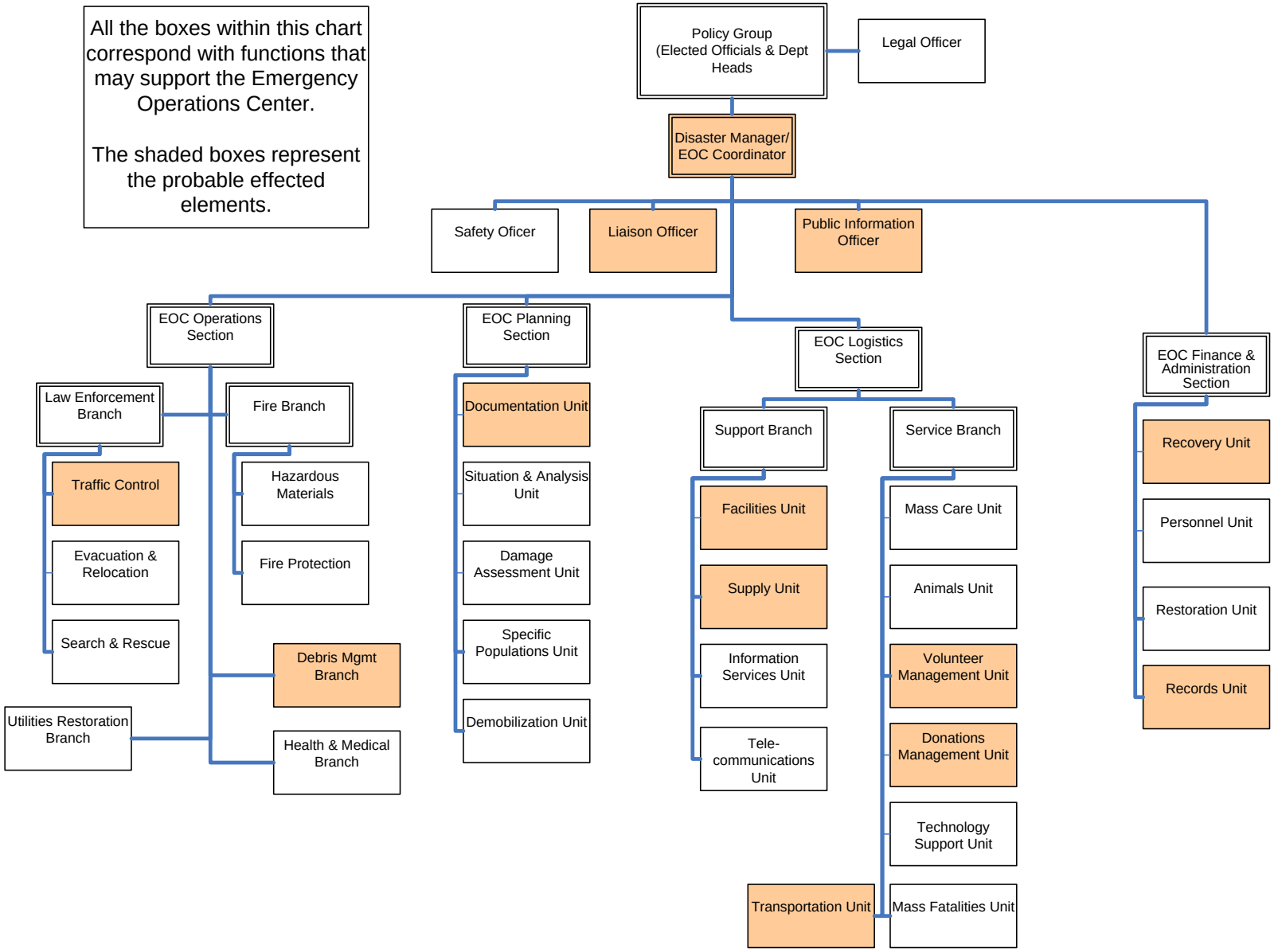
Response: Activities that occur during and immediately following an emergency or major disaster providing immediate emergency assistance designed to reduce the impact to people, environment, economy and property.

Restoration: The service focused short and long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning City services to a normal status or to reconstituting these services to a new condition.

Appendix 3
EOC Organizational Chart

All the boxes within this chart correspond with functions that may support the Emergency Operations Center.

The shaded boxes represent the probable effected elements.



Appendix 4

Procedures for the mass notification internet-based warning and alert system (AlertSense/MyStateUSA) with reverse 911 type capability called Emergency Telephone Network (ETN)

1. **Purpose:** This procedure outlines the method for notifying the public in a life safety emergency or disaster to take specific action based on known facts of the situation. The immediacy of the message would not warrant an alternative notification process (mail, personal contact, etc.).

2. **Understanding and Agreement:** Use of the AlertSense/MyStateUSA Emergency Telephone Network (ETN) ***incurs a cost of 16 cents per call*** (whether person or answering device). The department initiating the message is responsible for all costs incurred as a result of an ETN message being sent.

3. **Limitations:** The ETN system should not be considered the only public notification system in an emergency or disaster. Expected notification penetration using the mapping tool may be 60% or less. Alternative methods should be employed simultaneously with an ETN message (e.g., radio broadcast, television broadcast, door-to-door contact, bullhorn or vehicle notification, Community Emergency Response Team neighborhood contacts, Office of Neighborhoods notification trees, etc.). Individuals who use English as a Second Language or limited English speakers may not receive the message or understand what to do and may require non-verbal communication tools.

4. **Training:** Department personnel who may be responsible for an emergency message will receive initial training on the use of the system as well as an annual refresher. Everett Emergency Management will schedule and provide the training.

5. **Launch Code:** The ETN system launch code is required to initiate a map based notification of the public. The launch code will be provided to a very limited number of people. The list of people in priority order will be provided to each Department point of contact or system initiator.

6. **Process:** The ETN flow diagram at the end of this Appendix demonstrates the normal process for initiating and launching a public notification. The immediacy of the situation may warrant skipping of some steps in the process.

7. **Message Content Recommendations:**
   a. *Introduction:* Each message should start with: "This is an emergency message from the City of Everett _____ Department, please listen carefully."

   b. *Body:* The message should not exceed three minutes in total length. On average 700 words is about three minutes, shorter is better. The word count

includes the introduction and closure. A written script is the best method to limit the message and highlight the important message. The body should specify the problem, who it specifically applies to (addresses, streets, neighborhoods, etc.) and the specific action recommended.

c. *Closure:* Each message should conclude with: "Please inform your neighbors to take the action outlined in this message. Do not call 911 unless you have a life threatening emergency." (Optional call in information: "For information call (425) 257-XXXX."

8. **Message Methods:** There are two message methods, text-to-speech and a recorded voice (WAV file). The text-to-speech is quicker and converts what you type in the message to a computer generated voice. It does have its limitations especially with some complex words and acronyms. You must preview the voice to make sure it is understandable. Training will be provided to assist with the text-to-speech shortcuts and phonetics. The WAV file is in a persons voice recorded onto your computer then uploaded to the message program (MyState USA). This is the preferred method of delivery. Training will be given on creating a WAV file and each authorized message drafter must have an integrated headphone/microphone set capable of recording on your personal computer or laptop.

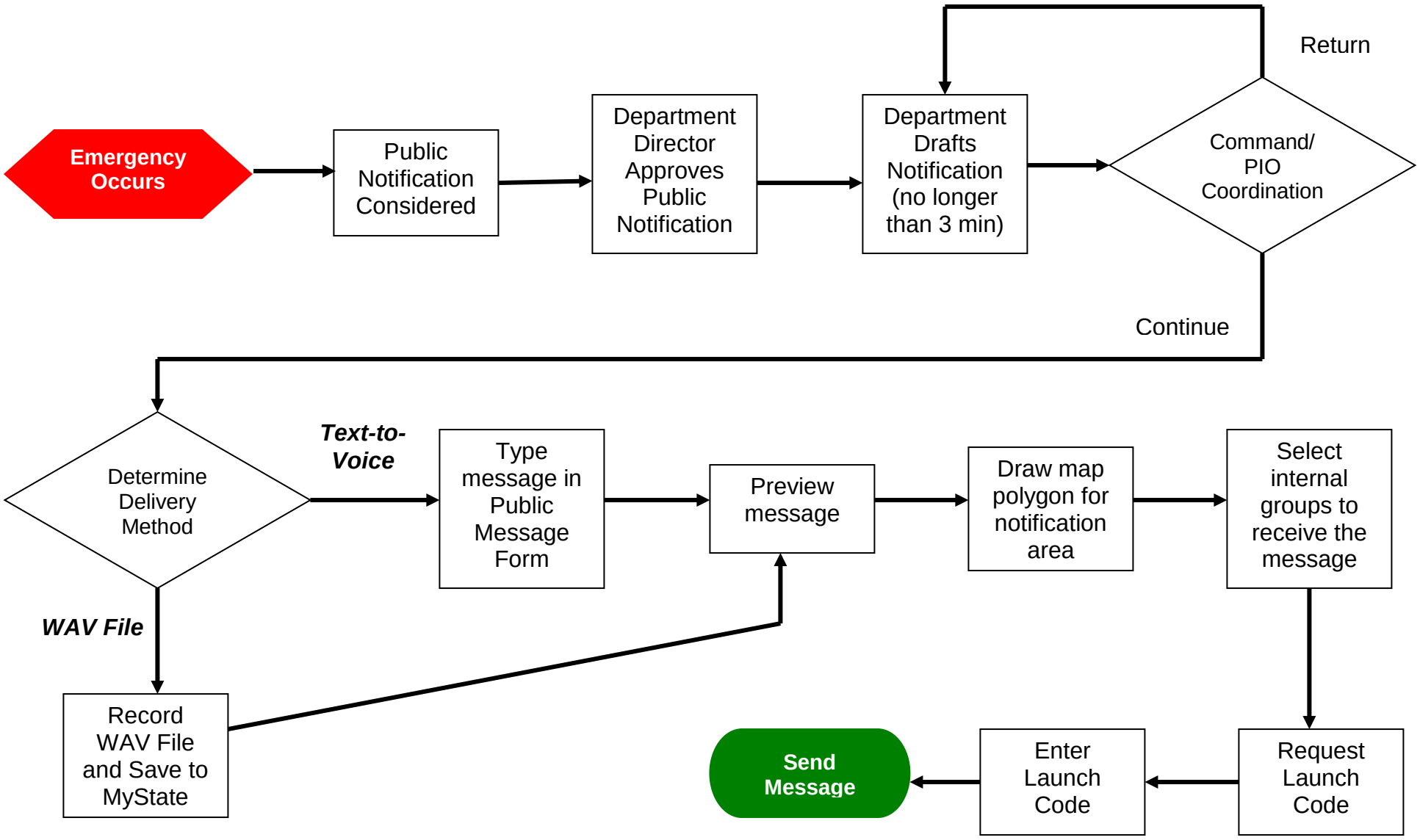
9. **Possible Coordination:** Emergency communications to the public require a consistent message from all government sources. It is imperative to consider the necessary offices to coordinate with prior to sending an emergency message to the public. In some cases, coordination may not be possible due to the emergent nature of the message, however, the risk of an inconsistent or conflicting message must be considered. The following table provides some possible coordination offices:

Scenario	Local Coordination	State Coordination	Federal Coordination
Natural Disaster	Snohomish County DEM ESCA City PIO & Departments	EMD	
Law Enforcement	Sheriff City PIO Emergency Mgmt Fire Department	WSP WASPC	FBI
Fire/HAZMAT	Police Department City PIO Emergency Mgmt County Fire Marshall	WSP (Fire Marshall) WSAFC	
Water	Water Districts City PIO Emergency Mgmt	DOH	EPA
Health	Snohomish Health District City PIO Emergency Mgmt	DOH	CDC

10. **Department Responsibilities**: Departments contemplating use of the ETN public notification capability must assign a department point of contact and an alternate. Provide the names and contact information to Lynn Sterbenz (lsterbenz@everettwa.gov). Only these individuals or the department director may coordinate and receive the launch code to send a public emergency notification.

11. Questions regarding this procedure should be directed to Everett Emergency Management, (425) 257-7957/8109 or (425) 754-6795 (24 hour duty officer number).

AlertSense Emergency Telephone Network (ETN)
Public Notification System Flow Diagram



City of Everett

Comprehensive Emergency Management Plan

Annex H
Donations Management

Everett Fire Department, Office of Emergency Management

December 31, 2014

Record of Changes

Change Number	Change entered by	Date entered

Questions, corrections or comments about this plan may be directed to the Everett Office of Emergency Management at (425) 257-8111.

TABLE OF CONTENTS

SECTIONS		Page #
I.	PURPOSE	4
II.	SITUATION AND ASSUMPTIONS	4
	Situation	4
	Assumptions	5
III.	CONCEPT OF OPERATIONS	7
	General	7
	Planning Components	8
	Donated Goods and Services	9
	Financial Contributions	9
	Facilities	10
	Transportation	10
	Phone Bank	11
	Unmet Needs	11
IV.	ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY	12
	General	12
	Specific Areas of Responsibility	12
V.	PREPAREDNESS	14
VI.	RESPONSE	14
VII.	RESTORATION AND RECOVERY	14
VIII.	ADMINISTRATION AND LOGISTICS	15
IX.	TRAINING AND EXERCISES	15
	Training	15
	Exercises	15
X.	ANNEX DEVELOPMENT AND MAINTENANCE	15
XI.	AUTHORITIES AND REFERENCES	15

APPENDICES

	Appendix 1: Acronyms and Abbreviations	16
	Appendix 2: Terms and Definitions	17
	Appendix 3: EOC Organizational Chart	20

I. PURPOSE

The purpose of this annex is to provide a framework for coordinating donated goods, services and financial contributions, whether solicited or unsolicited, during response to and recovery from an emergency or major disaster.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. When circumstances warrant, a united and cooperative effort by city, county, state and federal governments, public, private and faith based volunteer organizations, the private sector, service clubs and the donor community will be necessary for the successful management of unsolicited and non-designated goods, services and financial contributions which make their way to the disaster area.

2. Disasters trigger extensive media coverage which can overwhelm the abilities of local government and volunteer agencies to coordinate and control donated goods and services.

3. Because public and private volunteer organizations, such as WAVOAD and their member agencies, are experienced in managing donations and have existing capabilities to receive, process and deliver needed goods and services to disaster victims, the City of Everett will look to those organizations to implement the resource system, when available.

4. The City of Everett has the responsibility in a catastrophic disaster to respond to offers of unsolicited donated goods or services to meet the unmet needs of its citizens.

5. The City of Everett's role in the allocation and distribution of donations will generally be limited to providing a means to coordinate response needs with offers of goods and services. This will normally be accomplished through the EOC Donations Management Unit.

6. Donations Management activities will initially be coordinated through the Logistics Section and will work collaboratively with the Volunteer Management efforts.

7. The EOC Donations Management Unit generally will manage donations by:

    a. Coordinating with other agencies to ensure goods and resources are used effectively

b. Looking principally to those organizations with established donation management structures, such as the WAVOAD and its member agencies

c. Encouraging cash donations to recognized non-profit voluntary organizations, local foundations or service clubs

d. Encouraging the use of existing nongovernmental organizational donations resources before seeking governmental assistance

e. Working closely with the Volunteer Management Unit when the item(s) being donated is volunteer time, expertise or services.

B. Assumptions

1. In the event of a major emergency or disaster, local government and volunteer agencies may need to receive, coordinate and distribute donated goods and services.

2. Donated goods and services may arrive without warning and without being packaged appropriately. These goods and services should be documented and sorted as quickly as possible. The amount of donated goods could be sizeable, which may create problems for storage and distribution. Volunteers may assist with the documentation, sorting and distribution of donated goods and services.

3. In a disaster, local government and local volunteer groups and agencies may be adversely effected and may not be able to cope with a sizable flow of donated goods, services and financial resources

4. Goods and services may be donated that are not needed by disaster victims or responders.

5. Receiving and sorting unneeded goods or services may take valuable resources away from higher priority missions.

6. Disposing of large quantities of unneeded goods can be a lengthy and costly process and, if not handled appropriately, can result in negative media attention.

7. Most personal donations are given 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. Examples of such may:

   a. Be unsolicited from national retail chains or other business and simply show up unannounced

b. Be given with an expectation of compensation, publicity, or tax write-off

c. 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 July, etc.)

d. Be volunteer services that do not meet the announced or advertised expectations or capabilities

e. Be provided illegally as a ruse in a fraudulent process to obtain money from disaster victims

f. Be offered at a "discount" to disaster victims, with no real savings

g. 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

9. Financial donations allow volunteer agencies 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. Any financial contributions will be managed and distributed to support disaster response and recovery operations.

10. Donors may want to:

    a. Know what is needed in the disaster area–cash, goods, and/or services.

    b. Know how they should transport their donation to the local area, or if there is someone who can transport it for them.

    c. Start a "drive for donations" to help disaster victims, but have no knowledge of what to do and how to do it.

    d. Earmark their donation for a specific local group or organization, such as an affected family, local church, fraternal society, or social service agency, or want to know to whom, specifically, received their donation.

    e. Have their donation received by a local official and/or receive a letter of appreciation, public recognition tax deduction receipt.

11. Citizens effected by a disaster may:

    a. Desire immediate access to donations before they are sorted and ready to be disseminated at appropriate distribution points.

b. Believe that the donations have not been or are not being distributed fairly if they do not have information on the process of distributing donations.

c. May have unmet needs which can be satisfied by additional targeted donations.

III. CONCEPT OF OPERATIONS

A. General

Donations are used to meet unmet needs of citizens and occasionally first responders. 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 and may engage in the donations management process, as required.

1. The City will encourage cash donations, however, if a donor wants to donate an in-kind good, the City will provide a system to connect the donor with the organization needing that particular donation.

2. While managing donated goods, the objectives will be 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.

3. The general donations management functions may include:

   a. A Donations Management Unit Leader

   b. A Physical Donations Coordinator

   c. A Financial Donations Coordinator

   d. A phone bank (or coordinate with 2-1-1 to assume this role)

   e. A coordinated media relations effort

   f. A coordinated effort with the Logistics Section of the EOC

   g. Effective liaison with other emergency support functions at the county, state and federal government(s), as appropriate

4. This plan is designed for a very large or catastrophic disaster; however, donations management on a lesser scale is necessary when smaller

disasters result in small to moderate amounts of donations. Donations management flexibility is necessary to appropriately address these situations. Three levels of donations management, each suited to the particular scope of the disaster, allow the necessary flexibility. These levels are as follows.

a. **Donations Management - Level A:** This level will generally be used in disasters that are small, limited or localized in nature. This would correspond generally with a Phase I or II (See CEMP for Phase descriptions) activation of the Emergency Operation Center (EOC). Donations are few and sporadic. In this level, the Emergency Management staff would handle any matters regarding donations or provide donations management guidance.

b. **Donations Management – Level B:** This level is for disasters that range from small to large. The EOC is activated to a Phase II or III (See CEMP for Phase descriptions). A state and a federal declaration of disaster are possible. Donations activity is significant but may not require activation of most donations components contained in this plan. One to several people can manage donations. They will use some of the components of this plan and combine others into one or two functions or positions.

c. **Donations Management – Level C:** This phase is for larger or catastrophic disasters or disasters that generate a great amount of media attention or public interest. The EOC is activated to a Phase III or IV (See CEMP for Phase descriptions). A state and federal declaration of disaster are probable. Donations activity may overwhelm local capability. A donations management branch or unit would likely be established.

B. Planning Components

Donations management officials should have expertise in planning and training in the components to be considered as the Donations Management operation is established. Components to consider are as follows:

1. Administration
2. Risk management
3. Receiving and unloading
4. Dispersion
5. Materials handling
6. Storage

7. Shipping

8. Disposal

9. Financial tracking, documentation and accountability

10. Security

C. Donated Goods and Services

1. Donors will be encouraged to donate to various local public, private, faith-based and non-profit organizations and make their own decision in choosing which organization the donation is to be designated. Donors will be advised to properly package and label all goods and to provide a detailed inventory list with shipments.

2. Donors will be discouraged from sending unsolicited donations directly to the disaster sites. Donors will be encouraged to donate money to the American Red Cross or other recognized entities including charities of their choice. Donors who insist on donating unsolicited or unwanted goods will be advised that although goods cannot be accepted at this time, the information will be entered into a database and made available to government offices, human service organizations and other emergency responders, should a need arise for such goods.

3. Goods not requested but which can be used will be made available to all public, private, faith-based and non-profit organizations. When possible, unneeded goods such as clothing shall be recycled or redistributed to others in need.

4. Corporate offers of bulk items will be accepted if the items can be used in the disaster response and relief efforts. Corporate donors will be advised to label all goods and to provide a detailed inventory list with all shipments

D. Financial Contributions

1. The EOC and PIO, through news releases and printed materials, will encourage cash donations to voluntary organizations rather than clothing, food or other items.

2. Cash donations may be received by City departments or the EOC directed for relief activities. All cash, checks, money orders or other forms of payment must be accounted for and provided to the City Clerk. These funds may be provided to a local disaster relief charity.

E. Facilities

1. Facilities should be identified in advance for anticipated distribution center(s).

2. When possible, existing public, private, faith-based and non-profit organizations will be utilized to stage, sort, organize and temporarily store donated items and other goods, with possible transport to other distribution points. If these organizations are unable to handle the donations volume, the Donations Management Unit Leader will establish facilities.

3. Distribution points are typically located in proximity to the disaster areas.

4. Other operating facilities to consider are checkpoints and donations coordination centers.

5. Volunteers may be needed to assist at city operated donations management facilities.

F. Transportation

1. Transportation planning options may be developed in the EOC.

2. 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, when possible.

3. 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.

4. Trucks will be expected to have name and contact information for recipients of the shipment. Drivers should have contact with personnel at their destinations and should be carrying support documentation.

5. Sponsors of designated goods should also be responsible for recruiting labor to unload their shipments. Sponsors are expected to cover any incurred shipping costs.

6. Shipments of designated relief goods should be well marked with the name of the voluntary agency.

7. State and local 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.

8. The State or City may direct relief good shipments to a particular staging or distribution areas. Road signs and WSDOT reader boards should be utilized to direct shipments.

9. Escort support may be needed.

10. Transportation of staged and sorted goods may require contracting with moving companies or other shippers.

11. The Donations Management Unit Leader will coordinate with debris management for the disposal of goods. It may be necessary to contract with disposal companies to dispose of recyclable materials (cardboard, metal, glass, paper, etc.) and spoiled or unsafe containers of goods.

G. Phone Bank

1. Consideration should be given to providing the capability to handle a large number of donor phone calls during and after a disaster. This will ease the potential amount of telephone traffic flowing into government agencies and the EOC. This will be conducted by a volunteer agency, whenever possible.

2. Calls can generally be classed into four types:

   a. Donors providing a donation, starting a "drive", or wanting to know how best to donate.

   b. Vendors wanting to provide services or materials at a reduced cost to the disaster victim.

   c. Drivers, en route to the disaster area, desiring to know where they should deliver their cargo or who will off-load.

   d. Persons, including disaster victims, seeking disaster related information.

H. Unmet Needs

1. It is possible that during response efforts, gaps in assistance may occur resulting in unmet needs to any number of disaster victims. During the recovery process as well, 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.

2. It may be beneficial to establish an Unmet Needs Committee. This committee should include a group of representatives (generally 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. This may be tied into a Long-Term Recovery Organization, under certain circumstances and as applicable.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. General

1. See EOC organizational chart at Appendix 3

2. Identify potential sites and facilities to manage donated goods and services

3. Identify the necessary support requirements to ensure the prompt establishment and operation of these facilities and sites

4. Keep accurate records of donated, stored, and distributed goods; or expenditures in support of this Annex for possible reimbursement or auditing requirements

B. Specific areas of responsibility

1. Mayor, Designee, Disaster Policy Group

a. Establish response and recovery priorities

b. Declare state of emergency

c. Provide necessary guidance and leadership

2. Disaster Manager/EOC Coordinator

a. Determine donations management requirements

b. Coordinate with the Public Information Director 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 citizens

c. Activate traffic control plans, monitor traffic congestion and provide solutions for effective traffic flow

d. Determine the need for volunteers to support donations management

e. Provide a liaison between the EOC and non-governmental organizations active in donations management

f. Establish a Donations Management Unit Leader, as required

g. Request outside assistance (County, State, Federal), when required

h. Transition, as soon as possible and when applicable, activities established under this Annex to a voluntary organization such as WAVOAD or a local community organization, service club or charitable foundation.

3. Donations Management Unit Leader

a. Determine staffing requirements

b. Coordinate with public, private, faith-based and non-profit groups to determine the initial needs for donated goods/services, financial donations and volunteers

c. Coordinate activities with NVOAD or WAVOAD members, as appropriate

d. Establish a donations management phone bank and/or coordinate with the Logistics Section to direct donations

e. Request donations management facilities, as required

f. Coordinate with the EOC Coordinator for Amateur Radio support, if needed

g. Coordinate supporting City departments

h. Keep an accurate accounting of goods, services or monies from donors to recipients

4. Everett Police Department

a. Provide donations facility security

b. Provide crowd and traffic control

c. Establish disaster area checkpoints

d. Coordinate with the Donations Management Unit Leader

5. Public Works

a. Provide distribution center support, as required

b. Assist with checkpoint establishment

c. Coordinate with the Donations Management Unit Leader

6. Facilities

a. Provide facilities for distribution center(s), as required

b. Coordinate with the Donations Management Unit Leader

V. PREPAREDNESS

Government agencies and voluntary organizations receive much of the attention in this plan; however the most critical stakeholders are the public. They are the largest constituency involved in the donations management, and they are the focus of donations for unmet needs. The role of the general population is to be prepared for any disaster and if the disaster occurs, to follow the direction provided and aid their families and neighbors.

VI. RESPONSE

Response agency roles and responsibilities are outlined in this annex. Coordination of donated goods and services is a critical response activity and will normally be a responsibility of the EOC. Volunteer and private sector assistance may be required and will be integrated in the training and exercise of this annex.

VII. RESTORATION AND RECOVERY

A. Restoration

Restoration of services which existed prior to the disaster (such as water, sewer and power) in the disaster area may be necessary before donations of goods and services to meet the unmet needs of the citizens can be reduced and eliminated.

B. Recovery

Citizens may continue to have unmet needs caused by the disaster and assisted by donations throughout the recovery phase and process.

VIII. ADMINISTRATION AND LOGISTICS

See the Basic Comprehensive Emergency Management Plan for details.

IX. TRAINING AND EXERCISES

This Annex is considered a working document that will evolve in response to ever-changing conditions. Ongoing exercises, training, evaluation and maintenance of this Annex will ensure new conditions and changes in the City can be addressed. A training and exercise program is vital to ensuring overall readiness and preparedness. Training prepares personnel for their roles and responsibilities. Exercises test capabilities, resources and relationships of responding departments and agencies.

City staff should receive awareness training on the policies and procedures identified in this Annex. Training will be conducted on this Annex consistent with the Basic Comprehensive Emergency Management Plan.

Conducting regular exercises will help identify areas of the Annex that require revision, enhancement, or additional detail. Exercises also help identify additional training or equipment necessary to improve the capabilities of responding personnel to implement donations management efforts. Exercises will be conducted on this Annex consistent with the Basic Comprehensive Emergency Management Plan.

X. ANNEX DEVELOPMENT AND MAINTENANCE

The City of Everett Office of Emergency Management will be responsible for updating this Annex. Lessons learned from exercises, actual events and agency roles and responsibilities will be used to modify this Annex.

XI. AUTHORITIES AND REFERENCES

Any donations management plan must be developed and maintained pursuant to relevant local, county, state and federal statutes and regulations. Every effort has been made to ensure this plan is compatible with the Federal Emergency Management Agency (FEMA) guidance and the Revised Code of Washington, Chapter 38.52. See the City of Everett Basic Comprehensive Emergency Management Plan for detail.

Appendix 1

Acronyms and Abbreviations

CEMP	Comprehensive Emergency Management Plan
DPG	Disaster Policy Group
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
HAZMAT	Hazardous Material(s)
JIC	Joint Information Center
JIS	Joint Information System
NIMS	National Incident Management System
NPG	National Preparedness Guideline
NRF	National Response Framework

Appendix 2

Terms and Definitions

Annex: Annexes to this basic plan can stand alone, however, are guided by the focus of the basic plan.

Appendix (Appendices): Appendices supplement the basic plan to organize specific topics for ease of use.

Comprehensive Emergency Management Plan (CEMP): Official document establishing the philosophy and strategic direction for City Emergency Management actions in an emergency or major disaster.

Disaster: An occurrence of a natural catastrophe, technological accident, or human-caused event that has resulted in severe property damage, deaths, and/or multiple injuries. As used in this plan, a "major disaster" is one that exceeds the response capability of the Local jurisdiction and requires County, State, and potentially Federal, involvement. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Disaster Policy Group: A group established to provide consultation to the Mayor in forming executive policy decision strategies related to the emergency or major disaster.

Donations: A donation is a gift given by physical or legal persons, typically for charitable purposes and/or to benefit a cause. A donation may take various forms, including cash, services, new or used goods and it also may consist of emergency, relief or humanitarian aid items. Charitable gifts of goods or services are also called gifts in kind.

Donations Management: A system to manage and control donated goods and services. The system will provide a method for any potential donor to make the best decision on donating to those affected by a disaster.

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

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

disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, tribal, city, county), or some combination thereof. (Source: National Response Framework).

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

Incident Command: Entity responsible for overall management of the incident. Consists of the Incident Commander, either single or unified command, and any assigned supporting staff. (Source: National Response Framework)

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

Joint Information Center (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Joint Information System (JIS): Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The JIS provides a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander (IC); advising the IC about public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

National Incident Management System (NIMS): Provides a systematic, proactive approach that guides government agencies at all levels, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

National Response Framework: A guide to how the nation conducts all-hazards incident management. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Preparedness: Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities. Preparedness is the process of identifying the personnel, training, and equipment needed for a wide range of potential incidents, and developing jurisdiction-specific plans for delivering capabilities when needed for an incident. (Source: National Response Framework)

Recovery: The economic focused long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstituting these systems to a new condition that is less vulnerable. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Response: Activities that occur during and immediately following an emergency or major disaster providing immediate emergency assistance designed to reduce the impact to people, environment, economy and property.

Restoration: The service focused short and long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning City services to a normal status or to reconstituting these services to a new condition.

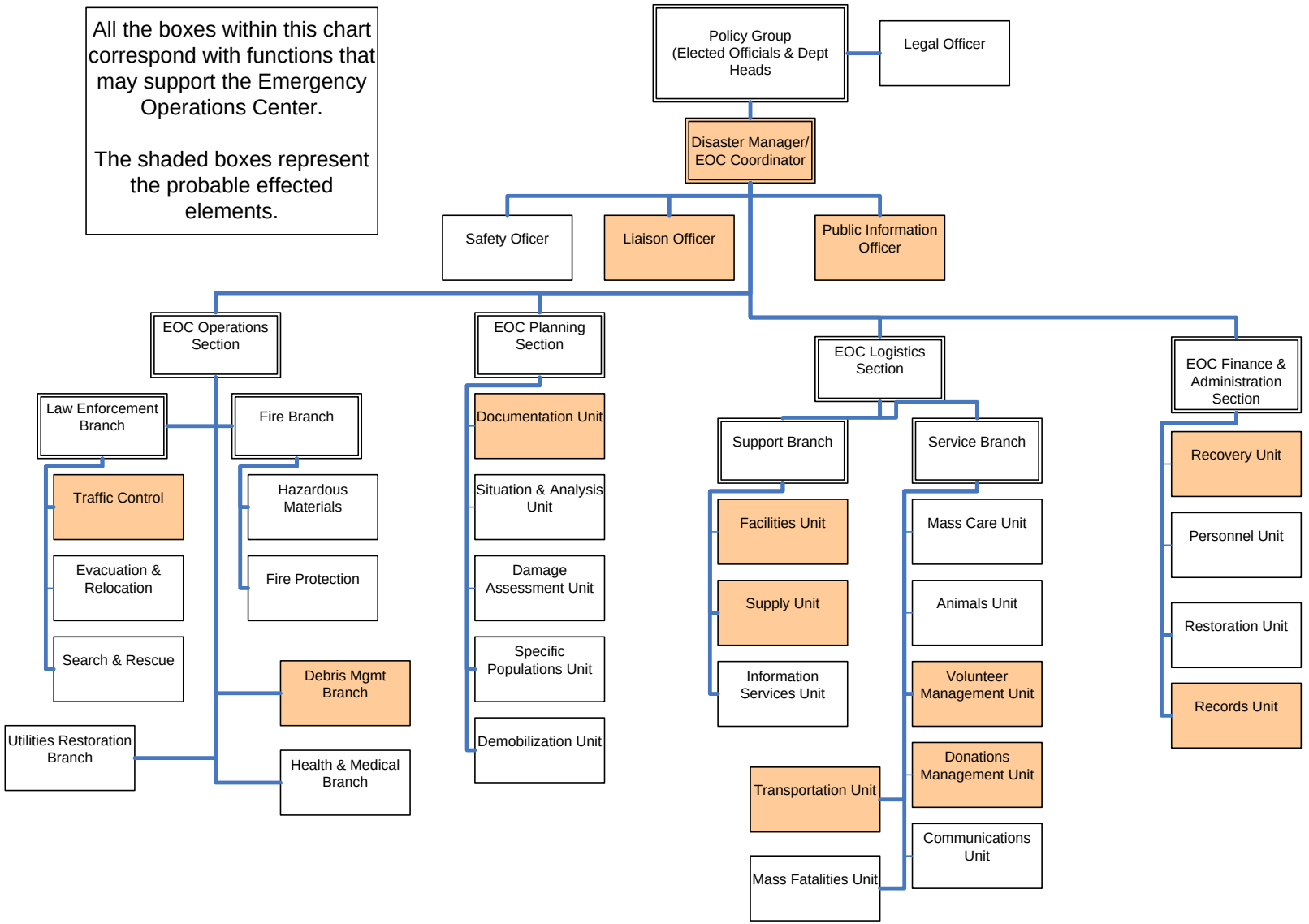
Unmet Needs: Following a disaster an unmet need of a citizen could be anything from basic life support (food, water, shelter, clothing, etc.) or assistance necessary to recover from a disaster (volunteer services, home repairs, financial support, etc.).

Unsolicited Goods: Donated items that have not been requested by government officials, voluntary disaster relief organizations, or other donations-related personnel.

Appendix 3
EOC Organizational Chart

All the boxes within this chart correspond with functions that may support the Emergency Operations Center.

The shaded boxes represent the probable effected elements.



City of Everett

Comprehensive Emergency Management Plan

Annex I
Volunteer Management

Everett Fire Department, Office of Emergency Management

December 31, 2014

Record of Changes

Change Number	Change entered by	Date entered

Questions, corrections or comments about this plan may be directed to the Everett Office of Emergency Management at (425) 257-8111.

Table of Contents

SECTIONS		Page #
I.	PURPOSE	4
II.	SCOPE	4
III.	SITUATION AND ASSUMPTIONS	4
	A. Situation	4
	B. Assumptions	6
IV.	CONCEPT OF OPERATIONS	6
	A. General	6
	B. What Volunteers Can Do	7
	C. Volunteer Management Staff	7
	D. Volunteer Management Procedures	8
	E. Emergency Worker Program Procedures	11
V.	ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY	13
VI.	PREPAREDNESS	15
VII.	RESPONSE	16
VIII.	RESTORATION AND RECOVERY	16
IX.	TRAINING AND EXERCISES	17
	A. Training	17
	B. Exercises	17
X.	ANNEX DEVELOPMENT AND MAINTENANCE	17
XI.	AUTHORITIES AND REFERENCES	17
	APPENDICES	
	Appendix 1: Acronyms and Abbreviations	18
	Appendix 2: Terms and Definitions	19
	Appendix 3: EOC Organizational Chart	22
	Appendix 4: City of Everett Volunteer Policy	23
	Appendix 5: Emergency Worker forms	25

I. PURPOSE

A. To develop a comprehensive, coordinated and integrated emergency management capability involving all levels of government.

B. The purpose of this Annex is to provide guidance for the coordination of volunteers during small scale emergencies or large scale catastrophic disasters.

C. To establish a consistent framework for coordinating with Snohomish County Department of Emergency Management, Emergency Coordinating Service Agency, local/regional/state partners, and other volunteer organizations supporting response and recovery efforts.

D. To outline a volunteer management program for the City of Everett that can be implemented for large scale, high visibility disasters, or for smaller scale emergencies that may also generate a flow of unsolicited volunteer services or require the use of affiliated volunteers

II. SCOPE

A. This Annex governs the overall coordination of City of Everett affiliated volunteer groups such as Community Emergency Response Teams, affiliated volunteers of partner organizations and unaffiliated volunteers.

B. This Annex was developed in coordination with Snohomish County DEM.

C. Planning for every possible volunteer contingency is beyond the scope of this Support Annex, but it will outline objectives that are aimed to provide for the most efficient management and utilizations of volunteer resources.

D. This Volunteer Annex supplements the City of Everett Comprehensive Emergency Management Plan already in effect as well as existing city departmental plans and procedures.

III. SITUATION AND ASSUMPTIONS

A. SITUATION

1. Everett is susceptible to emergency or disaster conditions resulting from natural phenomena, human caused or from technological threats, or a combination of any of those hazards, which could result in the need for volunteers to assist in response and recovery.

2. The City of Everett coordinates with diverse organizations that are responsible for their own procedures and processes to recruit, train, and background check their own affiliated volunteers.

3. All volunteers not affiliated with the City of Everett must register as a WA State Emergency Worker to provide services under this annex.

    a. Volunteers who are affiliated with the City of Everett are labeled as "Pre-registered and Certified." These volunteers have been pre-registered, background checked, trained and issued an identification badge.

    b. Volunteers who are unaffiliated with the City of Everett are labeled as "Spontaneous or Unaffiliated." These volunteers are spontaneous, registered on scene and given an event badge. These volunteers may be trained and may have a temporary Emergency Worker registration with another organization.

    c. The City of Everett complies with the State of Washington Emergency worker protocols established by WAC 118-04-080.

4. Snohomish County DEM maintains capability to provide management and coordination of a Volunteer Reception Center (VRC). This resource can be requested directly by City of Everett OEM if needed.

5. In a small scale or localized event, the City of Everett may set up a Volunteer Management process independently of the larger Volunteer Reception Center model that may be managed by Snohomish County DEM.

6. In the wake of a disaster, there will be little time to verify spontaneous volunteer credentials and references, or to train them in city procedures, policy, and job skills. As a result, spontaneous volunteers increase the City of Everett's exposure to liability. The following steps will help mitigate the risks associated with using spontaneous volunteers:

    a. The City of Everett already has a plan in place for registering the spontaneous volunteers as Temporary Emergency Workers. Temporary Emergency Workers are provided all privileges, benefits and immunities provided by state law and state or federal regulations for registered emergency workers so long as that citizen remains under the direction and control of an authorized official. Such persons should complete temporary registration at the scene in order to facilitate the processing of any claim that may result from that service.

    b. Volunteers assisting in a disaster site will be registered under the state *Emergency Worker Program*.

c. The *Emergency Worker Program* under the Revised Code of Washington *(RCW 38.52.010)* and of the Washington Administrative Code (WAC) 118-04 allows the state to assume liability for registered emergency workers. Liability assumed by the state is covered by RCW 38.52.180.

B. ASSUMPTIONS

1. All City of Everett departments involved in the management of volunteers may be expected to perform additional duties and responsibilities during disaster and emergency situations.

2. Volunteers outside the local area should be encouraged to work through recognized community, state, or national volunteer organizations. These organizations are capable of receiving volunteers in areas across the state or nation and then providing assistance to our city for a particular disaster.

3. Impacts of hazard conditions may overwhelm Everett's resources and local volunteers. Individuals from outside the area will self-mobilize and arrive in the area looking to help.

IV. CONCEPT OF OPERATIONS

A. GENERAL

In the City of Everett, there are 3 types of volunteers defined as follows:

1. "**Spontaneous or Unaffiliated**" is defined as those who appear and offer to help but are not associated with any known volunteer program or are with a known volunteer group that has chosen to self-deploy.

2. "**Pre-registered/Certified**" is defined as those who have taken the steps to register with the City of Everett as Emergency Workers prior to an event. Those in this category typically include people who have attended a CERT training program, been background checked, and met established criteria including applicable training and have been issued an ID Badge.

3. "**Trained volunteers**" have gone through the appropriate training to become certified as a member of their specific program, but have not registered as an Emergency Worker. The scope of what trained volunteers may do, will vary according to the requests. They must register in the same manner as spontaneous volunteers to become emergency workers.

B. WHAT VOLUNTEERS CAN DO

A list of some of the basic tasks which could be assigned to volunteers will allow for quicker placement, and will be available at the sign-in site. This list is not all encompassing, as the tasks will only be able to be determined as needs are identified and skills evaluated.

List of Basic Tasks for Volunteers:

- Data entry, typing, filing
- EOC support – collecting information, drafting reports, taking messages
- Communications support, runner/courier
- Translation
- Debris clean-up
- Sandbagging
- Hotline and phone bank staff
- Community outreach, information dissemination
- Supply distribution, loading, unloading, and transport
- Shelter staff/food and water service
- Damage assessment
- Counseling/Psychological First Aid or support
- Reconnaissance photography
- Crowd control, security support
- Heavy equipment operation

C. VOLUNTEER MANAGEMENT STAFF

The number of volunteers available will determine how many staff will be needed to supervise them during disaster response and relief efforts. Everett Office of Emergency Management will recruit or select the staff needed. Those selected should have personnel management and organizational skills. If possible, the volunteer manager(s) should be involved in all phases of the development, implementation, and management of the program.

It is advisable to conduct volunteer management training for staff involved in the program. The training should cover:

- City of Everett volunteer program policies and procedures,
- What tasks/functions volunteers are authorized to perform,
- How to evaluate volunteer skills, performance, and
- Procedures for dealing with volunteer injuries or deaths.

Additional disaster volunteer management training may be available through the Federal Emergency Management Agency (FEMA), or the American Red Cross (ARC).

D. VOLUNTEER MANAGEMENT PROCEDURES

Volunteer Management procedures may include registration, selection, orientation, tracking, placement, supervision, and evaluation. Volunteer Management will adhere to Washington Administrative Code (for emergency workers) and City of Everett policies.

1. Volunteer Sign-Up/Registration

a. Volunteers should be registered as Emergency Workers through the State of Washington. If time permits, the Everett Office of Emergency Management will maintain pertinent volunteer information on file.

b. If time prohibits pre-registration of volunteers, persons shall be temporarily registered during the period of service. They should fill out a temporary registration card which includes name, date of birth, and address, as well as information describing the emergency, training, or exercise function they participated in, and the date and time they were involved in these activities. They may be issued a temporary identification card, and must report to and be under the control and supervision of an authorized official operating under the provisions of chapter 38.52 RCW.

c. When the lack of available time or resources precludes the completion of separate temporary registration and identification cards for each person, entry of the person's name, assignment, date and times of work, total hours worked, and miles driven (if applicable) on an emergency worker daily activity report, Form EMD-078 or equivalent, shall suffice until such time as the required forms can be completed. In these cases, the emergency worker's date of birth shall be used in lieu of an emergency worker identification card number in the appropriate block on the Form EMD-078.

d. As per Washington Administrative Code, Any citizen commandeered for service in accordance with RCW 38.52.110 shall be entitled, during the period of this service, to all privileges, benefits and immunities provided by state law and state or federal regulations for registered emergency workers so long as that citizen remains under the direction and control of an authorized official. Such persons should complete temporary registration at the scene in order to facilitate the processing of any claim that may result from that service. (WAC 118-04-080, Registration)

2. Orientation of Volunteers

Volunteers should be given an orientation and safety briefing. An orientation provides volunteers with the basic information necessary to function. It can be given by a volunteer manager or supervisor or team lead and should consist of a briefing and a walk-through, if possible, of the work area. Often, it is more efficient to brief the volunteers in a group rather than individually. Address the following items in the orientation:

- Welcome new volunteers.
- Explain agency mission and its disaster responsibility.
- Explain the procedures for time keeping, daily sign-in/out, parking and travel reimbursement (if applicable).
- Explain the chain of command, accountability process and work schedule.
- Brief on safety issues, evacuation procedures, and explain how injuries are handled.
- Explain any restrictions on volunteer activities.
- Remind volunteers that during the time of their service they are representing the City of Everett and should act accordingly.

Volunteers may be provided with orientation materials which may include the following:

- Agency mission statement and its disaster responsibility,
- Agency organizational chart and/or chain-of-command diagram,
- Volunteer program policies and procedures,
- Copies of commonly used agency forms such as time sheets and travel claims, and
- List of relevant agency phone numbers.

3. Volunteer Reception Center (VRC)

a. City of Everett may partner with Snohomish County DEM to outline a process by which a Volunteer Reception Center may be set up. Snohomish County DEM will take the lead in managing and staffing a VRC when a request is made by Everett Office of Emergency Management.

b. In the event that Snohomish County is unable to coordinate and manage a Volunteer Reception Center, the request would be forwarded to the State of Washington Emergency Management Division (EMD).

c. The various logistical aspects, such as staffing and parking must be addressed beforehand. If possible, plan the layout of each facility and

identify areas for volunteer reception, orientation, program administration and parking. Reception centers should have items such as:

- A public information phone number for those interested in volunteering. (A recording may be used to list volunteer positions available, directions to reception centers, and hours of operation.) Provide the number to local media.

- Forms for registration, time reporting, and injuries. Forms, supplies, and facility layouts can be assembled in a kit or a package for immediate use when disaster strikes.

- Additional desk/table space for clerical and administrative volunteers

- Communications devices such as cellular phones and pagers for field workers

- Pre-packaged volunteer orientation materials

- ID Card System

- Volunteer Notebook

- Restrooms and hygiene facilities

- Food and water as required.

d. Various forms of media will be used to notify prospective volunteers of locations and directions to reception centers. Once the flow of incoming volunteers decreases, reception centers can be demobilized, allowing ongoing efforts to continue through one, centralized location.

4. Volunteer Screening and Placement

The success of a volunteer program depends, to a great degree, on how effectively volunteers are matched to the work which needs to be done. During the screening process, volunteers provide key information about their skills, experience, and interests. This information can be used to assign volunteers to an appropriate function or task. The following steps may ease the placement process:

a. Introduce new volunteer(s) to supervisors and co-workers.

b. Provide volunteers with a job description (if available) and ensure they understand their responsibilities.

c. Show the volunteer(s) the facilities, work area, rest rooms, lunch area.

d. Provide "Just-In-Time" training as appropriate.

e. Provide site and assignment specific safety briefings.

5. Training of Volunteers

Volunteers should understand the rules and procedures for their specific volunteer assignments to provide the best possible service. They must know to whom they report and they must be shown how to operate required equipment safely.

Following a disaster, time for training will be limited. For the best results in the shortest time, train to the specific job. Since new skills training is often not feasible during a disaster, make an effort to assign volunteers to tasks in which they have prior experience. Pairing experienced people with new volunteers helps newcomers learn. If many volunteers are assigned the same job and/or will use the same office equipment, consider offering group training for greater efficiency.

6. Tracking of Volunteers

Supervisors must track the work of their volunteers to ensure their safety through accountability, rest breaks and making sure that volunteers sign in and out on an activity report or roster.

E. EMERGENCY WORKER PROGRAM PROCEDURES

For the purposes of this annex, a *"**Pre-registered/Certified**"* volunteer is any person who is registered under the Washington State *Emergency Worker Program* with the Everett Office of Emergency Management (OEM), **and** holds an identification card issued by the OEM for the purpose of engaging in authorized emergency management activities.

1. Registration

To register volunteers as Emergency Workers, they must register through Everett's Office of Emergency Management. The OEM can permanently or temporarily register volunteers. State registration forms may be found through the Everett Office of Emergency Management, in *Section VI Forms* of this manual, or hardcopy forms may be acquired in the message center at the EOC.

a. Pre-Disaster Registration

To register as an Emergency Worker prior to any disasters, the volunteer shall obtain from and submit the following to the Everett Office of Emergency Management:

1) An Emergency Worker Registration Card

2) A City of Everett background check packet

Once the volunteer has successfully passed the City background check, the Everett Office of Emergency Management will issue an emergency worker identification badge.

b. On-Scene Temporary Registration

During emergency situations requiring immediate or on-scene recruiting of volunteers where time is of the essence, or for training and exercise purposes, volunteers:

1) Should complete and submit a temporary registration card

2) May be issued a temporary identification card

3) Will report to an authorized supervisor

When lack of time or resources precludes the completion of the steps above, a daily activity report (Form EMD – 078) or equivalent should be filled out.

2. Responsibilities

The Everett Office of Emergency Management is responsible for registering and using emergency workers according to city and state protocols. These include:

a. Ensure volunteers meet basic qualifications. Have skills and abilities to accomplish mission. (WAC 118-04-120)

b. The City of Everett requires a background check to become a *"pre-registered/certified"* emergency worker.

c. Ensure emergency workers are aware of personal responsibilities.

d. Ensure the safety of emergency workers.

3. Established State Mission Numbers

A mission number will be requested by the Everett OEM from the state DEM. Mission numbers are required for volunteer activities such as training, public education, classes, and after disaster related activities. Form EMD – 078 "*Emergency Worker Daily Activity Report"* must be filled out and turned in within 15 days of the event. Requirements for establishing state missions numbers may be found in the WAC 118-04-240 "*Mission numbers—Requests and requirements"*.

4. Emergency Worker Claims

Claims are to be filed through Everett's Office of Emergency Management. (The forms may be found at Everett OEM.)

V. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY

A. General

1. See EOC organizational chart at Appendix 3

2. Identify potential sites and facilities to manage volunteer reception

3. Identify the necessary support requirements to ensure the prompt establishment and operation of these facilities and sites

4. Keep accurate records of volunteers, the dates, times and locations worked, services provided, and all related expenditures in support of this Annex for possible reimbursement or auditing requirements

B. Specific areas of responsibilities

1. Mayor, Designee, Disaster Policy Group

a. Establish response and recovery priorities

b. Declare state of emergency

c. Provide necessary guidance and leadership

2. Disaster Manager/EOC Coordinator

a. Determine the need for volunteers to support emergency management

b. Coordinate with the Public Information Director for the development of public information announcements including providing instructions for private individuals and groups desiring to volunteer, location of volunteer reception center, and registration procedures

c. Provide a liaison between the EOC and non-governmental organizations active in volunteer management

d. Establish a Volunteer Management Unit Leader, as required

e. Request outside assistance (County, State, Federal), when required

f. Transition, as soon as possible and when applicable, activities established under this Annex to a voluntary organization a local community organization, service club or charitable foundation.

3. Volunteer Management Unit Leader

a. Determine staffing requirements

b. Coordinate with public, private, faith-based and non-profit groups to determine the initial needs for volunteers

c. Coordinate activities with NVOAD or WAVOAD members, as appropriate

d. Establish a volunteer management phone bank and/or coordinate with the Logistics Section to direct volunteers

e. Request volunteer management facilities, as required

f. Coordinate with the EOC Coordinator for Amateur Radio support, if needed

g. Coordinate supporting City departments

h. Keep an accurate accounting of all volunteers

4. Everett Police Department

a. Provide volunteer reception center security

b. Provide crowd and traffic control

c. Establish disaster area checkpoints

d. Coordinate with the Volunteer Management Unit Leader

5. Public Works Dept.

a. Consider activation of traffic control plans, monitor traffic congestion and provide solutions for effective traffic flow

b. Provide volunteer reception center support, as required

c. Assist with checkpoint establishment

d. Coordinate with the Volunteer Management Unit Leader

6. Facilities Dept.

a. Provide facilities for volunteer reception center(s), as required

b. Coordinate with the Volunteer Management Unit Leader

7. Support Agencies

Community and faith-based organizations provide support to volunteers in a number of ways, including but not limited to:

a. Assisting operations of the volunteer reception center

b. Providing training in mass care and sheltering

c. Assisting in credentialing and documenting volunteers

d. Assisting in transporting of volunteers to various locations

VI. PREPAREDNESS

Residents and volunteers can provide assistance to support local emergency management and public awareness during response and throughout the recovery process. But in order to do so, they must first be prepared and take care of their immediate personal and family needs.

Citizen preparedness is emphasized through public outreach and education, including but not limited to:

- Reducing hazards in and around their homes to reduce the amount of damage caused by an incident;

- Monitoring emergency communications carefully to reduce their risk of injury, keep emergency routes open to response personnel, and reduce demands on landline and cellular communication.

- Collaborating with emergency management personnel before an incident occurs to ascertain what assistance may be necessary and how they can help.

- Developing and exercising emergency plans and protocols before an incident occurs.

Nongovernmental and volunteer organizations can also take steps before an incident occurs to prepare for the management of volunteers, such as:

- Training and managing volunteer resources

- Identifying shelter locations and needed supplies

V. RESPONSE

Residents and volunteers can provide assistance to support local emergency management and public awareness during response and throughout the recovery process.

- Providing damage assessment information observed in their local area

- Providing critical emergency services to those in need, such as cleaning supplies, clothing, food and shelter, or assistance with post-emergency cleanup.

- Identifying those whose needs have not been met and helping coordinate the provision of assistance.

VI. RESTORATION AND RECOVERY

A. Restoration

Service restoration in the disaster area is required before the unmet needs of the residents can be reduced and eliminated.

B. Recovery

Recovery occurs when citizens no longer have unmet needs caused by the disaster.

VII. ADMINISTRATION AND LOGISTICS

See the Basic Comprehensive Emergency Management Plan for details.

VIII. TRAINING AND EXERCISES

This Annex is considered a working document that will evolve in response to ever-changing conditions. Ongoing exercises, training, evaluation and maintenance of this Annex will ensure new conditions and changes in the City can be addressed. A training and exercise program is vital to ensuring overall readiness and preparedness. Training prepares personnel for their roles and responsibilities. Exercises test capabilities, resources and relationships of responding departments and agencies.

A. Training

All City staff should receive awareness training on the policies and procedures identified in this Annex. Public, private, faith-based and non-profit organizations will be integrated in the training plan for this Annex. Training will be conducted on this Annex consistent with the Basic Comprehensive Emergency Management Plan.

B. Exercises

Conducting regular exercises will help identify areas of the Annex that require revision, enhancement, or additional detail. Exercises also help identify additional training or equipment necessary to improve the capabilities of responding personnel to implement and coordinate volunteers. Exercises will be conducted on this Annex consistent with the Basic Comprehensive Emergency Management Plan.

IX. ANNEX DEVELOPMENT AND MAINTENANCE

The City of Everett Office of Emergency Management will be responsible for updating this Annex. Lessons learned from exercises, actual events and agency roles and responsibilities will be used to modify this Annex.

X. AUTHORITIES AND REFERENCES

Every effort has been made to ensure this plan is compatible with the Federal Emergency Management Agency (FEMA) guidance (CPG 301 and Post Katrina Emergency Management Reform Act) and the Revised Code of Washington, Chapter 38.52.

Appendix 1

Acronyms and Abbreviations

CCC	Citizen Corps Council
CEMP	Comprehensive Emergency Management Plan
COAD	Community Organizations Active in Disaster
DPG	Disaster Policy Group
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
HAZMAT	Hazardous Material(s)
JIC	Joint Information Center
JIS	Joint Information System
MRC	Medical Reserve Corps
NIMS	National Incident Management System
NPG	National Preparedness Guideline
NRF	National Response Framework
OEM	Everett Office of Emergency Management
VOAD	Volunteer Organizations Active in Disasters
VRC	Volunteer Reception Center

Appendix 2

Terms and Definitions

Annex: Annexes to this basic plan can stand alone, however, are guided by the focus of the basic plan.

Appendix (Appendices): Appendices supplement the basic plan to organize specific topics for ease of use.

Citizen Corps: A component of the USA Freedom Corps that focuses on opportunities for people across the country to participate in a range of measures to make their families, homes, and communities safer from the threats of terrorism, crime, and disasters of all kinds.

Citizen Corps Council: A coordinating body of leaders from relevant sectors of local communities to direct the overall local Citizen Corps.

Comprehensive Emergency Management Plan (CEMP): Official document establishing the philosophy and strategic direction for City Emergency Management actions in an emergency or major disaster.

Disaster: An occurrence of a natural catastrophe, technological accident, or human-caused event that has resulted in severe property damage, deaths, and/or multiple injuries. As used in this plan, a "major disaster" is one that exceeds the response capability of the Local jurisdiction and requires County, State, and potentially Federal, involvement. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

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

Incident Command: Entity responsible for overall management of the incident. Consists of the Incident Commander, either single or unified command, and any assigned supporting staff. (Source: National Response Framework)

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

Joint Information Center (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Joint Information System (JIS): Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The JIS provides a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander (IC); advising the IC about public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

National Incident Management System (NIMS): Provides a systematic, proactive approach that guides government agencies at all levels, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

National Response Framework: A guide to how the nation conducts all-hazards incident management. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Preparedness: Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities. Preparedness is the process of identifying the personnel, training, and equipment needed for a wide range of potential incidents, and developing jurisdiction-specific plans for delivering capabilities when needed for an incident. (Source: National Response Framework)

Recovery: The economic focused long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstituting these systems to a new condition that is less vulnerable. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Response: Activities that occur during and immediately following an emergency or major disaster providing immediate emergency assistance designed to reduce the impact to people, environment, economy and property.

Restoration: The service focused short and long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning City services to a normal status or to reconstituting these services to a new condition.

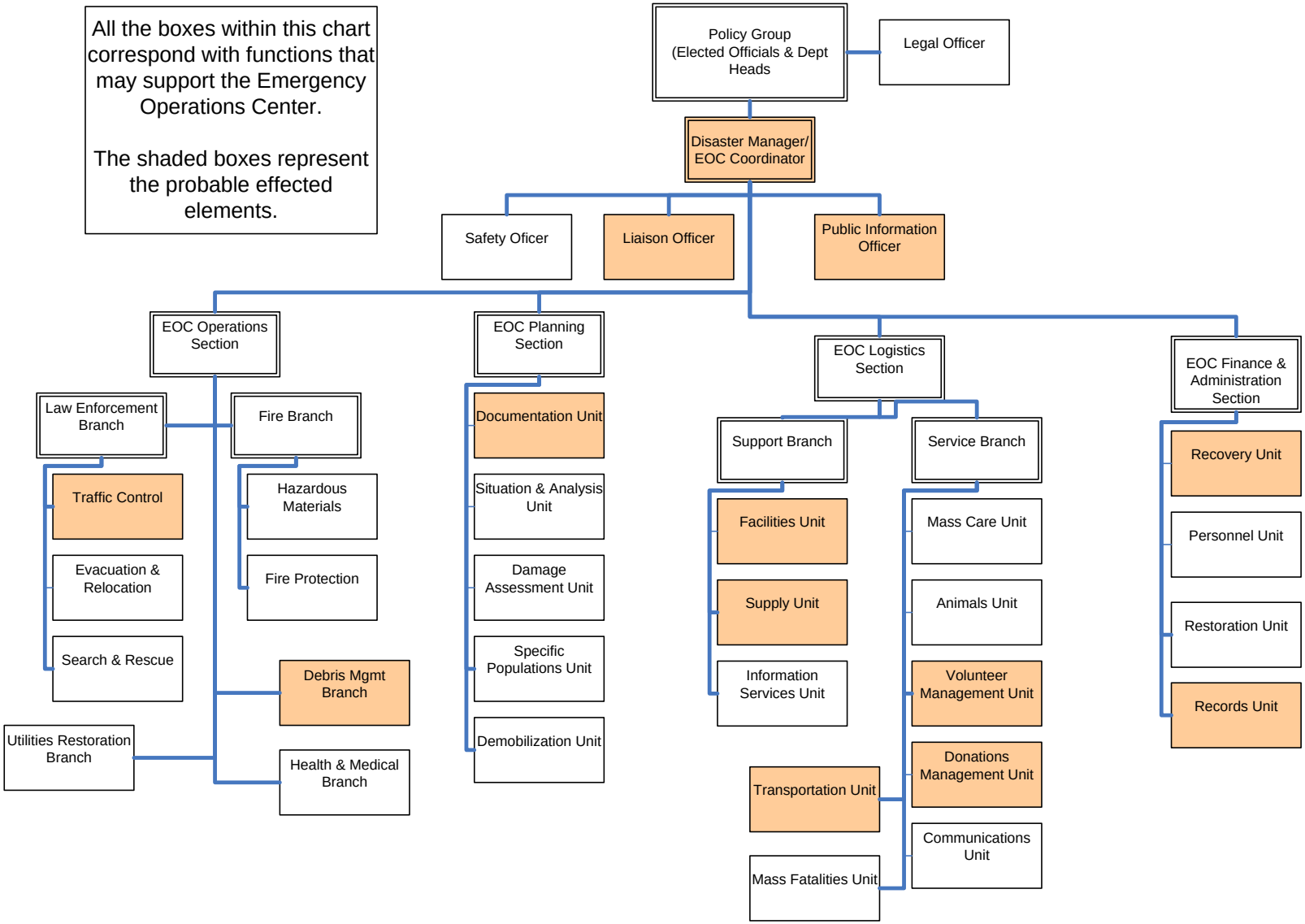
Unmet Needs: Following a disaster an unmet need of a citizen could be anything from basic life support (food, water, shelter, clothing, etc.) or assistance necessary to recover from a disaster (volunteer services, home repairs, financial support, etc.).

Volunteer: Any individual accepted to perform services by the lead agency, which has authority to accept volunteer services when the individual performs services without promise, expectation, or receipt of compensation for services performed. (See, e.g., 16 U.S.C. § 742f(c) and 29 CFR § 553.101.)

Appendix 3
EOC Organizational Chart

All the boxes within this chart correspond with functions that may support the Emergency Operations Center.

The shaded boxes represent the probable effected elements.



Appendix 4

City of Everett Volunteer Policy

VOLUNTEER PERSONNEL

POLICY/PROCEDURE

TITLE **VOLUNTEER PERSONNEL**		NUMBER **200-03-04**
EFFECTIVE DATE April 15, 2003	SUPERCEDES Policy # 516.105	PAGE NUMBER 1 OF 2

Section Index: 1.0 General
2.0 Policy

1.0 General

1.1 This policy is established to provide guidelines for volunteer worker programs and to reflect a clear distinction between those persons who work as employees of the City and those who volunteer their services. A volunteer worker is considered as any person providing service to the City without compensation, benefits or any form of remuneration. Persons volunteering time to serve on established boards, commissions, and committees are excluded from this policy.

1.2 This policy applies to all departments.

1.3 This policy is initiated by City Administration and the Human Resources Department.

2.0 Policy

2.1 No department will utilize the services of a volunteer worker without completing the Volunteer Worker Application (appendix A) and filing the form with the Human Resources Department. The only exception to this process is Police Reserves whose applications are filed with the Police Staff Services Division.

2.2 Background checks are required for any prospective volunteer who will have regularly scheduled unsupervised access to children under sixteen years of age, developmentally disabled persons, or vulnerable adults during the course of his or her employment or involvement with the City. Contact the Human Resources Department for information concerning background checks.

2.3 Volunteer workers are not covered by Worker's Compensation.

2.4 Each department employing volunteer workers will be responsible for recording the amount of hours and submitting the required paperwork to the Finance Department, Accounting Division.

2.5 Each department is responsible to ensure that proper supervision is given to volunteer workers.

2.6 In no case will a volunteer worker be employed to provide services, which can normally be done by an existing budgeted regular employee on a permanent basis.

Approved by: _____
Sharon DeHaan, Labor Relations/Human Resources Director

Approved by: _____
Larry Crawford, Chief Administrative Assistant

Approved by: _____
Frank Anderson, Mayor

Appendix 5

Emergency Worker Forms

FORM 1 - EMERGENCY WORKER REGISTRATION CARD

<table>
<tr><th colspan="6">EMERGENCY WORKER REGISTRATION CARD</th></tr>
<tr><td colspan="4">Jurisdiction:</td><td colspan="2">Issue Date:
Registration No.:</td></tr>
<tr><td colspan="2">Name (Last):</td><td>(First):</td><td>(Middle):</td><td colspan="2">SSN:</td></tr>
<tr><td colspan="4">Address 1:
Address 2:</td><td colspan="2" rowspan="4">PHOTOGRAPH</td></tr>
<tr><td colspan="2">City:</td><td>State:</td><td>Zip Code:</td></tr>
<tr><td colspan="2">Driver's License No.:</td><td>Date of Birth:</td><td>Blood Type:</td><td>Sex (M-F):</td></tr>
<tr><td>Height:</td><td>Weight:</td><td>Color Eyes:</td><td>Color Hair:</td><td>Glasses:</td></tr>
<tr><td colspan="5">Physical Disabilities (if any):</td><td rowspan="3">** In Case of Emergency**
Please Notify</td></tr>
<tr><td colspan="2">Home Telephone: Cell No.:</td><td colspan="3">Work Telephone: Pager No.:</td></tr>
<tr><td colspan="5">I certify that the information on this card is true and correct to my best knowledge and belief.</td></tr>
<tr><td colspan="3">Emergency Worker Signature:</td><td colspan="2">Date of Signature:</td><td>Name:</td></tr>
<tr><td colspan="5">Emergency Worker Assignment (WAC -118-04-110)
E-Mail Address:</td><td>Telephone Number w/Area Code:</td></tr>
<tr><td colspan="3">Authorizing Signature: Local Jurisdiction:</td><td colspan="2">Date of Signature:</td><td>Relation to Emergency Worker:</td></tr>
</table>

FORM 2 - AUTHORIZATION TO RELEASE INFORMATION

City of Everett
Emergency Management Office
2811 Oakes Avenue
Everett, WA 98201
425 257-8111

AUTHORIZATION TO RELEASE INFORMATION

"As a participant with the **City of Everett Community Emergency Response Team** and as a registered **Washington State Emergency Service Worker**, I may be working with fire or police agencies in sensitive and/or restricted areas, handle messages of a confidential nature and will be highly visible to the public, where my actions must reflect favorably upon the office of authority at all times. For this reason, I authorize release of any and all information that you may have concerning me, including information of a confidential or privileged nature."

"I hereby release you, your organization, or others from liability or damage that may result from furnishing the information requested. This release will expire 60 days after the date signed."

Signed: _____

Date: _____

FORM 3 - TEMPORARY EMERGENCY WORKER REGISTRATION CARD

TEMPORARY EMERGENCY WORKER REGISTRATION CARD City of Everett Emergency Management Office	
Print Name (First, MI, Last):	
Print Street Address, City State, ZIP:	
Print Phone Number, Including Area Code: **( )**	Birth date (MM/DD/YY): **/ /**
Emergency Contact Name, Phone (& Area Code), Relationship:	
Signature:	
Mission Number:	**Assignment Date and Time:**
Assignment Description:	

FORM 4 – DAILY ACTIVITY REPORT

STATE OF WASHINGTON
EMERGENCY WORKER DAILY ACTIVITY REPORT

County in which mission/incident took place:		Mission/Incident Number:			
Mission/Incident Name:			Date From:		Date To:
Unit Name:					
Unit Address:					

EMERGENCY WORKER NAME	CARD No.	ASSIGNMENT OR TEAM	DATE		DATE		DATE		TOTAL HOURS	ROUND TRIP MILES (DRIVER)
			IN	*OUT	IN	*OUT	IN	*OUT		
1.										
2.										
3.										
4.										
5.										
6.										
7.										
8.										
9.										
10.										
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21.										
22.										
23.										
24.										
25.										
26.										
27.										
28.										
29.										
30.										

* The time a person could reasonably have expected to reach home without stopping enroute.

TOTAL PERSONNEL:		TOTAL HOURS:		TOTAL MILEAGE:	

THIS FORM MUST BE SIGNED BY LOCAL EMERGENCY MANAGEMENT DIRECTOR/COORDINATOR OR SHERIFF'S DEPUTY.

By my signature below, I certify that these persons did participate in this mission/incident:

Print Name and Title	Signature

EMD - 078 (02/00)

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City of Everett

Comprehensive Emergency Management Plan

Annex J
Pets and Service Animals

Everett Fire Department, Office of Emergency Management

December 31, 2014

Record of Changes

Change Number	Change entered by	Date entered

Questions, corrections or comments about this plan may be directed to the Everett Office of Emergency Management at (425) 257-8111.

TABLE OF CONTENTS

SECTIONS		Page #
I.	PURPOSE	4
II.	SITUATION AND ASSUMPTIONS	4
	Situation	4
	Assumptions	5
III.	CONCEPT OF OPERATIONS	6
IV.	ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY	7
	Organization	7
	Assignments of Responsibility	9
VI.	PREPAREDNESS	10
VII.	RESPONSE	11
VIII.	RESTORATION AND RECOVERY	11
IX.	ADMINISTRATION AND LOGISTICS	12
X.	TRAINING AND EXERCISES	12
	Training	12
	Exercises	13
XI.	ANNEX DEVELOPMENT AND MAINTENANCE	13
XII.	AUTHORITIES AND REFERENCES	13
APPENDICES		
	Appendix 1: Acronyms and Abbreviations	14
	Appendix 2: Terms and Definitions	15
	Appendix 3: EOC Organizational Chart	19
	Appendix 4: ADA 2010 Revised Requirements	20

I. PURPOSE

Emergency sheltering of pets and service animals described in this Annex is designed to meet the needs of people and their animals during emergencies and disasters. Animal owners are responsible for their pets, and should have a disaster plan prepared for their animals in case of evacuations or emergencies. However, there will sometimes be situations where emergency animal sheltering is needed for evacuees who bring their pets with them, such as rapid-onset disasters or massive evacuations where hotels/motels, veterinarian clinics, and kennels are full.

Emergency sheltering ensures the effective evacuation, sheltering, and safe return of pets and service animals to their place of origin. The Everett Animal Services is committed to providing evacuated and rescued animals with safe shelter, food, water, medical care, and exercise. This plan provides a framework for considerations of pets and service animals after major emergencies and disasters.

II. SCOPE

A. This annex integrates crisis and consequence management consistent with the National Homeland Security Strategy, Homeland Security Presidential Directive – 8, the National Response Framework, the FEMA Comprehensive Preparedness Guide Supplement 101, the Washington State CEMP, and the National Incident Management System. These priorities are outlined as follows:

1. Save lives and protect the health and safety of the public, responders, and recovery workers.

2. Protect property and mitigate damages and impacts to individuals, communities, and the environment.

3. Facilitate recovery of individuals, families, businesses, public sector, and the environment.

B. This Pets and Service Animals Annex supplements the City of Everett's Comprehensive Emergency Management Plan (CEMP) already in effect as well as existing departmental plans and procedures.

III. SITUATION AND ASSUMPTIONS

A. Situation

Prior to or during an emergency or disaster event, people in harm's way may be asked to, or required to, protect themselves by evacuating from an area of higher risk to an area of relative safety. Companion, and other animals, living with these

threatened individuals, will be placed in the same circumstances, and will need to be evacuated. Because of the human-animal bond, many people evacuating from a disaster will want to take their animals and remain with their animals for the duration of the emergency.

Many persons will have their own transportation out of the risk area and take their companion animals with them in their own vehicles. Moreover, many individuals evacuating with their companion animals will not seek public shelter but will rather attempt to obtain private lodging for themselves and their companion animals. Many evacuees will not have their own transportation or arrangements for private lodging during the emergency but will still want to take along their companion animals and be sheltered along with their pets.

B. Assumptions

1. City, county and state Emergency Operations Centers (EOCs) will be activated, and the Incident Command System (ICS) implemented should an event occur requiring emergency sheltering, additional coordination and response.

2. The Unified Command structure and procedures will normally be used to ensure a coordinated, effective and safe response. Unified Command will determine overall objectives for the incident and selection of a strategy to achieve the objectives.

3. An emergency or major disaster requiring sheltering may overwhelm the capabilities of government and support agencies.

4. City, county, state, and federal officials may define overlapping areas of responsibility requiring inter-agency coordination for the duration of the event.

5. Some transportation providers will not permit animals to be transported in the same vehicles as the evacuees. Conversely, some evacuees will not want animals on board the vehicle in which they are traveling. Therefore, pet-friendly and people-only vehicles should be considered.

6. Under the right circumstances and using proper procedures, animals and people can be sheltered together in “pet friendly” shelters. Pet owners who evacuate with their pets will be asked to bring such items as health papers, small amounts of food and water, medicines, and other pet-related equipment (e.g., collars, leashes, small or collapsible carriers, bowls, muzzles, etc.). Those same amenities that are considered for evacuees should also be considered for companion animals (e.g., adequate food, clean water, appropriate bedding, relief and exercise areas, etc.) while en route to and while at shelters.

7. The local animal control (Everett Animal Services) will direct and control all activities related to animal protection and control during an emergency. They will be responsible for stray, abandoned, and rescue animals. Other animal and disaster organizations will act as support agencies for the city.

IV. CONCEPT OF OPERATIONS

A. General

1. This Annex complies with the Department of Justice 2010's Revised ADA Requirements which defines Service Animals (included in Appendix 4).

2. The Everett Office of Emergency Management and the Parks and Recreation Department may utilize Memorandums of Understanding, pre-existing contracts or standing purchase orders for the requisition of necessary shelter resources. The Parks and Recreation Department maintains pre-existing contracts and purchase orders with sanitation vendors for portable toilets; an inter-local agreement with the Everett School District for the use of their facilities and fields; and a Memorandum of Agreement with the Port of Everett for the 10th Street Boat Launch for moorage/launch facilities.

3. Evacuation or relocation movement assistance will be coordinated with City of Everett Transportation Services (Everett Transit). Large city parks consisting of buildings with utilities (including but not limited to Forest, Legion, Garfield, Jackson, and Silver Lake) may be designated as gathering sites or assembly points for movement of animals to emergency shelter; however the designation of such will be incident-specific.

4. Shelters normally remain open no longer than absolutely required.

5. If the magnitude of the disaster is such that the services of other volunteer groups are needed to mitigate suffering and aid in sheltering, the EOC staff (i.e., American Red Cross, United Way of Snohomish County, Snohomish County Human Services, city human needs, etc.) representatives will assist in coordinating other volunteer organizations for assistance.

B. Public Notification and Emergency Communications

1. The City of Everett Public Information Director will prepare public notification messages, in coordination with the Emergency Operations Center Coordinator and the American Red Cross, to inform the public of shelter locations and services. (See Annex C for more details on human sheltering).

   Public notification methods may include:

a. Mass notification technology platform utilizing an internet-based warning and alert system

b. Media outlets (AM radio, FM radio, television, newspaper).

c. Public address systems (police, fire, public works, etc).

d. Emergency Worker Volunteer doorbell personal notification.

2. Emergency communications methods may include:

a. Emergency land-line telecommunications may be required for temporary shelter operations either mobile support facility or hard-sided shelter. Multiple communications lines may be required for family reunification. Shelter managers may be provided Government Emergency Telecommunications Service (GETS) access for critical communications.

b. If cellular phones are operational, multiple cellular phones may substitute for land-lines. Shelter managers may be provided Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS) access for critical communications.

c. A satellite phone, if available, may be provided from the EOC for shelter operations.

d. Information technology support may be required to support shelter operations (mobile or hard-sided) including, but not limited to, Internet access (normally wi-fi), wi-fi enabled laptop computers, desk top computers and printers.

V. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

It is the responsibility of local government to coordinate and facilitate emergency shelter and temporary housing for disaster victims and their pets and service animals within its own capabilities, and to request the implementation of shelter assistance provided by private relief agencies and other state and federal programs. When local resources are fully committed, and upon request, county, regional, state or national associations may assist in providing emergency shelter and/or temporary housing for disaster victims' pets and service animals.

The City of Everett maintains three types of pet and service animal sheltering for during disasters: Mobile, Permanent and Temporary.

1. **Mobile**
   Everett's Mobile Animal Shelter is comprised of a series of mobile structures capable of providing temporary pet shelter for up to 150 cats and dogs for at least 3 days:

   a. One (1) 22' round Operations Tent, which is designed to house staff, animal check-in, and communications

   b. One (1) mobile trailer which contains supplies and equipment including a generator, propane heater, water pump, animal food and portable cages

   c. Four (4) 10x20 portable garages which are designated to house dogs, cats, medical procedures, and overflow, and

   d. One (1) animal transport van, which transports 100 "veri" kennels to be set up in the portable garages

   The Mobile Animal Shelter would be set up in a conveniently located city park or field, and could be adjacent the human shelter(s). Owners may bring their pets to the Mobile Animal Shelter, or first responders who rescue abandoned or lost animals can call EAS for transport.

   The animal transport van, as well as normal operation animal control vehicles, could be used, with adequate volunteer or staff support and under dire circumstances, to transport pets and service animals to one of the pet shelters.

2. **Permanent**
   The City of Everett Animal Services (EAS) Department operates a full-time, year-round animal shelter facility. In the event of a disaster or major emergency, the permanent facility will accept pets under these two conditions:

   a. The Everett Police have ordered an evacuation, or

   b. The pet owners' house is not habitable or safe.

3. **Temporary**
   The City of Everett EAS Department maintains a updated list of, and agreements with, alternate facilities, clinics and kennels to be utilized in those circumstances when neither the mobile nor the permanent animal sheltering is available.

B. Assignment of responsibilities

1. Owner

The sheltering and protection of animals is the responsibility of their owner. The owner is responsible for:

- Providing an appropriate standard of care for their animals at all times, including during emergencies, disasters and evacuations.
- Ensuring that their animals are not a threat to public health.
- Ensuring that their animals do not harm other persons' property, including animals, and limit the spread of contagious disease to other animals.

Most owners affected by disasters or having to evacuate take their animals and stay with friends and family. This self-reliant behavior should be encouraged at all times.

2. City of Everett Animal Services Department

Under emergency or disaster circumstances when animal owners cannot take responsibility for their pets or service animals, or require assistance doing so, the City of Everett Animal Services Department, in conjunction with Office of Emergency Management, will activate this Annex.

The Everett Animal Services Department is the jurisdiction's animal control authority and has the responsibility to:

a. Determine staffing requirements, recall volunteers, and establish a Pets and Service Animal Unit Leader

b. Coordinate with the Donations Management Unit for all donations related to pets and service animals

c. Seek all options to locate pets with owners including co-located pet shelters, veterinary clinics and kennels.

d. Make advanced agreements with, and maintain a list of, veterinary clinics and kennels for alternate disaster sheltering, transportation, and emergency support services during all phases of a disaster.

e. Coordinate with supporting city departments for related services, as appropriate

f. Utilize an intake and registration process and keep an accurate accounting of animals, donations and volunteers

3. City of Everett Parks Department

The City of Everett Parks and Recreation Department is the lead agency for human shelter operations within the city, including the deployment, set up and operation of the City's Mobile Support Facility. The Parks and Recreation Department may support and/or assist in coordination efforts for the sheltering of pets and service animals, if available.

4. City of Everett Police Department

a. Provide security

b. Provide crowd and traffic control

c. Establish disaster area checkpoints

d. Coordinate with the Pets and Service Animal Unit Leader

5. City of Everett Public Works Department

a. Provide warehousing support, as required

b. Assist with checkpoint establishment

c. Coordinate with the Pet and Service Animal Team Leader

6. City of Everett Facilities Department

a. Provide facilities for staging, sorting, warehousing and distribution, as required

b. Coordinate with the Pets and Service Animal Team Leader

7. County/Regional/National Animal Associations

If overwhelmed, or upon exhaustion of all local resources, the City of Everett may request the assistance of the ASPCA or HSUS.

VI. PREPAREDNESS

Government agencies and voluntary organizations receive much of the attention in this plan; however the most critical stakeholders are the public. They are also the

presumed owners of the pets and service animals, and the focus of the unmet needs. The role of the population at large is to be prepared for any disaster.

The City of Everett shall also be prepared by establishing pet and service animal sheltering procedures, developing mutual assistance agreements with local veterinarians and clinics as well as local and regional animal control services, training staff and volunteers on animal sheltering procedures, and routinely exercising said procedures. Additionally, the City can inform and educate citizens and stockpile pet shelter supplies.

VII. RESPONSE

A. Coordination of pet and service animal rescue and care is a critical response activity and will normally be the responsibility of the Everett Animal Service (EAS). That team will be headed by the Pets and Service Animals Team Leader.

B. Private sector assistance will be necessary and integrated into the training and implementation of this annex.

C. Response components to be considered in the emergency sheltering of pets and service animals include:

1. Evacuation and Transportation
2. Shelter Operations
    a. Support for service animals in shelters serving humans
    b. Emergency household pet sheltering
3. Veterinary Medical Care
    a. Triage and clinical care
    b. Animal decontamination
    c. Epidemiology
4. Search and Rescue
5. Pet/Owner Reunification
6. Pet Mortality Management

VIII. RESTORATION AND RECOVERY

A. Restoration

Restoration and recovery efforts may be simultaneous with response efforts. Response efforts will continue until the situation is under control and the safety of people and facilities is determined. Restoration and recovery efforts will focus on restoring property, as much as possible, to a functional status in coordination with mitigation best practices. Returning people and service animals to a permanent residence will be one of the highest priorities.

The following actions are examples that may be necessary during restoration and recovery.

1. Continue to monitor the area for any residual after-effects as necessary.

2. Continue to coordinate and track resources and document costs.

3. Continue to keep the public informed of the restoration and recovery efforts.

4. Determine need for and secure long-term temporary housing as required.

5. Develop and implement long-term mitigation strategies.

B. Recovery

Recovery occurs when citizens no longer have unmet needs caused by the disaster and they have their pets and service animals back with them and demobilization of the collection centers has occurred.

IX. ADMINISTRATION AND LOGISTICS

See the Basic Comprehensive Emergency Management Plan for details.

X. TRAINING AND EXERCISES

This Annex is considered a working document that will evolve in response to ever-changing conditions. Ongoing exercises, training, evaluation and maintenance of this Annex will ensure new conditions and changes in the City can be addressed. A training and exercise program is vital to ensuring overall readiness and preparedness. Training prepares personnel for their roles and responsibilities. Exercises test capabilities, resources and relationships of responding departments and agencies.

A. Training

All City staff should receive awareness training on the policies and procedures identified in this Annex. Public, private, faith-based and non-profit organizations will be integrated into the training plan for this Annex. Training will be conducted on this Annex consistent with the Basic Comprehensive Emergency Management Plan.

B. Exercises

Conducting regular exercises will help identify areas of the Annex that require revision, enhancement, or additional detail. Exercises also help identify additional training or equipment necessary to improve the capabilities of responding personnel to implement the pets and service animal efforts. Exercises will be conducted on this Annex consistent with the Basic Comprehensive Emergency Management Plan.

XI. ANNEX DEVELOPMENT AND MAINTENANCE

The City of Everett Office of Emergency Management will be responsible for updating this Annex. Lessons learned from exercises, actual events and agency roles and responsibilities will be used to modify this Annex.

XII. AUTHORITIES AND REFERENCES

Any pet and service animal plan must be developed and maintained pursuant to relevant local, county, state and federal statutes and regulations. Every effort has been made to ensure this plan is compatible with the following laws, regulations and policies:

- Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended by the Post Katrina Emergency Management Reform Act and the Pets Evacuation and Transportation Standards (PETS) Act
- Department of Homeland Security Appropriations Act, 2007
- Americans With Disabilities Act of 1990 and the 2010 Revised ADA Service Animals Requirements
- FEMA Disaster Assistance Policy 9523.19
- The Revised Code of Washington, Chapter 38.52

Appendix 1

Acronyms and Abbreviations

ADA	Americans with Disabilities Act
CEMP	Comprehensive Emergency Management Plan
DPG	Disaster Policy Group
EAS	Everett Animal Services
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
HAZMAT	Hazardous Material(s)
JIC	Joint Information Center
JIS	Joint Information System
LTRO	Long Term Recovery Organizations
NIMS	National Incident Management System
NPG	National Preparedness Guideline
NRF	National Response Framework
OEM	Everett Office of Emergency Management
SCACS	Snohomish County Animal Control Services

Appendix 2

Terms and Definitions

Annex: Annexes to this basic plan can stand alone, however, are guided by the focus of the basic plan.

Appendix (Appendices): Appendices supplement the basic plan to organize specific topics for ease of use.

Comprehensive Emergency Management Plan (CEMP): Cities, Counties, and Governments discharge their emergency management responsibilities by taking four interrelated actions: mitigation, preparedness, response, and recovery. This systematic approach treats each action as one phase of an emergency in its jurisdiction. This is a comprehensive process, with each phase building on the accomplishments of the preceding one. The overall goal is to minimize the impact that is caused by emergencies or disasters.

Companion Animals: Pets and other domesticated animals that are raised for their special relationship people (also called the human-animal bond). These animals may include various species such as cats, dogs, mice, rats, hamsters, snakes, spiders, fish, birds, pot-bellied pigs, etc. Equines may be included in this category but require significantly different care than most other companion animals.

Congregate Household Pet Shelters: Any private or public facility that provides refuge to rescued household pets and the household pets of shelterees in response to a declared major disaster or emergency.

Disaster: An occurrence of a natural catastrophe, technological accident, or human-caused event that has resulted in severe property damage, deaths, and/or multiple injuries. As used in this plan, a “major disaster” is one that exceeds the response capability of the Local jurisdiction and requires County, State, and potentially Federal, involvement. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Donations: A donation is a gift given by physical or legal persons, typically for charitable purposes and/or to benefit a cause. A donation may take various forms, including cash, services, new or used goods and it also may consist of emergency, relief or humanitarian aid items. Charitable gifts of goods or services are also called gifts in kind.

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

safety, or to lessen or avert the threat of a catastrophe in any part of the United States. (Source: National Response Framework)

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

Household Pet: a domesticated animal such as a dog, cat, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes, and can travel in commercial carriers, and be housed in temporary facilities. Household pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes.

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

Large Animal Facility: A facility designated for livestock, horses, and “exotic” or unique types of animals for which proper care cannot usually be provided in a normal animal shelter.

Mitigation: A strategy for mitigating the hazards it faces; in fact, a mitigation plan is required of States that seek funds for post-event mitigation after Presidential declarations under the Stafford Act. Existing plans for mitigating hazards are relevant to an EOC, particularly in short-term recovery decision-making, which can affect prospects for effective implementation of a mitigation strategy aimed at reducing the long-term risk to human life and property in the jurisdiction.

Mobile Animal Shelter is a series of structures and the required supplies to provide temporary pet sheltering for at least three days.

Mobile Support Facility is maintained in a series of trailers that can support both sheltering and temporary emergency structure needs. It is maintained by the Everett Office of Emergency Management and operated normally by the Everett Parks and Recreation Department. It includes enough tents, cots, blankets, food and water to maintain a temporary facility, including a shelter if required, for fifty people. There are enough cots, blankets, food and water to support a hard-sided shelter for 200 people for

3 days. The mobile support facility includes a shower trailer which requires an uninterrupted water source to operate.

National Response Framework: A guide to how the nation conducts all-hazards incident management. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Pet-Friendly Shelter: A shelter where the owners and their animals can be housed together, although in distinct separate areas. Pet-friendly is a term can also apply to various forms of transportation.

Pet-Only Shelter: A shelter where only the shelter managers and workers, not the animal owners, are permitted entry on a routine basis.

Preparedness: Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities. Preparedness is the process of identifying the personnel, training, and equipment needed for a wide range of potential incidents, and developing jurisdiction-specific plans for delivering capabilities when needed for an incident. (Source: National Response Framework)

Production Animal: Animals raised for their use as a food or other marketable product (e.g., livestock).

Recovery: The economic focused long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstituting these systems to a new condition that is less vulnerable. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Research Animal: Animals used for product testing, drug production, genetic studies, etc.

Response: Activities that occur during and immediately following an emergency or major disaster providing immediate emergency assistance designed to reduce the impact to people, environment, economy and property.

Restoration: The service focused short and long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning City services to a normal status or to reconstituting these services to a new condition.

Service Animal (*as defined by the American Disability Act)*: Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities**.** Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who

is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

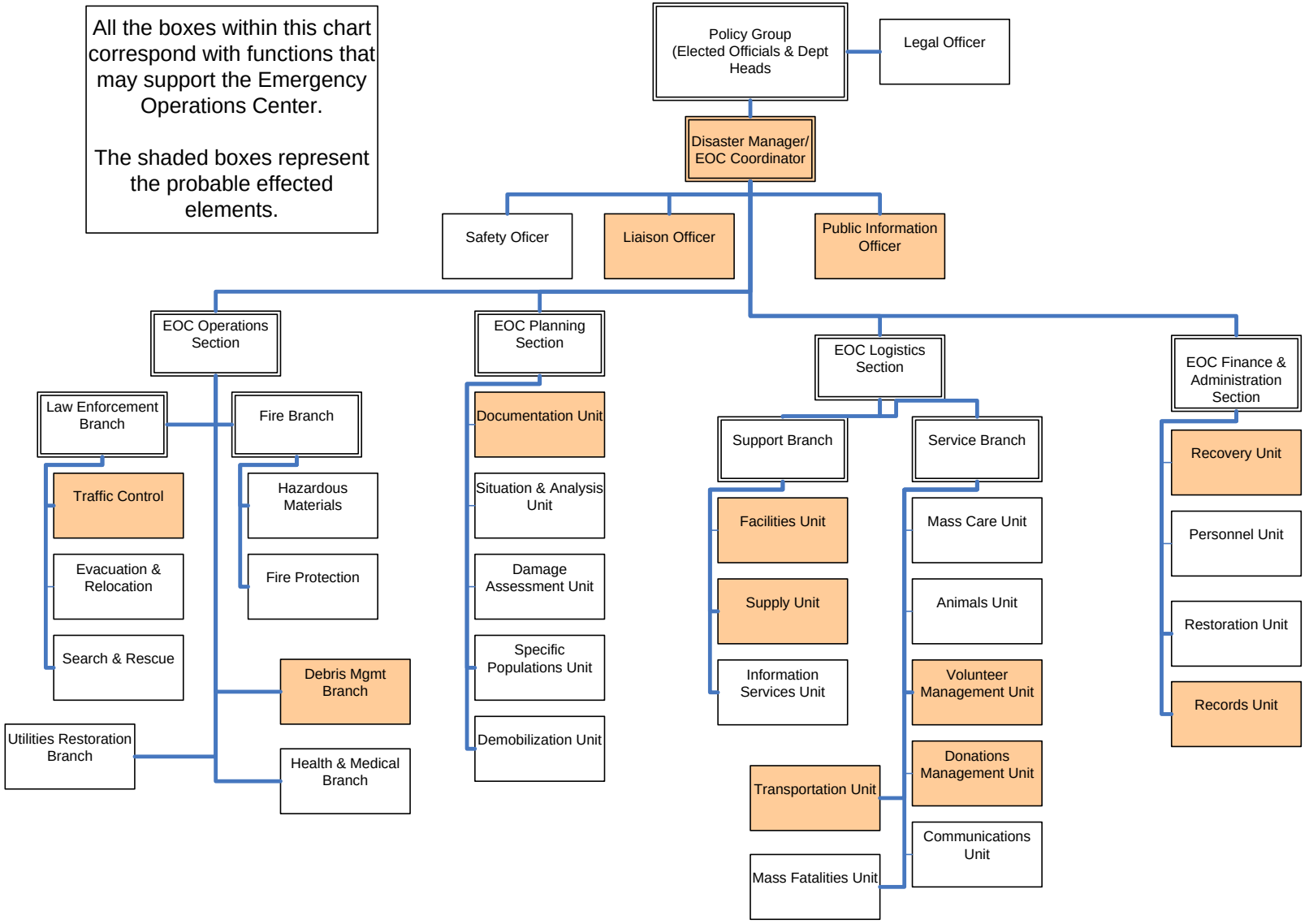
Specialty animal: Animals used for their unique capabilities (e.g., racing, exotic game, substance detection, etc.).

Unmet Needs: Following a disaster an unmet need of a citizen could be anything from basic life support (food, water, shelter, clothing, etc.) or assistance necessary to recover from a disaster (volunteer services, home repairs, financial support, etc.).

Unsolicited Goods: Donated items that have not been requested by government officials, voluntary disaster relief organizations, or other donations-related personnel.

Appendix 3

EOC Organizational Chart



Appendix 4

ADA 2010 Revised Requirements

U.S. Department of Justice
Civil Rights Division
Disability Rights Section

ADA
2010 Revised Requirements

Service Animals

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements, including the 2010 Standards for Accessible Design (2010 Standards).

Overview

This publication provides guidance on the term "service animal" and the service animal provisions in the Department's revised regulations.

- Beginning on March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA.
- A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.
- Generally, title II and title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.

How "Service Animal" Is Defined

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

(continued, page 2)

This definition does not affect or limit the broader definition of "assistance animal" under the Fair Housing Act or the broader definition of "service animal" under the Air Carrier Access Act.

Some State and local laws also define service animal more broadly than the ADA does. Information about such laws can be obtained from that State's attorney general's office.

Where Service Animals Are Allowed

Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go. For example, in a hospital it would be inappropriate to exclude a service animal from areas such as patient rooms, clinics, cafeterias, or examination rooms. However, it may be appropriate to exclude a service animal from operating rooms or burn units where the animal's presence may compromise a sterile environment.

Service Animals Must Be Under Control

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Inquiries, Exclusions, Charges, and Other Specific Rules Related to Service Animals

- When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.
- A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

- Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.

- People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.

- If a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by himself or his service animal.

- Staff are not required to provide care or food for a service animal.

Miniature Horses

In addition to the provisions about service dogs, the Department's revised ADA regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities. (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.) Entities covered by the ADA must modify their policies to permit miniature horses where reasonable. The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility. The assessment factors are (1) whether the miniature horse is housebroken; (2) whether the miniature horse is under the owner's control; (3) whether the facility can accommodate the miniature horse's type, size, and weight; and (4) whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

For more information about the ADA, please visit our website or call our toll-free number.

ADA Website
www.ADA.gov
To receive e-mail notifications when new ADA information is available, visit the ADA Website's home page and click the link near the top of the middle column.

ADA Information Line
800-514-0301 (Voice) and 800-514-0383 (TTY)
24 hours a day to order publications by mail.
M-W, F 9:30 a.m. – 5:30 p.m., Th 12:30 p.m. – 5:30 p.m. (Eastern Time)
to speak with an ADA Specialist. All calls are confidential.

For persons with disabilities, this publication is available in alternate formats.

Duplication of this document is encouraged. July 2011