Continuity of Operations Plan (COOP)

for Walla Walla County Government

JULY 2010

Walla Walla County Emergency Management Department

27 North 2nd Avenue

Walla Walla, Washington 99362

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EXECUTIVE SUMMARY

The Walla Walla County Continuity of Operations Plan (COOP) provides instruction and guidance to Walla Walla County employees, enabling essential County functions to continue when there is a catastrophic emergency that severely impacts the County's ability to operate as usual.

County department heads and elected officials have been instrumental in the COOP preparation. They have developed actions and processes to ensure all public services legal in requirement, mandated by act or regulation, and/or affecting safety and health will continue under the worst of environmental, economic and technological conditions.

The Walla Walla County Continuity of Operations Plan represents our commitment to serve the fine citizens of Walla Walla County in the worst and best of times. The Walla Walla County Board of Commissioners asks each County employee to familiarize themselves with actions that must be taken to continue County operations during a disaster, and to continue to provide a full spectrum of public services to all who live in our magnificent County.

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PURPOSE

The purpose and intent of this plan is to prepare Walla Walla County to respond to disasters or a major emergency while continuing to provide day-to-day essential services. COOP planning helps assure the capability exists to continue essential services across a wide range of potential emergencies. The objectives are:

1.   Ensure the continuous performance of a department's essential services during a disaster or major emergency.

2.   Protect critical infrastructure.

3.   Reduce or mitigate disruptions to operations from a disaster.

4.   Achieve a timely and orderly recovery from an emergency and resume full service to customers as quickly as possible.

SCOPE

This plan applies to Walla Walla County Government.

ASSUMPTIONS

- Most or all departments will be required to move to another location to continue operations.

- Current resources will not be immediately available at the new location.

- Communications will likely be disrupted. Telephone and cellular communications may be affected by the emergency.

- Transportation may be disrupted. Roads, bridges and other transportation infrastructure damage may limit normal transportation, including the ability of employees to report to work.

- The Board of County Commissioners will declare an emergency if local emergency response resources are exhausted or nearing exhaustion.

- When the Emergency Coordination Center (ECC) is activated, Emergency Management staff will assist all affected jurisdictions (covered in the inter-local agreement between the County and Cities of College Place, Walla Walla, Prescott and Waitsburg) as required by the incident. The ECC will coordinate outside assistance and resources.

- Internet service and network access will not be available, for at least 10 days, at the alternate site.

- Many of the catastrophes that require activation of the County COOP will cause extensive damage to more than just County facilities.

- Emergency workers may be responding to a multitude of emergencies throughout the County in a COOP event.

ESSENTIAL SERVICES

Following is a list of essential services, by department, to be performed during a COOP incident. Essential services are considered any service a department is required to perform by law, agreement, or contract and cannot be delayed due to a disaster or major emergency.

Assessor

The Walla Walla County Assessor's Office is not required to provide any essential services during a disaster. They will support other County departments, as needed.

Auditor

The Auditor's Office is responsible for continuing election services if an election occurs in conjunction with a disaster, as well as meet any recording requirements. They are required to set up polling sites and ballot drop sites if mail service is interrupted.

Payroll service to County employees is also required of this department.

Budget preparation is also an essential service this department must to complete, if needed. The Board of County Commissioners, however, has the authority to pass a resolution extending budget deadline approvals.

The Auditor's Office will require the Auditor, Payroll and Records person(s) and Election Supervisor, if necessary, report to work. If the event occurs during an election then all election staff will be needed. All other employees will be directed to remain at home until told to report to work.

Clerk

The Clerk's Office is required to provide support to Walla Walla County Superior Courts, as well as collect restitution payments ordered by the Courts. They are also required to assist with first appearances. Those who are arrested overnight are legally required to have a first appearance the following morning.

This department will require four staff members report for duty in order to carry out essential services. All other employees will be directed to remain at home until told to report to work.

Community Development

Community Development is responsible for assessing damage to buildings during a COOP incident if the fire departments request inspections of damaged buildings.

The Building Inspector and two support staff will be required to report to work. All other employees will be directed to remain at home until told to report to work.

Commissioners

The Walla Walla County Board of County Commissioners is responsible for declaring a disaster and ordering activation of the Emergency Coordination Center (ECC).

Additionally, they appoint the Incident Commander (IC) and Incident Management Team (IMT) members based on recommendation from the Emergency Management Director and provide overall guidance to the IC during the incident.

Coroner

The County Coroner is responsible for caring of the deceased during a disaster.

The Coroner and Deputy Coroner will be required to report to work.

Court Services

Court Services (Juvenile Justice Center (JJC)) is required to maintain supervision of juvenile offenders. This work takes place mostly in the field and requires little to no office space at an alternate location.

An internal team of five will be called to work in a disaster. All other employees will be directed to remain at home until told to report to work.

District Court

District Court is required to continue with first appearances on criminal cases per the statutory deadlines. This department is also required to conduct mandatory criminal hearings, as required by law.

The Judge and a Court Reporter will be required to report for work. All other employees will be directed to remain at home until told to report to work.

Emergency Management

Emergency Management staff are required to activate the Emergency Coordination Center (ECC), as necessary and approved by the Board of County Commissioners. During the event, they are also responsible for making sure information is being disseminated appropriately. ECC staff also assist in the coordination of resources to incident location(s), as requested by the Incident Commander.

All staff from this department will be required to report to work as soon after notification as possible.

Emergency Medical Services

Emergency Medical Services staff serve as the liaison between the City and County Emergency Medical Services (EMS) agencies. They are also responsible for verifying EMS credentials of outside providers who come into the County to assist under mutual aid agreements.

They are also responsible for coordinating Critical Incident Stress Management (CISM) teams, as requested, for first responder agencies.

The Director and Office Assistant will be required to report to work.

Fairgrounds

Fairgrounds staff are responsible for closing the fairgrounds to all events and notifying upcoming renters of the closure.

If there is an event taking place (i.e. fair), the Fairgrounds staff will close the event and assist in getting vendors and patrons off their grounds.

The Maintenance Supervisor, Fairgrounds Manager and rental person(s) will be required to report to work. All other employees will be directed to remain at home until told to report to work.

Public Health

The Health Department is required to provide information and staff to conduct programs, such as food and water safety, on-site septic system inspections, vector control, immunizations and communicable disease control, as required by the incident. The Health Department is also responsible for maintaining the Women, Infant and Children (WIC) program.

Sanitarians, Communicable Disease Nurses and a minimal amount of administrative staff will be required to report to work. All other employees will be directed to remain at home until told to report to work.

Human Services

Walla Walla County Department of Human Services is responsible for providing 24/7 crisis response, medication monitoring and management to their clients.

Transitional and Permanent Supportive Housing, Crisis Response and Crisis Respite, some Adult Mental Health clinical staff, and some administrative staff (Financial. Technology, Admin Support) will be required to report to work. All other employees will be directed to remain at home until told to report to work.

Maintenance

The Maintenance Department is responsible for moving equipment and furniture for offices to relocate during an event. They are also responsible for assisting in maintaining the Fairgrounds as office work space for County departments.

All staff will be required to report to work as soon as possible following notification.

Personnel/Risk Management

The Risk Manager is responsible for any issues concerning property damage assessment, liability damage claims, including working with insurance companies and the insurance pool as problems arise. The Personnel Manager is also

responsible for developing an emergency personnel policy regarding whether staff will be paid if directed to remain at home during an emergency.

The Director and Administrative Secretary will be required to report to work.

Prosecuting Attorney

The Prosecuting Attorney's Office is responsible for the prosecution of all arrested persons, as well as court hearings. The Prosecuting Attorney must also provide legal advice for all county departments.

The Prosecuting Attorney and five other staff members will be required to report to work. After 72 hours, all attorneys and staff will be needed.

Public Works

The Public Works Department is responsible for debris removal, assisting Community Development with building assessment, and the initiation of road repair during a disaster/emergency.

Engineer, emergency contract person, Technology Services (from Public Works staff), road crews and supervisors, Geographic Information Systems (GIS), and a minimal number of administrative staff will be required to report to work. All other employees will be directed to remain at home until told to report to work.

Sheriff

Continuing patrol duties will remain the top priority.

The Sheriff's Office will also operate a jail facility, including transporting prisoners to other correctional facilities as necessary. The Sheriff's Office will need to continue their civil and records services in accordance with legal requirements. These include serving court orders and warrants, as well as reports of cases. Evidence collection/security is also a requirement for this department during a disaster.

A minimum of three staff members from the office, as well as all jail staff (approximately 24) and all patrol units will be required to report to work. All other employees will be directed to remain at home until told to report to work.

Superior Court

The Superior Courts are required to continue with first appearances on criminal cases per the statutory deadlines. This department is also required to issue emergency protection orders, as well as any other mandatory criminal hearings.

The judge and court reporter will be required to report to work. All other employees will be directed to remain at home until told to report to work.

Technology Services

Technology Services staff are responsible for establishing network and communications capabilities and providing basic technology services for all

County departments at the alternate site as quickly as possible. They are also responsible for making sure back up files are located and salvaged, if possible.

All employees from this department will be required to report to work as soon after notification as possible.

Treasurer

All banking services for the County required during a catastrophe will be provided by the Treasurer's Office.

Authorizations allowing access to all funds held during a disaster are also an essential service of the Treasurer's Office.

The Treasurer's Office will require that three employees report to work. All other employees will be directed to remain at home until told to report to work.

Washington State University Extension

The Washington State University (WSU) Extension Office-Walla Walla Branch is not required to provide any essential services.

They will support other County departments as needed, including the State veterinarian, and Sheriff's Office in managing livestock concerns.

Two Extension Office staff members will be required to report to work. All other employees will be directed to remain at home until told to report to work.

CONCEPT OF OPERATIONS

The Continuity of Operations Plan will be activated upon notification of a disaster in the county that severely impacts the County's ability to continue normal operations, generally at Level 3 or 4 of the Emergency Coordination Center activation guide (see Appendix A). The Director of Emergency Management will also request the Chair of the Board of County Commissioners to activate the Emergency Coordination Center (ECC), which will serve as the central coordination point for emergency response. Once the COOP and ECC are activated, the Director will recommend the Commission Chair form and assign individuals to an Incident Management Team, including Incident Commander (see Appendix B for Organization Chart and Appendix C for Checklists).

Employees recommended for Incident Commander and Incident Management Team assignments will have the appropriate training and knowledge to take over command of an incident at a local level. Other factors, including availability, will be considered by the Chair as selections are made. Each member of the Incident Management Team will be relieved of normal duties, with focus entirely on meeting incident objectives.

The Commissioner Chair will delegate authority to the Incident Commander to manage the COOP incident. The initial objectives of the Incident Commander and the Incident Management Team during a COOP event is threefold: 1) Move County operations to an alternate facility (see page 10 for facility information); 2) Reestablish essential services to the County (see page 1 for essential services listing); and 3) Restore normal County operations as quickly as possible, including restoration of Critical Infrastructure (see Appendix D for Critical Infrastructure listing).

Leadership

The Board of County Commissioners will continue to lead Walla Walla County. The order of succession will remain the same through the duration of the incident.

The Incident Commander will lead the COOP, with overall guidance from the Walla Walla Board of County Commissioners.

County Order of Succession

County authority will be succeeded in the following order:

- Commission Chair
- Commission Vice Chair
- Commissioner
- Sheriff
- Director of Public Works
- Personnel/Risk Manager
- Prosecuting Attorney

If none of the above people is present, then authority falls to the Senior Sheriff's Department Commander.

Department Order of Succession

Assessor

Assessor, Chief Deputy, Chief Appraiser

Auditor

Auditor, Chief Deputy Auditor, Chief Financial Manager, Elections Supervisor, Lead Licensing, Recording Coordinator

Clerk

County Clerk, Chief Deputy Clerk, Courtroom Clerk

Community Development

Director, Building Inspector, Permit Technician/System Administrator

Commissioners

Chairman, Vice-Chair, Commissioner, Clerk of the Board

Coroner

Coroner, Deputy Coroner

Court Services

Director, Assistant Director, Detention Manager

District Court

Judge, Administrator, Civil Supervisor, Records/ Accounting

Emergency Management

Director, Assistant Director, Program Assistant

Emergency Medical Services

Director, Administrative Assistant

Fairgrounds

General Manager, Manager's Assistant, Maintenance Foreman

Health Department

Director, Personal Health Director, Environmental Health, Financial Manager

Human Services

Clinical Manager/Crisis, Clinical Manager/Adult Mental Health Services, Agency Public Information Officer, Director

Maintenance

Facilities Manager, Building Maintenance Worker II

Personnel/Risk Management

Personnel/Risk Manager, Administrative Assistant

Prosecuting Attorney

Prosecuting Attorney, Chief Deputy Prosecuting Attorney, Senior Civil Deputy Prosecuting Attorney

Public Works

Director, Chief of Engineering and Construction, Chief of Road Operations and Maintenance, Chief of Project Management

Sheriff

Sheriff, Captain Patrol and Investigations, Patrol Sergeant

Superior Court

Presiding Judge, Judge, Court Reporter, Court Reporter

Technology Services

Senior Programmer Analyst/DBA, Senior Network

Specialist/DBA, Systems Support Technician

Treasurer

Treasurer, Chief Deputy, Chief Accountant

Washington State University Extension

Extension Director, Extension Educator, Extension Coordinator, Food Sense Coordinator, 4-H Coordinator, Office Assistant

Delegations of Authority from Department Heads/Elected Officials

Department Heads/Elected Officials must assure continuity of leadership and operation if they are not available during a COOP emergency by naming at least two successors. These successors should be aware of their emergency responsibilities and receive appropriate training, as deemed necessary by individual departments.

Alert, Notification, and Implementation Process

Walla Walla County Emergency Management has created a list of Department Heads/Elected Officials, in MapStorm, that can be used in an emergency to notify all departments should there be an event requiring rapid, mass notification. ***Department Heads/Elected Officials are responsible for notifying their own staff.*** MapStorm is a web-based notification system that is maintained by the Emergency Management Department (EMD). The system utilizes 24 telephone lines to make calls with text message converted to speech. Calls can be generated based upon geographically selected areas, with phone numbers manually entered or pre-loaded phone lists. MapStorm has the capability to track calls showing whether calls were successful or not, and whether a person or an answering machine was reached.

Emergency Public Information Officer

The Emergency Public Information Officer (EPIO) and other staff may be called upon to disseminate information regarding County operations and to keep citizens informed.

The Emergency Public Information organization will supplement and coordinate with on-scene Incident Information Officers (IIO), may establish a media briefing center at the Emergency Coordination Center or a Joint Information Center (JIC) depending on the nature of the hazard and the size and characteristics of the emergency or disaster.

Alternate Facility Operations

The primary alternate site is the Walla Walla County Fairgrounds. This location provides enough space for Walla Walla County to set up temporary office space and conduct essential services until normal operations can be resumed. The Community Building has one storage room the size of the kitchens, located in the North half of the building. In the South half there are two small storage rooms located in the Southwest corner of the building. The maximum capacity of the Community Center is 365 people.

The Community Building has the capability to be split into two portions, a North half and a South half. Each half of the building is equipped with the following:

- Approximately 18 power outlets, each with two plugs.

- Double doors and a roll up door facing the North or South.

- Men and Women restrooms.

- Multiple kitchens (3 on the South and 2 on the North), all on the East side of the building.

- Drinking fountain.

- Windows facing the West side of the building.

- Exit doors on both the East and West side of the building, along with the main entrance doors.

- Audio outlets (to provide loudspeaker capability for the entire building).

  Currently there is no generator power at the Fairgrounds. There is a limited supply of gasoline and diesel stored onsite for Fairgrounds equipment and vehicles. Fairgrounds equipment includes (but is not limited to) man lifts, forklifts, dump trucks.

  The Fairgrounds has water hook-ups behind the racing chutes, Tietan parking area, carnival lawn and the parking lot at 9th and Orchard. There are no sewer connections on the grounds, only ONE (1) sewer dump station. The sewer dump station is located just inside Gate 4, on the North side of the Exhibitor's Office. The Fairgrounds also has multiple electrical outlets on their grounds. Many of the buildings have electrical outlets on the outside, as well as the light poles that are scattered throughout the grounds. See Appendix C for Map of Fairgrounds.

  If the Fairgrounds is unavailable, other alternate facilities include, but are not limited to, school gymnasiums or auditoriums, fire departments and other buildings where there is enough room for some or all of the County departments to relocate and operate. During a COOP emergency, it may be required that Walla Walla County offices relocate outside of the immediate area (Walla Walla, College Place) in order to find a building that will accommodate the needs and that has not been damaged.

Vital Files, Records, and Databases

All departments should identify essential records and take actions to protect those records prior to a disaster or emergency operation. Entities must mitigate potential losses by protecting records against fire, earthquake, flood and terrorist actions on a day-to-day basis. Off-site storage of electronic data has been completed by Technology Services. Storage and retrieval of hardcopy essential records is the responsibility of the individual department.

Departments should consider preparing a grab-and-go kit. These kits should include everything a department needs to conduct business until connectivity can be restored. The kit should be stored in a location where it can be retrieved in an emergency by any of the department staff. It is recommended not to store the kit in the office, since during a COOP event access to the kit may be limited. See Appendix F for a recommended list of items.

Reconstitution

Departments will begin to return to normal activity as soon as their building is usable.

After all departments have moved into their home office space, Walla Walla County will begin to resume all normal operations. Staff will return to normal schedules as their department resumes normal operations.

TEST, TRAINING, AND EXERCISES

Emergency Management will take the lead in facilitating training and exercises related to the COOP. All departments and outside agencies who would be involved in a COOP response will be notified when training and exercises will be conducted and requested to participate.

COOP PLAN MAINTENANCE

This plan will be reviewed and updated annually by the Emergency Management Department.

AUTHORITIES AND REFERENCES

1. RCW 36.40.140-190
2. RCW 38.52
3. WAC 118

APPENDIX A: Emergency Coordination Center Activation Levels

Activation of ECC levels will occur only after recommendation of the Emergency Management Director, and with approval from the Board of County Commissioners.

Level 1: Day to Day Operations

Conditions pose no threat to life, property or the environment.

Level 2: Stand-By

Level 2 activations are typical responses to watches, warnings and other disaster incidents that do not merit a higher level of activation. Conditions pose a potential threat to life, property or the environment. Emergency Management Executive Board (EMEB) members from the appropriate jurisdictions and ECC staff will be contacted, advising that the ECC level of activation has been raised to level 2, and briefed on the current status of the incident.

Level 3: Limited Operational

This level represents enhanced activation of the ECC when conditions pose a significant threat to life, property, or the environment; or minor damage is imminent or occurring. Extended working hours, including 24/7 are possible. Supplemental funds may be required. Disaster declaration may be declared. Standard local resources are engaged. Mutual aid, state or federal agencies are contacted and advised that their assistance may be required.

Level 4: Full Operational

This level represents full activation of the ECC when conditions pose an extreme threat to life, property or the environment; or wide spread damage is imminent or is occurring. All primary and second shift ECC staff are present in the ECC as scheduled. Supplemental funds are required. A disaster declaration will be declared. Local resources are fully engaged. Assistance from mutual aid, state or federal agencies will, almost certainly, be required.

Note: When the ECC is activated, Emergency Management staff will assist all affected jurisdictions (covered in the inter-local agreement between the County and Cities of College Place, Walla Walla, Prescott and Waitsburg) as required by the incident.

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APPENDIX B: Organizational Chart

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                        ┌─────────────────┐
                        │    Incident     │
                        │   Commander     │
                        └─────────────────┘
        ┌─────────────┐          │
        │    Legal    │──────────┤
        └─────────────┘          │  ┌─────────────────┐
                                 ├──│     Public      │
                                 │  │   Information   │
        ┌─────────────┐          │  └─────────────────┘
        │   Safety    │──────────┤
        └─────────────┘          │
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Operations Section Chief	Planning Section Chief	Logistics Section Chief	Finance and Administration
Damage Assessment Task Force	Essential Services	Technology Services	
Recovery Task Force		Security	
		Communications	
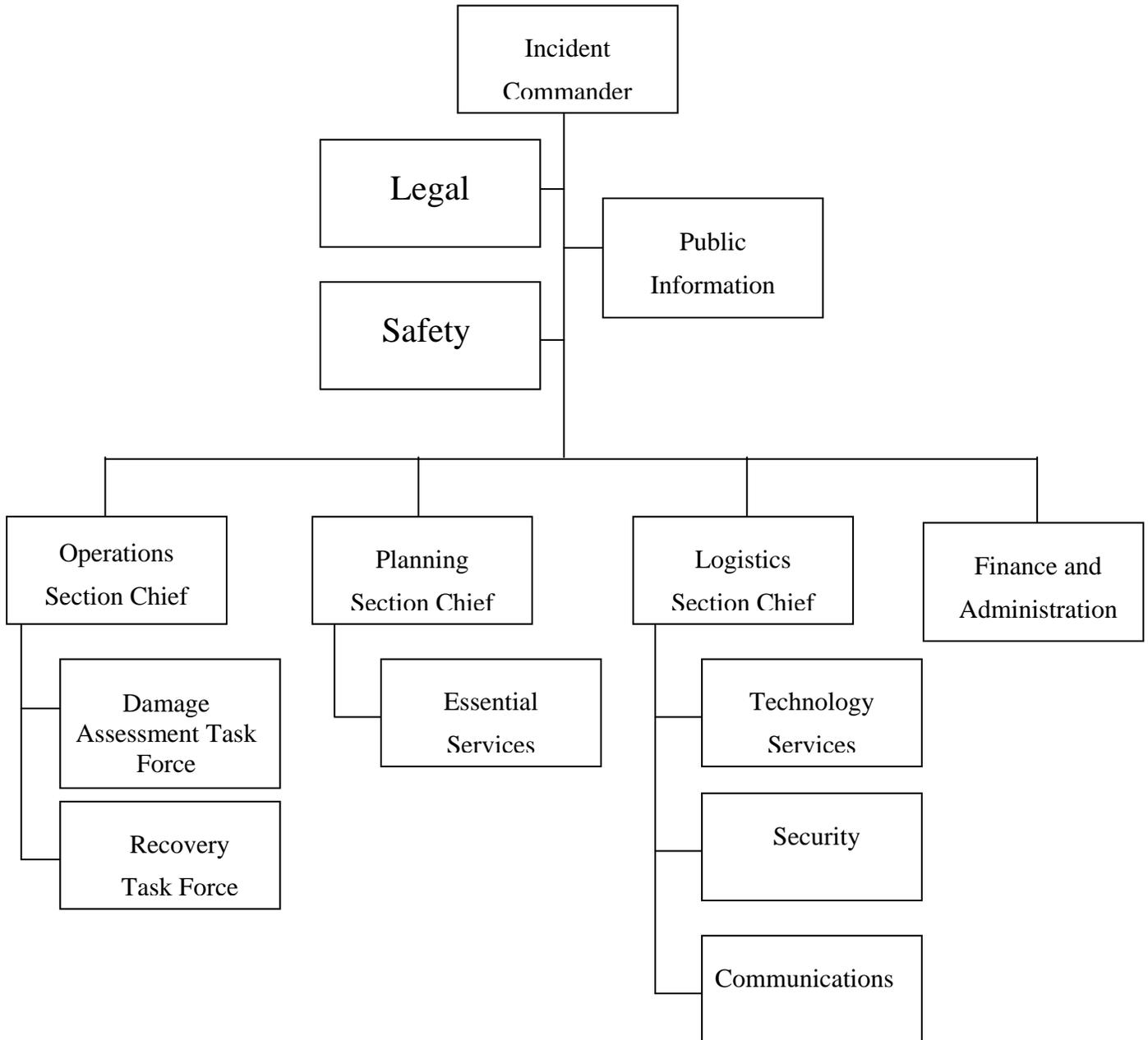
See Checklists for Incident Commander and Section Chief responsibilities.

This Organization may be expanded, and reduced, as necessary.

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APPENDIX C: **Operational Checklists**

Incident Commander

☐	Oversee transfer of County Departments to alternate location.
☐	Facilitate and oversee continuity of operations.
☐	Assure that essential services are re-established.
☐	Oversee and facilitate all Community Center continuity planning activities.
☐	Maintain constant communication with the Walla Walla County Board of County Commissioners throughout the incident.

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Public Information Officer (PIO)

☐	Determine resource needs such as computers, phones, plan copies, and other references.
☐	Prepare an initial information summary as soon as possible after arrival.
☐	Establish the immediate PIO priorities.
☐	Contact the affected jurisdictional agencies to coordinate public information activities.
☐	Determine from the Incident Commander if there are any limits on information release.
☐	Record messages in WebEOC, when available.
☐	Work with Incident Commander to release authorized information to the news media.
☐	Arrange for interviews between the media and incident personnel, as needed.
☐	Attend meetings between the media and incident personnel.
☐	Respond to special requests for information.

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Finance and Administration Section Chief

☐	Obtain briefing from Incident Commander.
☐	Determine level of purchasing authority for the Logistics Section.
☐	Keep current and projected incident costs up-to-date for Agency Administrator(s).

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Planning Section Chief

☐	Obtain briefing from the Incident Commander.
☐	Ensure WebEOC is fully utilized.
☐	Ensure planning meetings are conducted.
☐	Develop long term plans to return to normal operations as soon as possible.
☐	Develop short term plans to provide all essential services.
☐	Keep the Board of County Commissioners informed of significant events, resource shortages and situation predictions.
☐	Determine need for mutual aid.
☐	Collect and process situation information about the incident and display status summary information.
☐	Assemble information on alternative strategies.

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Logistics Section Chief

☐	Obtain briefing from Incident Commander.
☐	Serve as lead coordinator in re-location of County departments.
☐	Ensure that check-in procedures at the alternate location are established immediately.
☐	Ensure that the alternate location is properly set up and ready for operations, including making sure that telephone and/or radio communications are established and functioning, where necessary.
☐	Ensure Technology Services has a comprehensive list of equipment needs for each department.
☐	Ensure that Technology Services provides tech support as required by each department.
☐	Make sure that all supplies and equipment are gathered and set up for departments.
☐	Establish the immediate priorities for Logistics.
☐	Meet with the Incident Commander to identify immediate resource needs.
☐	Record messages in WebEOC.
☐	Coordinate logistical considerations with other jurisdictions, as necessary.
☐	Respond to requests for additional resources and requests for release of resources.
☐	Provide security as necessary in the following capacities: • Money • Technology • Proximity (perimeter security such as the entrances to the Fairgrounds and the building where county staff is located)

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Operations Section Chief

☐	Obtain briefing from Incident Commander.
☐	Establish the immediate priorities for the Operations Section.
☐	Conduct Damage Assessments and begin recovery as soon as possible.
☐	Prioritize repairs based on critical infrastructure affected by the incident.
☐	Meet with the Incident Commander to identify immediate resource needs.
☐	Record messages in WebEOC.

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APPENDIX D: Critical Infrastructure List

Designation or Function	Owner	Address, Location or Lat/Long	City	St	Zip
Walla Walla Emergency Communications and EOC	Walla Walla County	27 N. 2nd Avenue	Walla Walla	WA	99362
Sheriff Office and Jail	Walla Walla County	240 W. Alder	Walla Walla	WA	99362
Mainframe and Local Area Network	Walla Walla County	315 W. Main	Walla Walla	WA	99362
Repeaters	Walla Walla County	• Near 9194 S. Coppei Rd, Waitsburg • 197 Cowell Rd (extended), Prescott, WA • 3600 Block Hatch Grade Road • 3500 block (near) Pikes Peak Road • 240 West Alder, on the roof of the WW County Jail			

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APPENDIX E: Miscellaneous Information for ICS Organization

Department	Pens Pencils Paper	Copier	Fax	Scanner	Computer	Server based programs	Phone	Radios	Internet	Printer	Additional Equipment/Supplies
Auditor	X	S	S	D	X (4)	Eagle Recorder, EDEN; access to state line that comes in	X			X	Typewriter, Ballot-on-Demand computer and printer, election reporting computer, tabulator (elections), check printer, special toner for check printing
Clerk	X	S			X (4)	Liberty, EDEN, Word, Jury Program; access to state line that comes in	X				Cash Box, Court Forms, File Stamps
Community Development	X	S	S	S	X (2)	TracIT	X				Caution tape, plywood for boarding up damaged buildings
Commissioners	X	D	D	D	X		X		X		
Coroner	X	S	S		X		X	X	X		
Court Services (JJC)	X	S	S		X (have)		X	X		X (have)	
District Court	X	S	S	S	X		X		X		Steno machine
Emergency Management	X	D	D	D	X		X	X	X	X	Camera
Emergency Medical	X	S		S	X (1)		X	X	X		EMS provider database from Walla Walla County and SouthCentral Region, extension cords, phone book, notary stamp and book, EMS protocols, County Maps, hard copy contact information for local agencies
Fairgrounds	X						X				
Health Department	X	S			X (have)				X	S (have)	
Human Services	X	S	D		X		X				
Maintenance	X						X	X			Pager service
Personnel/Risk Management	X	S	S	S	X (1)	Microsoft Office, EDEN	X	X			
Prosecuting Attorney	X	D	D		X		X			D	Typewriters, postage meter,
Public Works	X				X (have)		X	X			
Sheriff	X	D	D	D	X		X	X			
Superior Court	X				X		X				Steno machine
Technology Services	X						X				
Treasurer	X	S	S	S	X (3)	Terra Scan, EDEN, Sympro, Excel, Quickbooks, Word	X				
WSU Extension	X	S	S		X (1)	already have laptop with programs on it	cell		X		

D-Department needs a dedicated machine
S-Department can share a machine

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APPENDIX F: Grab-and-Go Kit Checklist

Below is a partial list of recommended items for your Grab-and-Go kit. This list may, and should be, expanded based on your departments needs.

☐	Pens, Pencils, Erasers, Paper Clips
☐	Copier Paper
☐	Note Pads
☐	Forms specific to your department
☐	Plans and other documents that your department will need
☐	Deposit slips for any income your department will have
☐	Hardcopy contact information specific to your department
☐	Copy of Walla Walla County Policies and Procedures
☐	Copy of Continuity of Operations Plan (COOP) for Walla Walla County Government
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APPENDIX G: Miscellaneous Information by Department

Auditor

The Auditor's Office will resume Accounts Payable as they are able. Vendors will have to wait for payment during a large incident. Licensing staff are not connected to the County network; all they need is a computer with their software. They should resume operations within 5 days if possible. Licensing will also need to have a number of 15-day, no fee permits.

Clerk

The County Clerk's Office will rely on the Sheriff's Office or another qualified agency to provide security to the building where exhibit vaults, court files and court stamps are located.

They need only a few computers to be able to continue to upload all files to the state file system, as required by law.

Community Development

Community Development does not have a structural engineer on staff and will need to rely on contractors for structural assessments.

The Building Inspector and a couple of support staff will be required to report to work. All other employees will be required to remain at home until contacted and requested to report to work.

Commissioners

The Walla Walla County Board of County Commissioners is responsible for declaring a disaster and ordering activation of the Emergency Coordination Center (ECC) during an incident. They will also oversee the Continuity of Operations during an incident and the disaster recovery following an incident.

Court Services

The majority of this departments duties take place in the field and requires little to no office space at an alternate location.

Court Services (JJC) will release the majority of their inmates, depending on the severity of crimes committed. This would reduce staff time involved with transporting and assisting other agencies with incarceration. The closest holding facility for juveniles is the Benton/Franklin Juvenile Justice Center in Kennewick, WA. There will also need to be a temporary holding facility for those juveniles caught committing a crime during a disaster situation. This holding facility would only need to house juveniles until the parents or legal

guardian could be notified and respond to pick up the child. Law enforcement would then be able to bring the juveniles to a central location and put the responsibility of contacting a responsible adult on JJC staff. This department has their own cuffs and leg braces.

JJC staff would also need the capability of providing food and water for the 24-hour hold of juveniles. They have the capability of transporting food, both hot and cold.

This department has radios and a Federal Communications Commission (FCC) licensed frequency, however they are not on the repeater system. They would be able to use the Law Primary channel, if necessary, to communicate.

Fairgrounds

The Fairgrounds staff will assist vendors by getting them back on the road home and provide updated information on road closures and the best access routes out of town.

If the event occurs during business hours, the Fairgrounds Manager may elect to keep all staff, depending on the severity of the event. The time of the year the event occurs will depend on the amount of staff available. During the summer there is additional staff on the grounds.

Health Department

The building at 314 West Main Street has generator power, but this does not power all outlets.

Human Services

Human Services has a high volume of medically fragile patients that they would be responsible for. Many of their clients do not have a secondary means of communication. Many clients are living on a fixed income and are not able to afford a cell phone; therefore the best form of communication would be face-to-face between the employees and clients.

Prosecuting Attorney

They will need a few hours to be set up and become operational. They have a couple of pre-packed boxes that they would be able to grab and go. This department is only about 50% dependent on the court system.

The Prosecuting Attorney's Office would need to be set up in such a way/location that they are able to provide attorney-client privilege to the best of the situation's ability (open area will **not** work)

Public Works

The order of road repair will be on a priority basis. The Public Works office has a document that prioritizes roads.

Public Works owns most of the equipment necessary to complete jobs. They would be able to use emergency contracts to obtain any additional equipment necessary.

Public Works staff would be able to do basic assessments, but would rely on assistance from consultants or building inspectors to deem buildings safe/unsafe to occupy. Public works does not have structural engineers on staff.

Agreements are in place between Public Works and surrounding agencies for mutual aid. Public Works is working on getting agreements in place with those agencies that have not yet entered into an agreement.

Sheriff

There is already a Memorandum of Understanding (MOU) in place with surrounding agencies for prisoner transferring, should it be necessary to move prisoners from the Walla Walla County Jail for any reason. The only issue that may arise is that women **cannot** be transferred to the Washington State Penitentiary as this is an all male facility.

Should the department need additional resources for patrol and jail duties, they have the capability of calling in mutual aid under the Law Enforcement Mobilization Plan. This plan is in place regionally, as well as statewide and nationally. The Sheriff's Office has approximately 10 reserve deputies that can be requested to respond, however the Sheriff does not have the authority to require them to respond.

Technology Services

Technology Services will **not** prioritize or direct any work. That will be done by the Incident Commander in cooperation with the Board of County Commissioners and Elected Officials/Department Heads. Once a list has been developed, it will be given to the Technology Services Director.

As long as buildings are up, whether safe to enter or not, staff from Technology Services are able to access most of the equipment remotely. This department has the capability to also do some of their work from home using remote access capabilities that are already in place. This can be done by other employees as approved by the County Commissioners.

Treasurer

The Treasurer's Office has an emergency bag containing checks, deposit books and receipt books, along with pens and other essential supplies.

They will share a vault at the Fairgrounds if they are able to do so. The Fairgrounds has two small safes that they are willing to share.

APPENDIX H: Acronyms

CISM	Critical Incident Stress Management
COOP	Continuity of Operations Plan
ECC	Emergency Coordination Center
EMD	Emergency Management Department
EMEB	Emergency Management Executive Board
EMS	Emergency Medical Services
EPIO	Emergency Public Information Officer
FCC	Federal Communications Commission
GIS	Geographic Information Systems
IIO	Incident Information Officer
IMT	Incident Management Team
JIC	Joint Information Center
JJC	Juvenile Justice Center
MOU	Memorandum of Understanding
PIO	Public Information Officer
WIC	Women, Infant and Children
WSU	Washington State University

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Continuity of Operations Plan (COOP)

Annex A: Pandemic COOP

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INTRODUCTION

Walla Walla County must perform essential services to the public even when adversely impacted by a pandemic disease outbreak. Consequently, this plan, through its defined or projected policies, plans and procedures, will help ensure the County can execute essential services if normal operations are threatened by a shortage of personnel.

PURPOSE

This Annex bridges the gap between the traditional all-hazards approach to emergency management, and the specialized continuity of operations planning required for a pandemic disease outbreak. It neither replaces nor supersedes the current Continuity of Operations Plan (COOP); rather it supplements it by addressing those considerations, challenges and elements specific to the dynamic nature of a pandemic disease outbreak.

PANDEMIC PLANNING ASSUMPTIONS

- Susceptibility to the pandemic influenza (PANFLU) virus will be universal.

- Efficient and sustained person-to-person transmission signals an imminent pandemic.

- A pandemic outbreak in Walla Walla County will last about six to eight weeks for each wave of the pandemic.

- Multiple waves of illness could occur, with each wave lasting two to three months.

- The stages of the pandemic should occur sequentially, though they may overlap or occur so rapidly as to appear to be occurring simultaneously or being skipped, but there will be some advance notice.

- Absenteeism rates of 35% to 60% may result from illness, the need to care for ill family members, and fear of infection.

- Use of antiviral drugs may reduce the overall impact on the County's ability to continue operations.

- Due to limitations in manufacturing capacity, antiviral drugs will likely be insufficient to meet demands.

- Generally speaking, a vaccine will not be readily available for six to nine months following the first signs of the influenza in humans.

- The Center for Disease Control (CDC) will distribute vaccines from the National Strategic Stockpile to the State for distribution by State priorities.

- Vaccines for Walla Walla County will come through the Health Department.

- The essential services listed in the Continuity of Operations Plan (COOP) for Walla Walla County Government apply.

- Any travel restrictions issued, such as limitations on use of mass transit, may affect the ability of staff to get to work.

- A pandemic disease outbreak does not necessarily require the use of alternate facilities.

- Civil disturbances and breakdowns in public order may occur requiring a surge in law enforcement actions.

- Funding to support staff needs (i.e., personal protective equipment) will be absorbed into department budgets, unless the Health Department has received specific funding for this purpose.

- Most County operations require employees to work within facilities.

- The potential for some employees to work from home exists.

- Teleworking requires approval from the Board of County Commissioners (BOCC) even during emergencies.

- Teleworking will support a maximum of 50% of the County workforce, probably less.

- Technology Services support during a pandemic disease outbreak may not be adequate to sustain County operations especially if Technology Services staff is absent from work.

- Few essential services can be accomplished through teleworking.

PREPAREDNESS ACTIONS

Preparedness consists of the following elements:

- Maintain situational awareness of PANFLU worldwide, through official and public health channels.

- Coordinate with local and state public health agencies, and participate in PANFLU exercises.

- Review this plan annually.

- Pre-plan any anticipated contractual support needed.

- Identify essential supplies and personal protective equipment.

- Conduct a PANFLU exercise at least once every three years

CONCEPT OF OPERATIONS

The Pandemic COOP Annex will be implemented when departments are experiencing an increased absence of employees due to illness. Departments having contact with the public will be encouraged to minimize work required to be performed at the office; rather, customers will be encouraged to do business online or over the phone when possible. This action will limit the

number of people who are coming and going and also limit the amount of person-to-person contact, thereby increasing the chances of staff staying healthy during the pandemic.

Those departments with no choice but to have customers come into County offices, will enhance janitorial practices by taking preventative actions such as cleaning all surfaces multiple times throughout the day. These departments should also provide signage encouraging customers to return home if they are displaying any symptoms of the pandemic, and the departments should offer protective items, such as antibacterial wipes and hand sanitizers for customers to use during their visit.

When Walla Walla County offices experience a decrease in staff sufficient to warrant a reduction of services, the essential services list found on pages 1-6 of the COOP will be used to determine which public services take priority. Walla Walla County Emergency Management will issue a news release explaining the actions being taken and an estimated time frame in which services will be restored.

Full COOP activation may not be necessary; however, at a minimum the Incident Management Team (IMT) (see page 3 of the COOP) will be used for essential services planning and execution. Positions necessary for essential services have been identified, and back-ups two deep designated (see page B-1 of the COOP). Cross-training and teleworking may also be used to sustain operations.

STRATEGY FOR SUSTAINING OPERATIONS

Specifically, Walla Walla County will emphasize and implement procedures such as social distancing techniques, infection control, and personal hygiene, and possibly shift work, as follows:

- Social distancing: Conduct business online and over the phone, if possible.

- Infection Control: Clean surfaces, using antibacterial products, throughout the day.

- Personal Hygiene: Encourage employees to wash hands frequently. Locate hand sanitizers throughout the office and encourage use.

- Shift Work: Extend working hours of the departments, and rotate the staff through on shifts to minimize contact.

In some cases, personal contact is unavoidable, and employees must perform their duties within County facilities. This is a critical aspect of sustainment, as social distancing is the primary means of reducing influenza transmission between employees. Vaccinations may be provided, if and when available, based upon a priority established by the Center for Disease Control.

Some activities (such as meetings, conferences, and training) will be held electronically, or postponed. Work schedules may be changed to 24-hour coverage to allow use of County facilities, while minimizing personal contact.

Essential services and the staffing required to support the essential services have previously been identified by the departments (see pages 1-6 of the COOP). Other considerations that may be required during a pandemic, including temporary policies and procedures, will be determined

depending on the specific impacts of the incident. These may include, but are not limited to the following:

- Determine buildings that will remain open to the public.

- Offer crash courses to managers on social distancing techniques.

- Consider medical screening of employees to assure employees are healthy before they enter the workplace.

- Impose increased sanitation requirements.

- Determine how food and water will be obtained by employees who continue to work in County facilities.

- Establish temporary personnel policies that may be needed during a pandemic outbreak, such as extended sick leave policies, compensation policies when employees are sent home because the exhibit systems, and others as may be needed.

- Identify essential services that can be performed remotely.

Operation sustainment will be performed until normal business activity can be reconstituted, and may take longer than 30 days. Coordination with the Health Department is essential to ensuring a timely flow of local public health information relevant to employees and their families.

PANDEMIC COMMUNICATIONS

Internally, Walla Walla County has established notification procedures that will be used for communication purposes in the case of a pandemic event. Department Heads are responsible for communicating with their staff concerning work conditions and schedules. Additionally, the Emergency Management Department will activate the emergency hotline with a pre-recorded message on procedures for employees to follow.

Externally, the Emergency Public Information Officer (EPIO) will issue news articles and press releases as required, in coordination with the Health Department.

ESSENTIAL SERVICES

Given the expected duration and potential multiple waves of a pandemic, Walla Walla County essential services may need to be performed beyond the traditional 30-day COOP requirement. Refer to the Essential Services section of the Continuity of Operations Plan (COOP) for Walla Walla County Government for a listing of services to be provided.

Alternative Work Arrangements

Department Heads and Elected Officials will assess which of their essential services can be conducted through the use of alternative work arrangements. Maximum effort will be made to decrease infection by using shift work, isolating employees to the extent possible, staggering work hours, working at home and any other social distancing strategies determined to be appropriate.

Essential Contract Services and other Interdependencies

Any contract services that support essential services must continue to be available to the County. Other contracts and services may be shut down if they are not essential, or if they conflict with public health requirements. New contracts may be required for unanticipated needs, or existing contracts may be modified to reflect changed conditions.

Contractual support must be pre-planned where possible. Because of the uncertainty of pandemic influenza, pre-planning will be based on the current information available from public health about outbreak potential. As the pandemic progresses, the degree of detail will increase. The general guidance for contractual planning covers contractors, supplies, resources, and other business that interact with the County on a daily basis.

Impact Projections on County Operations

Maintaining essential services and some non-essential services for up to three months is possible, if absentee rates do not exceed 40%. However, there will be a strain on low density skills and unique duties, especially in positions which are specialized within an office. Cross training and shutting down or delaying some non-essential services and tasks will improve operations, but there must be a clear relief from certain tasks or projects.

Absentee rates of 20% to 40% will have less of an impact, but will cause some, but not all, non-essential services to slip.

An absentee rate more than 40% will warrant all non-essential services to cease. Prioritization of essential services, including reduced work schedules, may be necessary.

Telecommuting and social distancing will have limited effectiveness for departments whose majority of personnel must work on site. Accordingly, the risk of infection is significant, and a higher absentee rate must be expected. Infection control and treatment will be of greater use and should have priority for personal protective equipment, antiviral drugs, and vaccinations (as they become available).

Chain of Succession

At the height of a pandemic wave, absenteeism may be as high as 40%. As such, delegations of authority are critical. The order of succession in the COOP (see page 7) remains in effect. Department Heads and Elected Officials will have two backups, if possible, identified by position. Back up personnel identified should be trained and qualified.

Non-essential positions may be designated as back up for essential positions.

Non essential services will be shut down, unless personnel are available to support them.

Alternate Operating Facilities

The use of alternate operating facilities to maintain essential services may not be a viable option for the County during a pandemic. Safe work practices, including contact interventions and transmission interventions, reduce the likelihood of disease transmission. Strategies for maintaining essential services will largely rely on social

distancing and dispersion of the workforce, including telework, preventative health practices, and other efforts. However, Walla Walla County may choose to make other locations available to be used as a means of implementing social distancing.

A separate COOP incident concurrent to a pandemic outbreak may require the use of the command post by the Incident Management Team. If team members must be brought together in one location, increased use of personal protective equipment and other infection control measures must be implemented.

Teleworking

Workplace risk can be minimized through implementing systems and technologies that facilitate communication without person-to-person contact. The primary means of doing so is teleworking, but there are significant road blocks to its use.

The majority of problems in using teleworking center on security policies. Under a large-scale emergency, security restrictions could change, but until those changes are directed, teleworking has its limitations. Most essential services cannot be performed using teleworking; consequently, alternate methods to limit contact must be identified.

The following will be the general approaches to using telework:

a. Teleworking will be automatically allowed for exempt employees who also have supervisory duties.
b. All other employees must be separately authorized to telework by the commissioners. Access will be granted by Technology Services upon authorization from the commissioners.
c. Employee must have internet access at the location from which they wish to work before teleworking can be authorized.
d. County owned laptops should be used whenever possible.
e. Employees must assure no County documents or email reside on their personal computers.
f. Citrix will be used in all cases to access the county network during teleworking. Use of flash drives and CD is prohibited, unless otherwise noted.

County priorities on who should be authorized to telework during a pandemic will be recommended to the BOCC by the IMT.

Human Capital

A PANFLU outbreak will not directly affect the physical infrastructure of an organization, but will ultimately threaten all operations by its impact on the County's human resources. The health threat to personnel is the primary threat to maintaining essential services during a pandemic.

ATTACHMENT A: PROTECTING THE HEALTH OF EMPLOYEES

Refer to the Walla Walla County Health Department Public Health Emergency Response Plan, Appendix II, Tab 7: Pandemic Influenza. This plan is located in the reference library in the Emergency Coordination Center and at the Public Health Department.

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ATTACHMENT B: ACRONYMS

BOCC   Board of County Commissioners

CDC   Center for Disease Control

COOP   Continuity of Operations Plan

EPIO   Emergency Public Information Officer

IMT   Incident Management Team

PANFLU   Pandemic Influenza

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