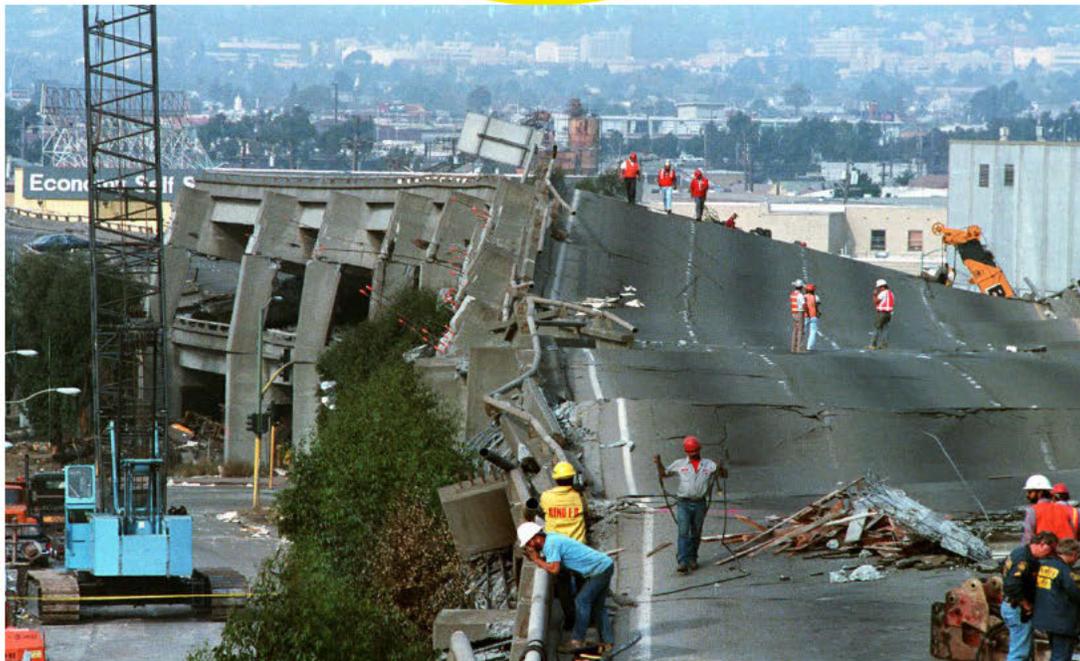


# Town of Atherton

## Emergency Operations Plan



# CHECKLIST & GUIDEBOOK

## 2022

### **Disclaimer**

The material presented in this publication has been written in accordance with federal and state guidelines to meet current industry standards. However, this plan cannot anticipate all emergency events and situations or emergency responses. Therefore, it should not be used without competent review, verification, and correction (where appropriate) by qualified emergency management professionals. It should be tested by the Emergency Operations Center (EOC) team after they have received appropriate emergency management training. Conditions will develop in operations where standard methods will not suffice and nothing in this manual shall be interpreted as an obstacle to the experience, initiative, and ingenuity of the officers in overcoming the complexities that exist under actual emergency conditions. Users of this plan assume all liability arising from the plan's use.

The Town of Atherton EOP may be updated or changed by authorized officials in the Town of Atherton and copies may be made available to agencies and organizations that would normally provide support to the jurisdiction in the event of an emergency or disaster.

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## FORWARD

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This Emergency Operations Plan (EOP) outlines how the Town of Atherton complies with and implements the requirement of the California Emergency Services Act (ESA) to protect the lives and property of the community.

The EOP is organized as follows:

- Section I – The Basic Plan includes planning assumptions, policies, and concept of operations for emergency management.
- Section II – Attachments includes pertinent information such as Authorities, Acronyms, and a Sample Proclamation.
- Section III – Functional Annexes includes more detailed information on specific functions such as Direction and Control, Alert and Warning, and guidelines required to address specific hazards.

## DOCUMENT MANAGEMENT AND DISTRIBUTION

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The Emergency Operations Plan (EOP) will be reviewed on an annual basis, or as necessary. The EOP may be modified because of a post-incident or post-exercise evaluation, and/or changes in responsibilities, procedures, laws, or regulations. The Town's Police Department is responsible for the review, revisions, management, and distribution of the Town of Atherton EOP.

The EOP will be distributed to the following departments/agencies:

- City Council
- City Manager
- Public Works
- Police
- Planning Department
- Finance Department





## LETTER OF PROMULGATION

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The preservation of life, environment, and property is an inherent responsibility of local, state, and federal government. The Town of Atherton has prepared this emergency operations plan to ensure the most effective and economical allocation of resources for the maximum benefit and protection of the community in time of emergency.

While no plan can completely prevent death and destruction, good plans conducted by knowledgeable and well-trained personnel can and will minimize losses. This plan establishes the emergency organization, assigns tasks, specifies policies, and general procedures, and provides for coordination of planning efforts of the various emergency staff and service elements utilizing the Standardized Emergency Management System (SEMS). The plan also meets requirements established by the National Incident Management System (NIMS).

The objective of this plan is to incorporate and coordinate all agencies and personnel within the Town into an efficient organization capable of responding to any emergency.

This emergency operations plan is an extension of the *California Emergency Plan*. It will be reviewed, exercised periodically, and revised as necessary to meet changing conditions.

The City Council gives its full support to this plan and urges all officials, employees, and citizens, individually and collectively, to do their share in the total emergency effort of the Town of Atherton.

Concurrence of this promulgation letter constitutes the adoption of the Standardized Emergency Management System and the National Incident Management System by the Town of Atherton. This emergency operations plan will become effective on approval by the City Council.

George Rodericks  
City Manager

## SECTION I – THE BASIC PLAN

## INTRODUCTION

The Emergency Operations Plan (EOP) for the Town of Atherton outlines authorities, organizational structures, and procedures used to coordinate activities related to local and regional emergencies or disasters.

The Town and surrounding region are susceptible to several hazards such as natural disasters and human-caused events, as well as technological failures and pandemics. While the risk profiles for these hazards are quantified and assessed in related documents<sup>1</sup>, the EOP utilizes an “all-hazards” approach to ensure the Town can prepare for, respond to, recover from, and mitigate against all potential hazards and critical incidents.

## PURPOSE

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The primary purpose of the EOP is to:

- 1) Outline the Town’s framework for managing preparedness, response, recovery, and mitigation activities inclusive of Town departments, personnel, and elected officials.
- 2) Serve as a foundational document under which additional operational and tactical annexes, appendices, and plans can be attached.
- 3) Codify the Town’s understanding and adoption of state and federal response constructs<sup>2</sup> through which operational coordination, mutual aid, and other requests for support will be integrated.
- 4) Demonstrate compliance with state and federal laws and regulations such as the California Emergency Services Act<sup>3</sup>.

## SCOPE

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The EOP serves as the foundational element of the Town’s approach to emergency management. While all Town resources may be called upon as needed, specific departmental responsibilities are outlined in the EOP Basic Plan and associated annexes. To ensure the Town is prepared, all Town departments are required to actively participate in preparedness and planning activities to include the development of departmental plans, policies, and procedures as necessary to fulfill their assigned roles and obligations.

The EOP embraces the "Whole Community" approach to emergency management and, in addition to Town resources, recognizes the roles of special districts, non-governmental organizations (NGOs), community-based organizations (CBOs), faith-based organizations (FBOs), educational institutions, and other stakeholders. Additionally, the EOP is intended to reflect the wide variety of support that may be required by residents, visitors including people with disabilities and others with access or functional needs.

## LIMITATIONS

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While many of the organizational and operational constructs outlined in the EOP are designed for flexibility and can be utilized as needed to address several emergency and non-emergency events, some activities require special activation or a formal disaster declaration by the City Manager or City Council. Similarly, the EOP is not meant to outline procedures for routine incidents or minor emergencies which are addressed through existing processes.

The EOP identifies operational strategies and plans for managing inherently complex and potentially catastrophic events. As such, Town assets, resources, and departments are potentially vulnerable and may

<sup>1</sup> See the current Annex to the San Mateo County Hazard Mitigation Plan.

<sup>2</sup> For example: This EOP is based on the functional elements of California’s Standardized Emergency Management Systems (SEMS). SEMS is established by State Law (Chapter 1 of Division 2 of Title 19 of the California Code of Regulations).

<sup>3</sup> California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code)

become overwhelmed. Deviations from the organizational and response structures outlined in the EOP may be required based upon evolving needs and available resources. The EOP was designed to promote flexibility whenever possible and is not intended to limit the use of good judgment and common sense in matters not foreseen or addressed by elements of the EOP and its associated annexes, appendices, or plans.

## SITUATION

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The Town of Atherton is small community located in the Peninsula region of the San Mateo County, approximately 29 miles south of San Francisco, and 24 miles north of San Jose. The Town encompasses an area of approximately 5.05 square miles, with an estimate of 7188 residents and is considered one of the nation's most affluent zip codes.

The Town is most vulnerable to earthquake, drought, wildfire, flood, and disease outbreak. For more detailed information on hazards in the Town of Atherton, see the latest update to the Town's annex to the San Mateo County Local Hazard Mitigation Plan.

## PLANNING ASSUMPTIONS

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The following assumptions were used during the development of the EOP:

- The Town of Atherton is susceptible to several hazards that may result in critical incidents
- Critical incidents include a variety of natural, technological, or man-made emergencies and disasters
- Some critical incidents will provide advanced warning while others will occur suddenly
- All departments will participate in planning and preparedness activities as required
- Personnel will be trained to perform the roles in which they are assigned
- The EOC will be partially or fully activated to support operations during critical incidents
- Town personnel may be unable or unavailable to report to work or as assigned
- Non-essential operations may be reduced or cancelled to prioritize resources for other needs
- Mutual aid and other assistance will be requested when Town resources are inadequate
- Outside assistance and support may be unavailable for extended periods of time
- Communications equipment and infrastructure may be damaged or disrupted
- Transportation infrastructure may be damaged or disrupted and access to critical facilities may be blocked
- Critical infrastructure and utilities such as natural gas, water, and electricity may be severely impacted
- Residents may need to be self-sufficient for one week or more
- Additional planning, resources, and support will be needed to support people with disabilities and others with access and functional needs

## EMERGENCY MANAGEMENT

The Town actively maintains a program to promote, coordinate, and advance the four phases of emergency management: preparedness, response, recovery, and mitigation. The City Manager is the statutory director of the emergency management program, and the Police Department has been delegated responsibility to coordinate these activities.

While the four phases of emergency management demonstrate the typical evolution of activities related to a specific hazard, they are not necessarily dependent upon each other and often overlap or are conducted concurrently to address several different hazards.

### PREPAREDNESS

The Preparedness Phase includes activities undertaken prior to an emergency to improve the Town’s ability to coordinate, respond, and recover from a critical incident. These activities focus on maintaining or improving capabilities that will be used in the response or recovery phases. The Town’s preparedness activities emphasize emergency planning and training as well as public education and outreach. The Town also conducts drills and exercises regularly to validate ongoing activities, identify areas for improvement, and prioritize or justify future effort and funding.

In recognition of the number and wide variety of potential hazards facing the region, the Town has adopted an “all-hazards” approach to planning and preparedness. While not restricting the development of specialty or tactical plans, this model focuses on the development of core capabilities through which the full spectrum of potential hazards and critical incidents can be addressed.

#### Planning

Emergency planning includes a wide variety of plans at the strategic, operational, and tactical levels. Strategic plans include the EOP and many of its associated hazard specific or functional annexes, while operational and tactical planning includes more granular information such as standard operating procedures (SOPs), checklists, personnel assignments, notification rosters, and resource lists. All Town departments are required to participate in the development of relevant strategic and operational plans while ensuring that internal tactical planning is sufficient to meet the needs of their outlined roles and assigned objectives.

#### Training

Training is an essential component of preparedness and impacts the Town’s ability to respond to, and recover from, a critical incident. Town Departments regularly provide internal training while the Office of Emergency Services coordinates access to local, state, and federal training opportunities.

The Town actively manages training activities and allocates funding in relation to fluctuating needs, personnel turnover, and course availability. In addition, the Town consistently prioritizes training that promotes staff understanding and familiarity with the following concepts:

- Incident Command System (ICS)
- California Standardized Emergency Management System (SEMS)
- National Incident Management System (NIMS)

Figure 1



## Exercises

Exercises are the primary tool for assessing preparedness activities and identifying areas for improvement while allowing all levels of personnel to simulate their response and recovery roles in a learning environment. The Town follows the best practices of the Homeland Security Exercise and Evaluation Program (HSEEP), including the building block concept of seminars, small-scale tabletop exercises, functional exercises, and full-scale exercises.

The Town uses a wide variety of exercises to regularly assess critical capabilities and prioritize future planning and training needs. By simulating potential response or recovery scenarios, the Town can validate existing plans while determining if and where additional training is required.

## Public Awareness and Education

The Town actively promotes public awareness and education to strengthen overall preparedness and resiliency. By providing community education, outreach, training, and coordination, the Town increases the ability of community members and organization to prepare for and meet their own needs. By promoting self-reliance and individual preparedness, the Town reduces the overall burden on limited resources and competing needs that emerge during critical incidents.

## RESPONSE

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The Response Phase includes any actions taken immediately before, during, or directly after a critical incident to minimize the potential or existing impacts of the incident.

### Pre-Event Response

Some incidents, such as those related to severe weather, may provide sufficient warning to allow for pre-event or precautionary measures. Depending upon the probability and likelihood of significant impacts, pre-event response activities may include:

- Public Warning
- Evacuations
- Resource Mobilization
- Staging
- Mutual Aid Requests
- Proclamation of a Local Emergency

### Emergency Response

Emergency response activities are actions taken during, or in the immediate aftermath, of a critical incident to reduce actual impacts. While these activities are most often associated with traditional response agencies including law enforcement, fire protection, emergency medical services (EMS), utilities, and public works, the size and complexity of an incident may require robust support from additional governmental agencies, nongovernmental organizations (NGOs), and other partners. As a result, comprehensive stakeholder participation during the development and socialization of relevant strategic, operational, and tactical plans can enhance the efficiency and effectiveness of these emergency response activities.

When coordinating emergency response activities and addressing competing needs and objectives, the Town utilizes the following prioritization hierarchy:

- 1) Support Life Safety

- 2) Protect Property
- 3) Reduce Impacts to the Environment

Emergency response may also include activities related to short-term recovery and often overlaps with long-term recovery operations.

## RECOVERY

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The Recovery Phase includes short- and long-term activities focused on returning the community to pre-incident conditions. In some instances when a state or federal disaster declaration has been made, recovery activities include the critical task of identifying, documenting, and quantifying response, and recovery costs eligible for reimbursement.

### Short-term Recovery

Short-term recovery operations begin during the response phase and may include activities such as the restoration of essential services, rapid debris removal, and the re-establishment of Town services.

### Long-term Recovery

Long-term recovery operations are often required to address extensive damage to infrastructure. Activities include the restoration and reconstruction of public facilities and disaster response cost recovery.

### Disaster Assistance Programs

Disaster assistance programs may be available for the following:

- **Individuals** – may be eligible for loans and grants for housing assistance programs (for homeowners and renters), and uninsured disaster-related necessities (including personal property, medical, dental, and transportation expenses). Other Stafford Act Programs including crisis counseling, disaster unemployment assistance, and legal services may be available. In addition, various NGOs such as the American Red Cross, Mennonite Disaster Services, and the Salvation Army, provide recovery assistance to individuals, families, and community organizations. Assistance may include necessities such as food, shelter, clothing, and housing reconstruction.
- **Government** – assistance is available through state assistance under the California Disaster Assistance Act (CDAA), as well as several federal programs including the Federal Emergency Management Agency (FEMA) Public Assistance (PA) Grant Program and the Hazard Mitigation Grant Program (HMGP).
- **Non-profit organizations** – assistance is available through state assistance under the CDAA, as well as several federal programs including FEMA PA Grant Program for eligible non-profit organizations.

### Damage Assessment

Damage assessment activities involve identifying, recording, compiling, and analyzing damage information to determine the type of recovery assistance needed. Following major disasters, a process known as a Preliminary Damage Assessment (PDA) is used to determine preliminary eligibility for certain state and federal financial assistance and reimbursement programs.

### Recovery Documentation

Documentation is the key to recovering eligible emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs. Various state and federal assistance programs require different types of documentation for eligible costs and in addition to structural damage, may include staff time, equipment, and materials utilized in response to the incident. To

support the maximum recovery of eligible reimbursement, Town departments and agencies must identify and support internal mechanisms for tracking and documenting appropriate costs.

## Recovery Organization

Recovery operations will be managed and directed by the City Manager. Recovery issues involving other jurisdictions and/or special districts will be coordinated and managed between the City Manager and their designated representatives. On a regularly scheduled basis, the City Manager will convene meetings with department managers, key individuals, and representatives from affected jurisdictions and special districts. These meetings will be held to collectively make policy decisions and to gather and disseminate information regarding completed and ongoing recovery operations. Other Town departments will also be represented and responsible for certain functions throughout the recovery process.

## After Action Report

As part of the recovery phase, and in accordance with SEMS, the State of California requires any city and/or county declaring a local emergency for which the governor proclaims a state of emergency, to complete and transmit an after-action report to the California Office of Emergency Services (CAL OES) within 90 days of the close of the incident period. The after-action report should include the following information:

- Documentation of response activities
- Identification of both problems and successes during emergency operations
- Analysis of the effectiveness of the SEMS components
- Plan of action for implementing improvements

## MITIGATION

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The Mitigation Phase includes actions and measures taken to reduce or eliminate the degree of long-term risk from natural and technological hazards. Whereas preparedness activities increase the Town's ability to respond to the impacts of a hazard, mitigation activities reduce the potential for those impacts in the future, thereby reducing overall risk. Several mitigation activities are available and may include the implementation, augmentation, or promotion of the following:

- Building and Safety Codes
- Disaster/Fire/Flood Insurance
- Land Use Planning and Management
- Hazard Research and Analysis
- Land and Repetitive Loss Acquisition
- Monitoring and Inspection
- Public Outreach and Education
- Relocation
- Risk Mapping
- Safety Codes, Statutes, and Ordinances
- Tax Incentives and Disincentives
- Seismic Strengthening or Retrofitting

## Local Hazard Mitigation Plan

The Town actively participates in formal mitigation activities including the development of the San Mateo County Local Hazard Mitigation Plan (LHMP). The Town's current mitigation strategy has been codified as an annex to the County plan.

## WHOLE COMMUNITY APPROACH

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The Town's ability to respond and recover from significant emergencies and major disasters is highly dependent upon planning for the unique needs and specific requirements of the Town's residents and non-resident commuters and visitors. To further identify and meet these needs, the Town has adopted a "Whole Community"

approach in which the inclusion and integration of community partners, neighbors, and other stakeholders is actively promoted in all phases of emergency management. Through these collaborative efforts, the Town will become more resilient and better prepared to meet the needs of its residents and daytime populace alike, especially those with disabilities and others with access and functional needs.

## Private Sector

The Town of Atherton is a residential community and has no businesses.

## People with Disabilities

People with disabilities often require additional planning and support to ensure they receive equal access and coverage as required under the Stafford Act<sup>6</sup> as well as other state and federal legislation such as the Americans with Disabilities Act (ADA) of 1990<sup>7</sup>. Covered disabilities are not always apparent and may include impairments of mobility, vision, and hearing as well as some cognitive disorders and mental illnesses.

The Town has a diverse population which includes a wide variety of people with disabilities. To meet the needs of these individuals, the Town is committed to supporting efforts and activities designed to improve and validate capabilities in support of people with disabilities, including but not limited to:

- Notification and warning procedures
- Evacuation, transportation, and sheltering considerations
- Accommodations for Service Animals
- Accessibility to information

In addition, the Town looks to integrate people with disabilities and their advocates directly into preparedness activities such as plan development and review. These efforts have included targeted outreach to publicize the development of this EOP and solicit input and participation in the subsequent development and review of associated operational annexes and appendices.

## Individuals with Access and Functional Needs

In addition to people with disabilities, the Town recognizes that additional support may also be needed to support those with “access and functional needs.” Access and functional needs are not necessarily related to a specific condition, diagnosis, or impairment and are based upon functional areas such as:

- Maintaining independence
- Effective communication
- Transportation
- Supervision
- Medical care

Individuals with access and functional needs may not have access to support networks outside of their immediate communities or be able to self-evacuate. As a result, they may have additional needs before, during, and after an incident. Those with functional needs often include children, the elderly, tourists, and other segments of the population, including:

- People with disabilities
- People living in institutionalized settings
- People from diverse cultures
- People with limited English proficiency

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<sup>6</sup> See Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended, 42 U.S.C. 5121)

<sup>7</sup> See Americans with Disabilities Act of 1990 (Pub. L. No. 101-336, 104 Stat. 328 [1990])

- People without transportation
- People who are economically disadvantaged

## Considerations for Pets and Other Animals

As a result of deficiencies in emergency planning uncovered in the aftermath of Hurricane Katrina, the federal government passed the Pets Evacuation and Transportation Standards (PETS) Act in 2006 as an amendment to the Stafford Act. Recognizing the unwillingness of many displaced individuals to take advantage of evacuation or shelter resources without accommodating for their pets or companion animals, the PETS Act directs that state and local preparedness plans address the needs of individuals with pets and companion animals during a disaster or emergency.

The Town works to include considerations for the needs of pets and companion animals in plans as appropriate. Furthermore, although not required under the PETS Act, additional resources for the evacuation of larger animals and livestock, such as horses, may be available through coordination and request through the County.

## CONCEPT OF OPERATIONS

In accordance with state and federal laws, the Town of Atherton has officially adopted and integrated the following emergency management, response, and coordination systems:

- The Incident Command System (ICS)<sup>8</sup>
- The Standardized Emergency Management System (SEMS)<sup>9</sup>
- The National Incident Management System (NIMS)<sup>10</sup>

Together, these congruent operational systems outline how critical incidents, emergencies, and disasters will be coordinated in the field, at the local level, and up through the county, region, state, and federal levels.

## FIELD LEVEL COORDINATION: ICS

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As mandated by both SEMS and NIMS, the Town utilizes the Incident Command System (ICS) to manage response activities in the field. ICS provides for common terminology, processes, and position titles, while allowing the delegation of functions (or tasks) to subordinate positions to promote proper span of control and unity of command. ICS is applicable to any size incident and is designed to be expandable as the needs of an incident expand or contract. When utilized, the standardization of ICS principles and nomenclature can integrate large numbers of personnel from disparate organizations.

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<sup>8</sup> More information can be found at <http://training.fema.gov/emiweb/is/icsresource/index.htm>

<sup>9</sup> State authority is to be found, in part, in California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code). California state and local jurisdictions use the Standardized Emergency Management System as outlined in Chapter 1 of Division 2 of Title 19 of the California Code of Regulations and the California Government Code §8607 et sec.

<sup>10</sup> Federal authority is to be found in the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288) and in Homeland Security Presidential Directive 5, "Management of Domestic Incidents" and Homeland Security Presidential Directive 8, "National Preparedness." The emergency management system used nationally is the National Incident Management System (NIMS).

## LOCAL, REGIONAL & STATE LEVEL COORDINATION: SEMS

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As the cornerstone of California’s emergency response system, The Standardized Emergency Management System (SEMS), integrates the concepts and principles of both the National Incident Management System (NIMS) and ICS. Jurisdictions within the State are required to adopt its use and the system unifies all elements of California’s emergency management community into a single integrated structure. SEMS ensures that local communities retain the authority and responsibility for managing and coordinating responses within their jurisdictions, while promoting situational awareness and facilitating the prioritization of resource requests.

The five SEMS coordination levels expand outward from the impacted area at the field level, with each successive level representing a larger geographic area. The five organizational levels include:

### Field Response

Field response includes on-scene activities and coordination, consistent with ICS, and includes the use of an Incident Command Post (ICP). Depending upon the incident, multiple ICPs may be established at various sites throughout an impacted area and an Area Command may also be established. Resource requests and situation reports are routed from the field to the next SEMS organizational level, either through participating response agencies, Department Operations Centers (DOC) or the local Emergency Operations Center (EOC) if activated.

### Local Government

Local governments, such as the Town of Atherton, retain the responsibility and authority for managing response activities within their jurisdictions. To support these efforts, local jurisdictions may activate their respective EOCs. Local EOCs provide agency coordination, provide logistical support, establish common operating procedures, identify overarching priorities, and prioritize available resources. Additionally, local EOCs coordinate with the Operational Area (OA)/County EOC.

### Operational Area

The Operational Area (OA) provides coordination within the county and between all political subdivisions. The OA coordinates response activities within the county’s geographic area through the County EOC, if activated. The OA also serves as a link to regional level and all other OAs within the region. The Town of Atherton is part of the San Mateo County OA and coordinates closely with the San Mateo County Office of Emergency Services (SMCOES). The Town participates in OA planning and, during a critical incident, coordinates with the OA through either SMCOES or the San Mateo County EOC, if activated.

### Regional

The State of California is divided into three regions that each maintain Regional Emergency Operations Centers (REOC) to coordinate resource requests, support mutual aid, and promote situational awareness between their respective OAs. The Town of Atherton and the San Mateo County OA are within the Coastal Administration Region.

### State

When required, California’s State Operations Center (SOC) is activated to facilitate state agency response, mobilize mutual aid, and coordinate with other regions, states, and the federal government. The SOC also serves as the liaison with the National Operations Center (NOC).

## FEDERAL COORDINATION: NIMS

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The National Incident Management System (NIMS) provides a comprehensive national framework for incident management applicable at all jurisdictional levels and across all functional disciplines. Most NIMS requirements applicable to the Town of Atherton, including the adoption of ICS, are satisfied by the adoption of SEMS. Additional elements of NIMS outline coordination between federal agencies and the use of federal assets and resources.

## ADDITIONAL COORDINATION: NORTH COUNTY JURISDICTIONS

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Emergency management and response partners in South San Mateo County, defined as the Town of Atherton, Menlo Park, East Palo Alto, Redwood City, and unincorporated Redwood City (San Mateo County Sheriff) have long recognized that mutual aid and cooperation in response to critical incidents can be enhanced and made more effective by sharing resources. Given the common hazards facing the area and the potential for large regional impacts, South San Mateo County agencies and stakeholders will need to work together during extended incidents to meet evolving needs and provide critical services.

Building upon the success of ongoing coordination, South San Mateo County cities have identified and integrated mutually beneficial activities that offer several synergies and potential economies of scale. These activities include preparedness elements, such as combined planning processes, shared stakeholder integration, and the development of common plan elements. Additionally, although each of the South San Mateo County jurisdictions maintains and staffs their own EOCs, in some circumstances co-locating EOC functions within a common facility may provide benefits such as increased coordination, reduced staff requirements, and lower costs. However, regardless of potential co-location, each jurisdiction will always maintain individual control of their respective EOC functions.

## MUTUAL AID

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The California Mutual Aid System operates within the framework of the MMAA and under the authority of the California Emergency Services Act. The system allows for the mobilization of resources to and from emergency response agencies, local governments, operational areas, regions, and the state with the intent to provide requesting agencies with adequate resources. The general flow of mutual aid resource requests systems within mutual aid are depicted in **Exhibit 1-A: Mutual Aid Resource Requests**.

The California Mutual Aid System includes several discipline-specific mutual aid systems, such as fire and rescue, law, medical, building and safety, coroners, emergency managers (EMMA), and public works.

In addition to the California Mutual Aid System, the state participates in interstate mutual aid through the Emergency Management Assistance Compact (EMAC).

### Mutual Aid Regions

California is divided into six mutual aid regions to facilitate the coordination and flow of mutual aid requests. As part of the Coastal Administration Region, the San Mateo County OA and the Town are part of Mutual Aid Region II.



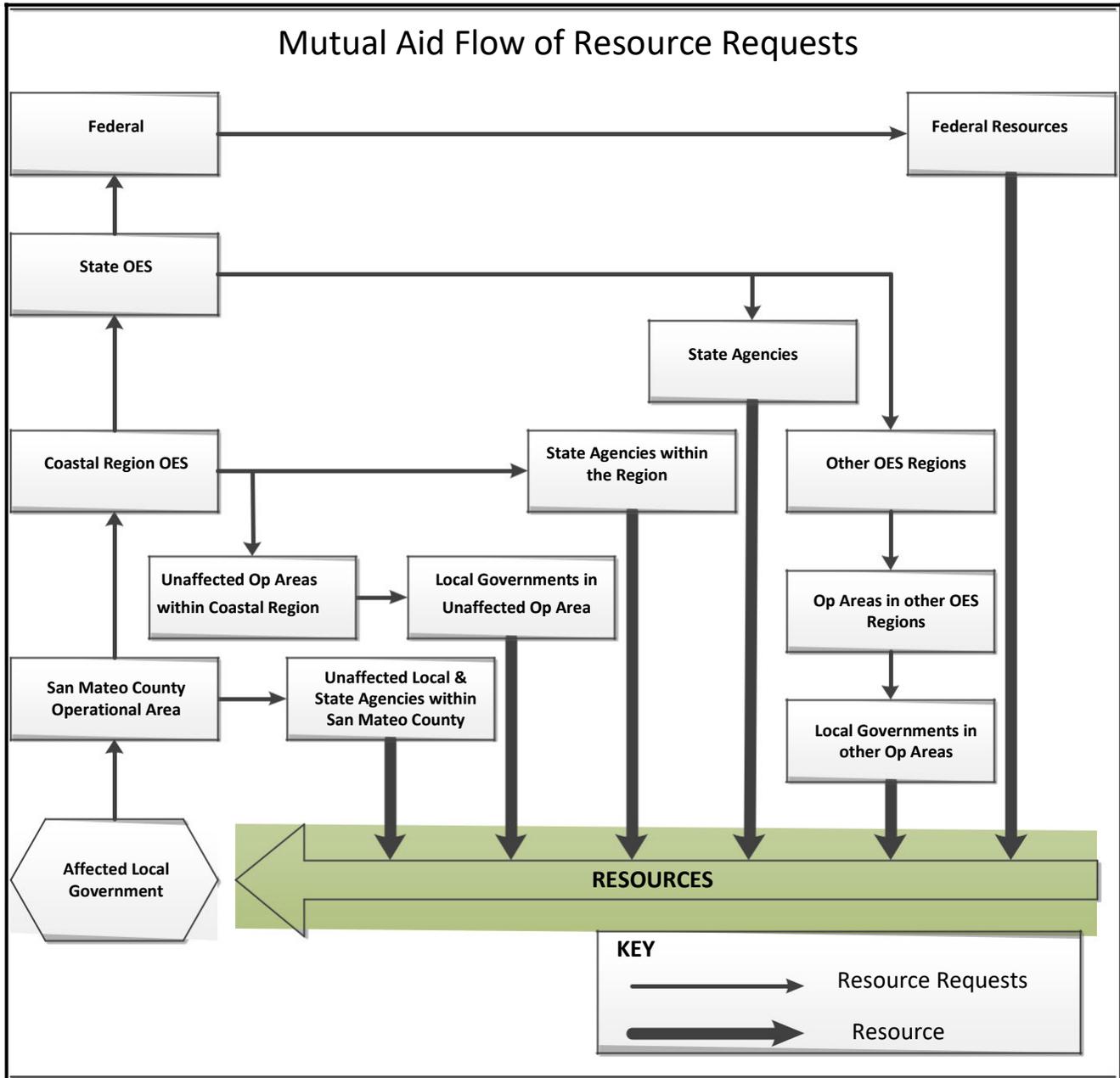
Source: Cal OES

## Mutual Aid Coordinators

Discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, region, and state levels. The mutual aid coordinator receives mutual aid requests and coordinates the provision of resources from within the coordinator's geographic area of responsibility. All unfilled requests will be forwarded to the next higher level of government.

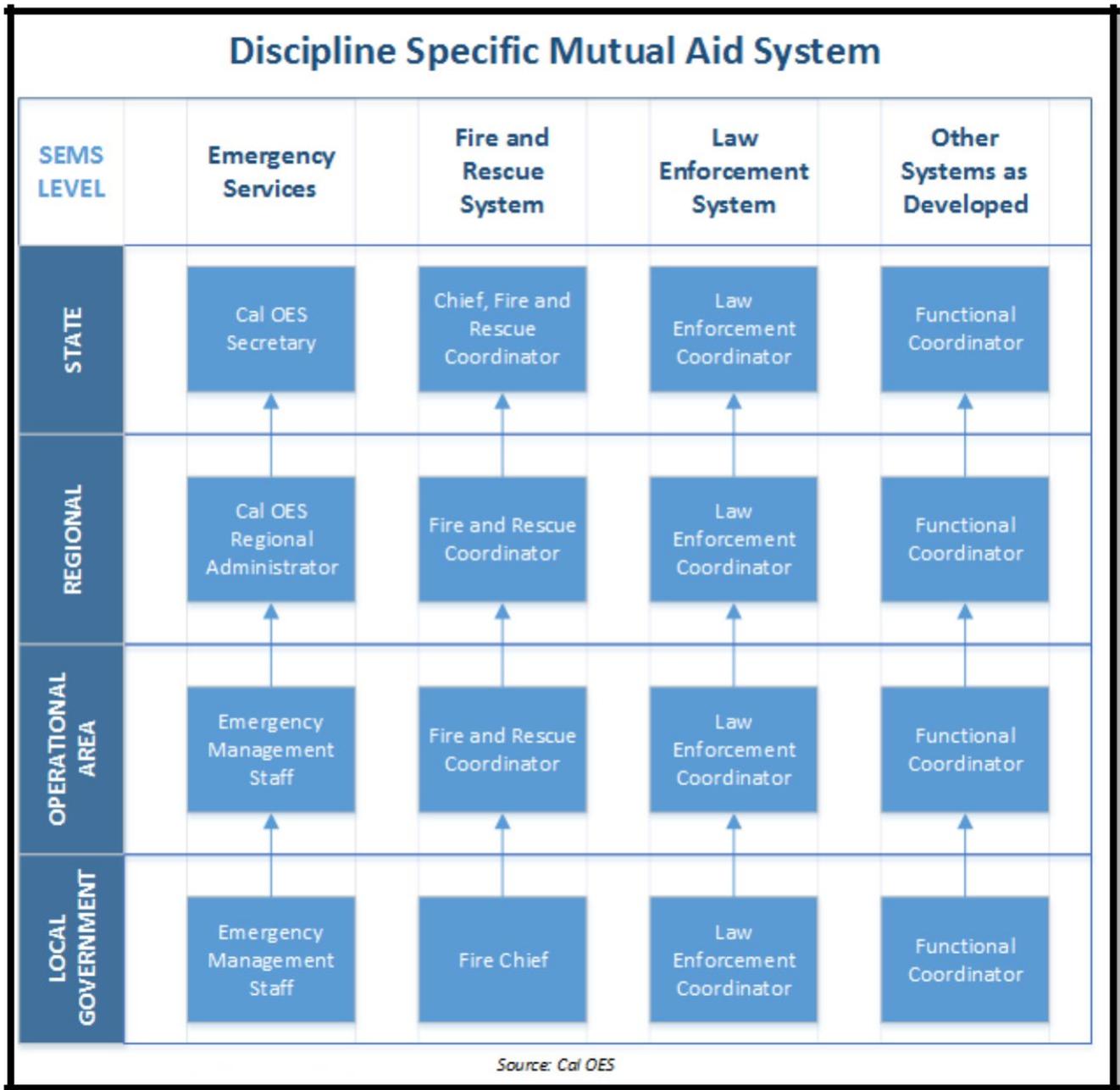
Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system and by emergency management staff at the local government, operational area, regional, and state levels. Depending upon the circumstances, mutual aid coordinators may operate from their existing department, an EOC, or other locations as required.

EXHIBIT 1-A MUTUAL AID RESOURCE REQUESTS



Source: Cal OES

EXHIBIT 1-B: DISCIPLINE SPECIFIC MUTUAL AID SYSTEM



## VOLUNTEER ORGANIZATIONS

The Town of Atherton supports several volunteer organizations that can be activated to provide support and specialized resources as required.

### Atherton Disaster and Preparedness Team (ADAPT)

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The Town encourages community preparedness through the development and support of the Atherton Disaster and Preparedness Team (ADAPT) in coordination with the Atherton Police Department and the Menlo Park Fire Protection District. This team is composed of a core group of trained individuals and neighborhood volunteers. The group provides an on-going source of disaster preparedness information to their neighborhood and conduct periodic drills to practice their ADAPT skills. Residents of Atherton are encouraged to become ADAPT members to help themselves and their neighbors prepare for emergencies, and to aid during and after an emergency. The long-term result is a safer and supportive neighborhood where people want to come and live.

### AMATEUR (Ham) RADIO

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The Town of Atherton supports functions related to the Amateur Radio Emergency Services (HAM) and a local team (through ADAPT) of amateur radio operators dedicated to providing emergency communications support to local, county and state governments during disasters and other emergencies. When activated, these personnel support the Atherton Police Department and the Menlo Park Fire Protection District to provide communications support when needed.

## ALERT AND WARNING

### EMERGENCY ALERT SYSTEM (EAS)

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The Emergency Alert System is a public warning system that may also be used by federal, state, and local authorities to provide emergency information and notification to the public. This system allows use of existing media (radio, TV) resources to communicate to residence in the event of a widespread emergency.

### NATIONAL WARNING SYSTEM (NAWAS)

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The National Warning System (NAWAS) is a dedicated wire-line system that provides two-way voice communications between the federal warning center, state warning points, and local warning points. If the situation ever presents itself, NAWAS is a nationwide system developed to send warnings of impending attack throughout the nation.

### NATIONAL WEATHER SERVICE (NWS)

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The National Weather Service (NWS) transmits continuous weather information on 162.40, 162.475 and 162.55 Hz frequencies. Severe weather broadcasts are preceded with a 1,050 Hz tone that activates weather monitoring receivers equipped with decoders.

### SMC Alert

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SMC Alert is a county-wide community alert and notification system. This system allows the Town of Atherton to provide critical information and instructions quickly to cell phones, emails, or landline phones of those who subscribe. To subscribe, please go to <https://www.smcgov.org/ceo/smc-alert>

### Newsflash

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The Newsflash (CIVICPLUS) notification system provides public safety officials with an effective way to alert and warn the public about serious emergencies.

## EMERGENCY OPERATIONS CENTER

The Town of Atherton EOC provides a centralized location where emergency management coordination and decision making can be supported during a critical incident, major emergency, or disaster. When activated, the EOC provides support for several critical tasks related to communications, coordination, resource management, and executive leadership.

### PRIMARY AND ALTERNATE EOC LOCATIONS

The primary EOC for the Town of Atherton is located at 80 Fair Oaks Lane (City Hall) in the Council Chambers.

If the primary EOC site is threatened, inoperable, or inaccessible, an alternate EOC can be designated. All Town departments and personnel should be prepared for the possibility of sudden relocation to an alternate EOC or similar facility.

An alternate EOC location is located at 150 Watkins Avenue (Holbrook Palmer Park).

### EOC ACTIVATION AND DEACTIVATION

The EOC facility and equipment are used regularly by the Atherton Police Department and other City departments. The EOC space and equipment may be utilized for coordinating and monitoring activities at any time without the need for a formal activation. However, depending upon the need and circumstances, an official EOC activation may be appropriate to support several activities, including:

- Field response
- Pre-planned events
- Local Proclamations of Emergency

#### EOC Activation Levels

The magnitude of an emergency dictates the response level and is scalable based on the changing needs of the event. **Exhibit 1-C: EOC Activation Levels** outlines EOC activation levels for the Town.

**EXHIBIT 1-C: EOC ACTIVATION LEVELS**

Level	Operational Status	Description	Examples
Level 1	Minimum Activation	Monitoring an incident/event or potential situation/event.	<ul style="list-style-type: none"> <li>▪ Severe weather warning</li> <li>▪ Flood watch</li> <li>▪ Terrorism warning</li> <li>▪ Minor earthquake</li> </ul>
Level 2	Partial Activation	Necessary EOC positions are activated to manage the incident as needed	<ul style="list-style-type: none"> <li>▪ Planned event</li> <li>▪ Local emergency declared</li> <li>▪ Oil spill</li> <li>▪ Wildland fire affecting developed areas</li> </ul>
Level 3	Full Activation	Full activation of the EOC with all positions activated.	<ul style="list-style-type: none"> <li>▪ Catastrophic earthquake</li> <li>▪ Major wildland fire</li> <li>▪ Major local and/or regional disaster</li> </ul>

## EOC Deactivation

The EOC will be deactivated, or the activation level will be lowered upon the recommendation of the EOC Manager/Director based upon the status of the incident and ongoing needs.

## EOC Communication Resources

Communication resources available in the EOC include:

- Landline Telephones
- Cellular Telephones
- E-mail
- Fax
- Internet
- Police Radio
- Web EOC
- Computer Aided Dispatch (CAD-Srims)
- Municipal Operations Center radio system

## Internal Communications & Coordination

Communication with field elements may be coordinated through relevant DOCs or directly with an Incident Commander. If a DOC is not activated, the Incident Commander may communicate directly with their department specific representative located in the Operations Section of the EOC.

Additionally, the Town of Atherton EOC will communicate and coordinate with the San Mateo County OA EOC and other cities within the San Mateo County OA. Each city, including Atherton, will provide relevant information pertaining to situational awareness and resource status to the OA EOC, and in turn the OA EOC will push aggregated county-wide information back to each city. Mutual aid requests outside of predetermined pathways (i.e., Law Enforcement, Fire and Rescue, etc.) will be communicated to the OA EOC.

## External Communications & Coordination

The Town EOC will coordinate with external entities such as special districts, public utilities, volunteer organizations and/or private agencies as required. These entities will usually communicate directly with the Town and may provide a representative to the Town EOC. The level of involvement of special districts, public utilities, volunteer organizations, and private agencies will vary depending upon the type of incident.

## Law Enforcement DOC

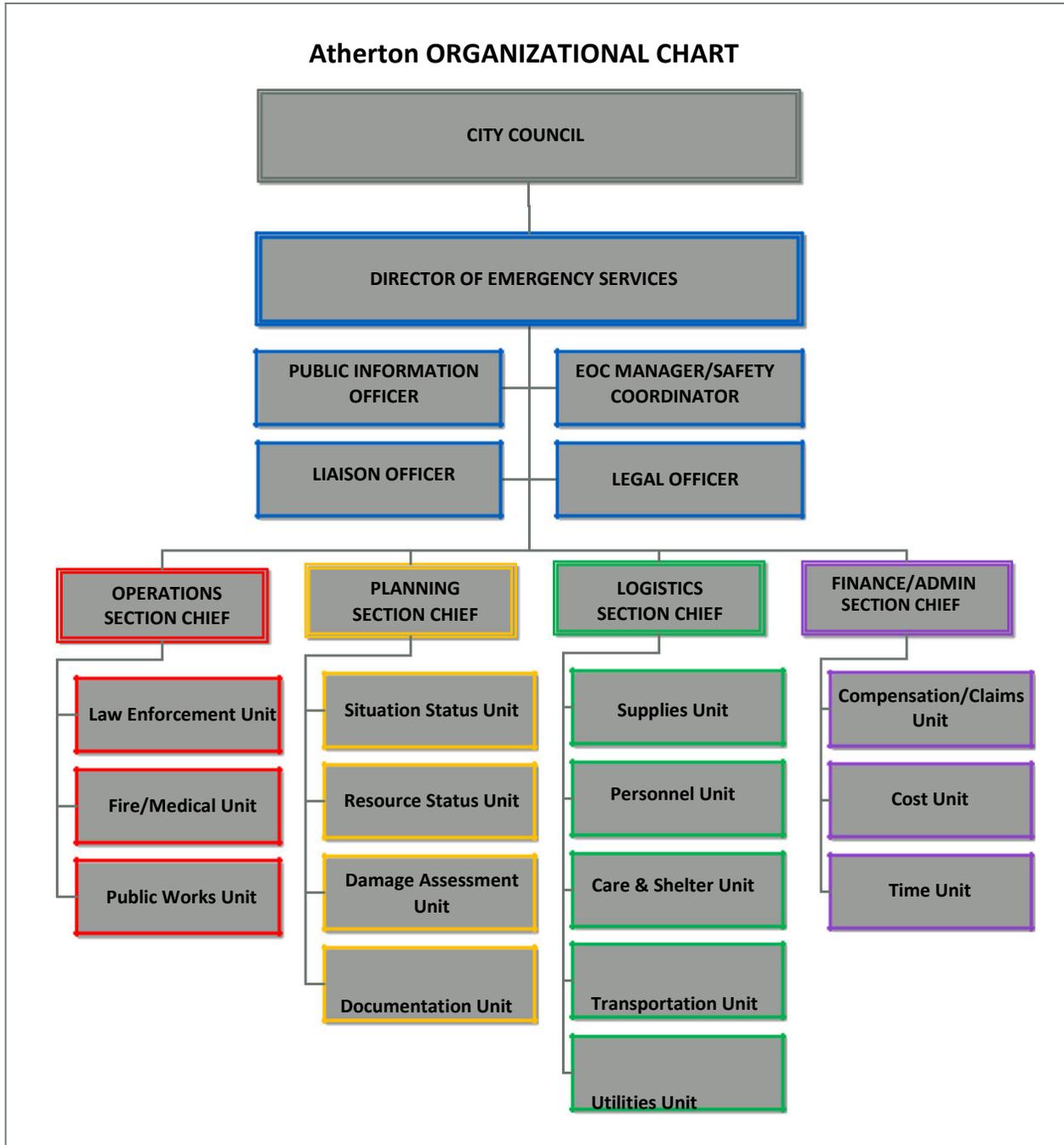
The Atherton Police Department has a DOC which is activated for significant incidents to coordinate law enforcement resources. Communication resources available in the DOC include telephones, cellular phones, police radio, and the CAD system.

The Police Department DOC is located at the Atherton Police Department and when activated, telephones, cellular phones, and radio are used to communicate with the Town EOC. The DOC communicates with the Field using police radios, cellular phones, and the CAD system.

# POSITION DESCRIPTIONS AND RESPONSIBILITIES

## EOC Structure

EXHIBIT 1-D: EOC ORGANIZATIONAL CHART



## Management Section

The Management Section coordinates overarching EOC operations and has overall responsibility for the coordination of emergency operations. The Management Section consists of the following staff:

*Director of Emergency Services* –has overall responsibility for the Town’s emergency response operations.

*EOC Manager/ Safety Coordinator* – has responsibility and authority for the operation of the EOC. The EOC Coordinator will ensure that the EOC is staffed and operates at a level appropriate for the emergency.

*Public Information Officer (PIO)* – is responsible for interfacing with the public and media or with other agencies with incident-related information requirements. They serve as the conduit for information to and from internal and external stakeholders, including the media or other organizations seeking information directly from the incident or event.

*Liaison Officer* – is the point of contact for all agency representatives and oversees all liaison activities within the EOC. The Liaison Officer ensures external agency representatives are provided appropriate situation information and maintains records of all agency representatives.

*Legal Officer* – provides advice to the Director of Emergency Services in all legal matters relating to the emergency. The Legal officer also assists the Director of Emergency Services in declaring a local emergency and implementation of emergency powers.

## Operations Section

The Operations Section answers and coordinates requests for tactical support made by the individual DOCs or IC. The need to expand the Operations Section is dictated by the number of tactical resources involved in the incident response and is influenced by span-of-control considerations. Assets from Town departments and jurisdictional entities/authorities, such as police, fire, public works, etc. performing field emergency response operations may request assistance from the operations section through the field operations authorized agent (i.e., Logistics Section or IC).

## Planning and Intelligence Section

The Planning Section conducts planning activities for the EOC and oversees all incident-related data gathering and analysis regarding incident operations and assigned resources. Under the direction of the Planning Section Chief, the Planning Section collects, evaluates, and processes situation and resource status information for use in developing EOC action plans. Dissemination of information can be accomplished through an EOC action plan, a situation report (SITREP), formal briefings, or through map and status board displays.

## Logistics Section

The Logistics Section fulfills support requests both from the field and internally from other Town agencies, DOCs, and support partners. The Logistics Section also supports the operational needs of the EOC, and requests may include:

- Facilities
- Communications
- Supplies
- Equipment maintenance and fueling
- Food services (for EOC staff and on-scene staff, if requested)
- Medical services (for EOC staff and on-scene staff, if requested)

- Other services as appropriate

The need for logistics considerations and planning exists at multiple levels. The Town EOC must account for emergency power, food, water, communications, and other needs of the EOC. The DOCs and/or on-scene incident command posts must account for staffing to ensure the rotation of personnel through safe rest/work cycles; shelter, feeding, and restroom facilities for personnel; acquisition of proper equipment for performing operations during the day and at night; etc. The coordination of resource requests must be funneled through a singular process to eliminate duplicative asset requests and account for payment of the resources requested.

## Finance and Administration Section

The Finance/Administration Section manages the financial elements of a response or activation including daily recording of personnel time, all financial matters pertaining to vendor contracts, and cost analyses and estimates as requested. Not all incidents will require the activation of a Finance/Administration Section during response operations; however, appropriate documentation and payment to resource vendors will still be required. It is imperative that local ICs, the DOCs, and Town EOC personnel are familiar with the resource request process and follow the proper procedures for requesting a resource.

## DEPARTMENTAL RESPONSIBILITIES

**Exhibit 1-E: Departmental Responsibilities** outlines the Town departments' responsibilities during a disaster by functional areas and identifies the lead (L) and support (S) departments for each function.

EXHIBIT 1-E: DEPARTMENTAL RESPONSIBILITIES

Department Responsibilities	Transportation	Communications	Public Works	Fire & Rescue	Emergency Management	Care & Shelter	Resources	HazMat	Utilities	Law Enforcement	Recovery	Public Information	Volunteer Mgmt.,
City Manager					L							L	
Community Development			S				S		S		L		
Finance & Technology						S	S		S		S		
Human Resources						S	S						S
Police Department	S	L		S	S			S		L		S	S
Fire Department				L	S			L				S	S
Public Works	L		L			S	S	S	L	S	S		
Recreation & Community Services	S					L	L						L

## EMERGENCY DECLARATIONS

### LOCAL PROCLAMATION

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A local emergency may be proclaimed by the City Council, or by the City Manager<sup>11</sup>. The City council must ratify the proclamation within seven days and must review the need to continue the local emergency every 14 days until a local emergency is terminated. A copy of the resolution must be provided to the State through the San Mateo County OA. To qualify for assistance under the state CDAA, the proclamation must be made within 10 days of the event and must be renewed every 14 days.

The proclamation of a local emergency provides the Town with the legal authority to:

- Request the Governor to proclaim a state of emergency when, in the opinion of the director, the locally available resources are inadequate to cope with the emergency
- Promulgate or suspend orders and regulations to provide for the protection of life and property
- Exercise full power to request mutual aid to any affected area, in accordance with local ordinances, resolutions, emergency plans, or agreements
- Request state agencies and other jurisdictions to provide mutual aid
- Require the emergency services of any Town officer or employee
- Requisition necessary personnel and materials from any Town department or agency
- Obtain vital supplies, equipment, and if required, commandeer the same for public use
- Conduct emergency operations without incurring legal liability for performance, or failure of performance

### STATE OF EMERGENCY

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After a proclamation of a local emergency, the governing body of the Town, having determined that local resources are not sufficient to mitigate the situation, may request by letter or resolution that the Governor proclaim a state of emergency<sup>12</sup> in the area to fully commit state and mutual aid assistance and provide resources to assist local government. To support its request for a gubernatorial proclamation, it is essential that the Town forward an estimate of damage and financial loss to the State through the San Mateo County OA as quickly as possible. Estimates of loss are an important part of the criteria that the State considers when deciding to proclaim a state of emergency and request a Presidential Declaration of Emergency or Disaster.

A copy of the request for a Governor's proclamation, with the following supporting data, must be forwarded, to the San Mateo County OA Coordinator for transmission to the State through the Cal OES Director:

- Copy of the local emergency proclamation
- Initial damage estimate summary that estimates the severity and extent of the damage

The Cal OES prepares a recommendation for the Governor, and if approved, prepares a proclamation. The Governor may also proclaim a State of Emergency without a local request if:

- The safety of persons and property in the state are threatened by conditions of extreme peril, or
- Emergency conditions are beyond the emergency response capacity and capabilities of the local authorities

<sup>11</sup>See Government Code Sections 8630-8634 and municipal code.

<sup>12</sup>See California Government Code (Sections 8625-8629) authorizing actions and power of the Governor to declare a State of Emergency.

## STATE OF WAR EMERGENCY

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In addition to a State of Emergency, the Governor can proclaim a State of War Emergency whenever the State or the nation is attacked by an enemy of the United States, or upon receipt by the State of a warning from the federal government indicating that such an enemy attack is probable or imminent. The powers granted to the Governor under a State of War Emergency are the same as those granted under a State of Emergency.

## PRESIDENTIAL DECLARATION

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Following the proclamation of a State of Emergency, the Cal OES Director may recommend that the Governor request a Presidential Declaration of a major disaster under the authority of Public Law 93-288. The Governor's request to the President is submitted through FEMA. Supplementary information, such as an Initial Damage Assessment, may be required to accompany the state and local proclamations.

## OTHER DECLARATIONS, POWERS, AND AUTHORITIES

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Other local, state, and federal authorities may have broad powers to restrict movement or impose other restrictions, such as quarantines, during unusual events such as public health emergencies.

## CONTINUITY OF GOVERNMENT

Continuity of Government (COG) is an essential function of emergency management and is vital during an emergency/disaster situation. Continuity of Government is defined as the preservation, maintenance, or reconstitution of the civil government's ability to carry out its constitutional responsibilities. All levels of government share a constitutional responsibility to preserve the life and property of their citizens. The California Government Code and the Constitution of California provide the authority for state and local government to reconstitute itself in the event incumbents are unable to serve.

### LINES OF SUCCESSION

When the role is essential to the Town's ability to complete its critical missions, a successor must be named to assume the duties and responsibilities of that role. **Exhibit 1-F: Lines of Succession** outlines the continuity of government lines of succession for essential government positions.

EXHIBIT 1-F: LINES OF SUCCESSION

Key Position	Primary Successor	Secondary Successor
Mayor	Mayor Pro Tem	Council Member
City Manager	Assistant City Manager	Police Chief
Fire Chief	Assistant Fire Chief	Deputy Fire Chief
Police Chief	Police Commander	Police Sergeant

#### City Council

The California Government Code<sup>13</sup> provides guidance for appointing Council Members in the unlikely event that all Council Members are unavailable to serve. For example, if only one member of the Council is available, that person shall have the power to reconstitute the City Council. Should all members of the Council be unavailable, members of the City Council could be appointed by the Chair of the San Mateo County Board of Supervisors, by the Chair of a nearby County Board of Supervisors, or by the mayor of a nearby city, in that order.

### ESSENTIAL FACILITIES: SEAT OF GOVERNMENT

The Primary Seat of Government for the Town of Atherton is the Administrative Offices located at 80 Fair Oaks Lane, Atherton, CA 94027.

If the Administrative Offices are no longer functional, an alternate seat of government is available using the Pavilion at HP Park, located at 150 Watkins Avenue.

### PRESERVATION OF VITAL RECORDS

Town leadership will require certain vital records during a disaster. Protection of, and access to, these records require planning. Such efforts are coordinated by the Town of Atherton's City Clerk or designee. Vital Records are the documents required to continue the mission of Town departments and agencies during and after a disaster. The records will assist in providing services both to internal Town departments and external customers, such as citizens, contractors, other government entities. Example documents may include:

- Public Records

<sup>13</sup> See Government Code Sections 8642-8644

- Computer system back-ups/servers
- Public Records
- Computer system back-ups/servers
- Order of Succession Ordinances or Resolutions
- Plans, policies, and procedures for critical processes
- Payroll information
- Contracts and leases
- Legal and financial records
- Insurance documents

Protection of, and access to, these and other vital records requires planning and is coordinated by Town of Atherton City Clerk. Each Town department is responsible for identifying vital records, coordinating with the City Clerk, and assigning internal responsibility for their preservation.

## SECTION II – ATTACHMENTS

## ATTACHMENT 1: AUTHORITIES AND REFERENCES

### LOCAL AUTHORITIES & REFERENCES

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The plan is promulgated under the authority of the City Manager and ratified by the City Council.

The following authorities and references may be applicable:

- Town of Atherton Municipal Code

### STATE AUTHORITIES & REFERENCES

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State authority is to be found, in part, in California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code). California state and local jurisdictions use the Standardized Emergency Management System as outlined in Chapter 1 of Division 2 of Title 19 of the California Code of Regulations and the California Government Code §8607 et sec.

The following authorities and references are applicable:

- Standardized Emergency Management System Regulations: California Code of Regulations, Title 19, Division 2, Chapter 1
- Disaster Assistance Act Regulations: California Code of Regulations, Title 19, Division 2, Chapter 6
- Local Emergency Prevention Measures for County Health Official: California Health and Safety Code §101040
- California Master Mutual Aid Agreement
- Orders and Regulations that may be promulgated by the Governor during a State of Emergency or a State of War Emergency

### FEDERAL AUTHORITIES & REFERENCES

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Federal authority is to be found in the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288) and in Homeland Security Presidential Directive 5, “Management of Domestic Incidents” and Homeland Security Presidential Directive 8, “National Preparedness.” The emergency management system used nationally is the National Incident Management System (NIMS).

The following authorities and references are applicable:

- Robert T. Stafford Emergency Disaster Relief and Emergency Assistance Act (42 USC § 5121 et seq.)
- Federal Disaster Relief Regulations: 44 CFR Part 206
- National Incident Management System, HSPD-5, Management of Domestic Incidents
- National Response Plan, U.S. Department of Homeland Security, December 2004
- National Response Framework, U.S. Department of Homeland Security, March 2008

## ATTACHMENT 2: SAMPLE PROCLAMATION

### SAMPLE PROCLAMATION

**WHEREAS** Ordinance No. \_\_\_\_\_ of the Town of Atherton empowers the Director of Emergency Services\* to proclaim the existence or threatened existence of a local emergency when said Town is affected or likely to be affected by a public calamity and the City Council is not in session, and;

**WHEREAS** the Director of Emergency Services\* of the Town of Atherton does hereby find; That conditions of extreme peril to the safety of persons and property have arisen within said city/county, caused by \_\_\_\_\_ (fire, flood, storm, mudslides, torrential rain, wind, earthquake, drought, or other causes); which began on the \_\_\_\_\_ the day of \_\_\_\_\_, 20\_\_\_\_, and;

That these conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of said Town, and.

That the City Council of the Town of Atherton is not in session and cannot immediately be called into session.

**NOW, THEREFORE, IT IS HEREBY PROCLAIMED** that a local emergency now exists throughout said Town, and;

**IT IS FURTHER PROCLAIMED AND ORDERED** that during the existence of said local emergency the powers, functions, and duties of the emergency organization of this Town shall be those prescribed by state law, by ordinances, and resolutions of this Town, and that this emergency proclamation shall expire in 7 days after issuance unless confirmed and ratified by the governing body of the Town of Atherton.

Dated: \_\_\_\_\_ By: \_\_\_\_\_  
Director of Emergency Services\*

Print Name \_\_\_\_\_

Address \_\_\_\_\_

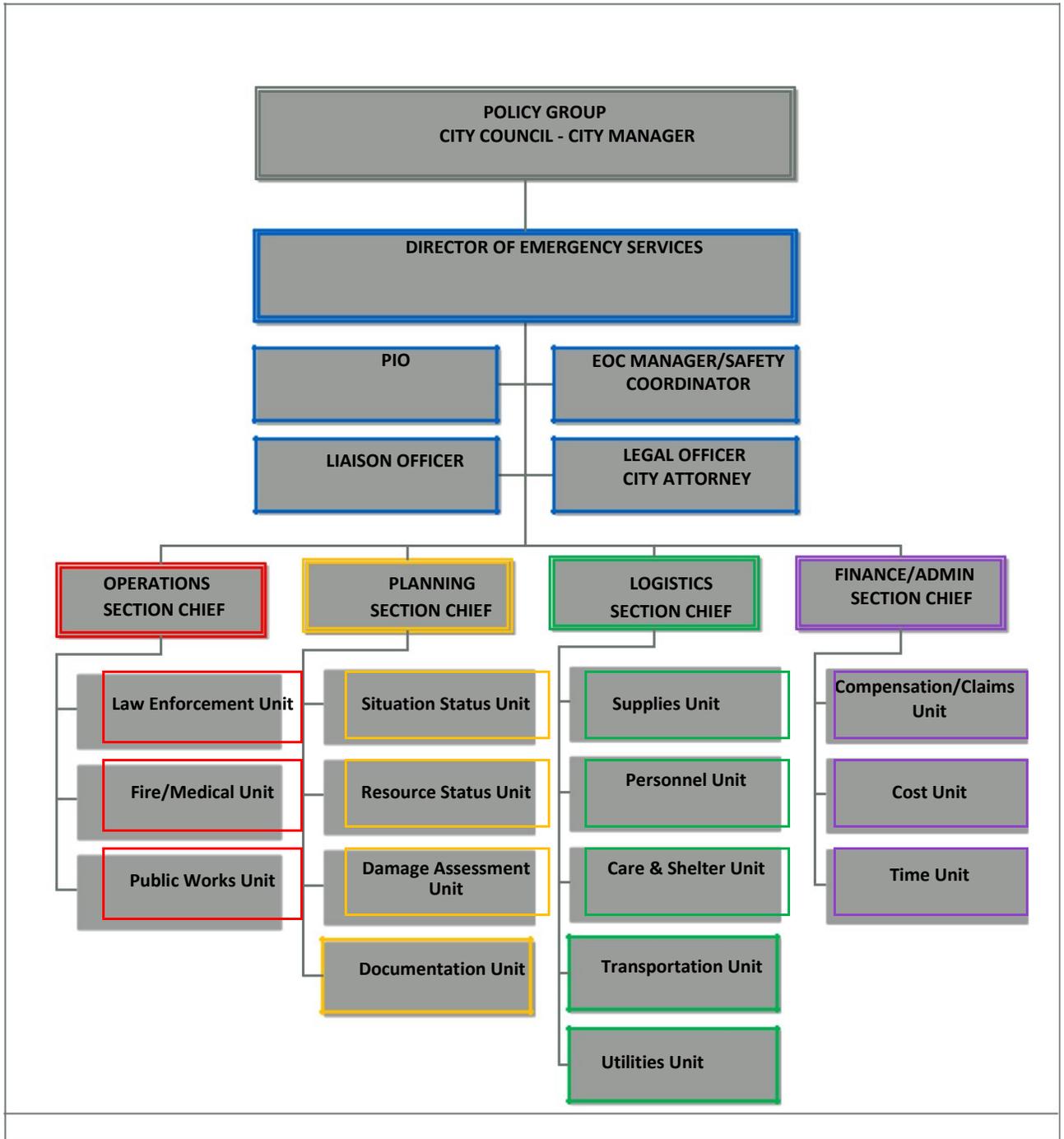
*\*Insert appropriate title and governing body*

**Note:** It may not be necessary for a Town to proclaim a local emergency if the county has already proclaimed an emergency that applies to the entire geographic county area or for a specific area that includes the impacted city or cities.

*(Source: Cal OES, Emergency Proclamations: A Quick Reference Guide for Local Government)*

## ATTACHMENT 3: EOC PERSONNEL LISTING

**TOWN OF ATHERTON ORGANIZATIONAL CHART**



## ATTACHMENT 4: HAZARD SPECIFIC CHECKLISTS

### EMERGENCY OPERATING PROCEDURES

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#### Hazard-Specific Checklists

All events are UNIQUE. Following are lists of various considerations for specific types of emergencies. These checklists are designed to be used in conjunction with the general duties of the positions outlined in Section 3 (EOC Positional Checklists). An important thing to keep in mind is that EVERY type of emergency also has the potential to become a HAZMAT incident.

### Hazard Specific Checklists

<b>Earthquake</b> .....	<b>43</b>
<b>Hazardous Materials Incidents (HAZMAT)</b> .....	<b>44</b>
<b>Floods and Storms</b> .....	<b>45</b>
<b>Fire</b> .....	<b>46</b>

## ATTACHMENT 5: EOC FORMS

### Earthquake

- Obtain a status report of critical facilities that may have been damaged, then direct emergency personnel to those areas as needed. Major earthquakes may have the most widespread impact on the City of any emergency. In some cases, depending on the severity of the damage to a particular structure, individual Incident Command Posts may have to be established in those areas.
- Obtain a status report on nearby highways and roads. Develop a consistent plan for the flow of traffic. Ensure adequate ingress and egress for emergency vehicles.
- Initiate a Critical Facilities log that indicates which of those facilities have been checked and their disposition.
- Field units should initiate a general area survey after completing their critical facilities check. Be aware of fires, fuel leaks, ruptured pipes, downed power lines, utility disruptions, chemical spills, etc.
- Be prepared to inform PG&E of any known electrical and gas complications.
- In the event of a significant aftershock, repeat the above steps.
- On Scene Commanders may need to set up a facility or area for triage near the location of the emergency. Be considerate of this in conducting affairs of your assigned position.

## Hazardous Materials Incidents (HAZMAT)

- Attempt to identify the substance, remaining UPWIND, UPHILL and/or UPSTREAM at a SAFE DISTANCE.
  - Container or packaging can provide valuable information. Use binoculars to read.
  - Observe the chemical itself. Note its actions and physical characteristics.
  - If spilled from a vehicle, ask the driver to provide information about the substance or attempt to locate any warning placards that may be posted on the vehicle. Additional information may also be found in the shipping manifest or on the bill of lading.
  - Consult the orange Emergency Response Guidebook for specific warnings, cautions and handling guidelines.
- If the substance cannot be identified or is hazardous, the Fire Department is equipped to deal with containment and oversee the cleanup.
- Check information to see if the substance is flammable. Do not use road flares for traffic control. Use cones or other portable, non-sparking traffic control materials.
  
- Consider the potential effects of weather such as wind, rain, heat, etc.
- If helicopters are required for medical evacuations, consider the potential spreading effect of the rotor downdraft. Choose a remote landing area.
  
- Establish a decontamination / treatment area for exposure victims if necessary.
- Consider isolating exposure victims from others, especially if biohazards are involved.
- If evacuation is required- refer to ANNEX B – City Evacuation Plan.
- IMPORTANT:** Evacuation is the assisted removal of people BEFORE a threat arrives... On the other hand, RESCUE is an issue that deals with the removal of persons once the threat is upon them.

## Floods and Storms

- Obtain a status report on nearby highways and roads. Develop a consistent plan for the flow of traffic. Ensure adequate traffic control is in place to assist emergency vehicles with ingress and egress to incident scenes. It is important to realize that approximately 80% of flood deaths occur in vehicles.
- Stay in contact with the San Mateo County Water District for updated flood stage information.
- Floods are preceded by powerful storms. Check for downed power lines and inform PG&E immediately to prevent electrocution hazards.
- Creeks and canals are an attractive nuisance to people, especially when heavy rains increase the water levels and turn them into raging currents. Ensure these areas are clear. Depending on severity, consider requesting a helicopter to check for problem areas. (Helicopter flights may be restricted in severe weather conditions.)
- Floodwaters may carry additional health and safety risks, such as bacteria from dead animals, raw sewage, or hazardous substances. Sandbags tend to act as sponges for these hidden dangers, so ensure precautions are taken when handling them or meeting the water itself.
- Watch treatment facility tanks and ponds for inundation or overflow.
- If evacuation is required, work with the PIO to distribute the information immediately.
- IMPORTANT:** Evacuation is the assisted removal of people BEFORE a threat arrives... On the other hand, RESCUE is an issue that deals with the removal of persons once the threat is upon them.

## Fire

- Determine the size of the involved area, both actual and potential.
- Determine the apparent direction the fire is traveling and what lies in its path.
- Determine the need for evacuation.
- If a facility, building, or vehicle is involved, determine if chemicals or hazardous substances are involved or potentially in danger of being involved. Determine what the chemicals or substances are, their location, and how much.
- Remain DOWNHILL and UPWIND from fires.
- Constantly be aware of the potential for toxic smoke or fumes.
- Immediately establish a liaison with the Fire Incident Commander.
- Maintain ingress and egress routes for emergency vehicles.
- Establish a perimeter control, keeping unauthorized vehicles and pedestrians out of the involved areas.
- If evacuation is required, contact local authorities immediately.
- IMPORTANT:** Evacuation is the assisted removal of people BEFORE a threat arrives... On the other hand, RESCUE is an issue that deals with the removal of persons once the threat is upon them.

## ATTACHMENT 6: GLOSSARY AND ACRONYMS

### Glossary

#### 1.1 Terms

Aerial Reconnaissance: An aerial assessment of the damaged area that includes gathering information on the level and extent of damage and identifying potentially hazardous areas for on-site inspections.

Aerosol: Fine liquid or solid particles suspended in a gas, for example, fog or smoke.

All Hazards: Refers to a policy or program that is designed to deal with a variety of natural and technological hazards.

Annex: A document that supplements the Emergency Operations Plan, which provides further planning information for a specific aspect of emergency management.

Appendix: A separate portion of the Emergency Operations Plan that contains guidance and information specific to actions required in emergency management.

Biological Agents: Living organisms or the materials derived from them that cause disease in or harm to humans, animals, or plants or cause deterioration of material. Biological agents may be used as liquid droplets, aerosols, or dry powders.

Chemical Agent: A chemical substance that is intended to kill, seriously injure, or incapacitate people through physiological effects; separated by severity of effect: lethal, blister, and incapacitating.

Comprehensive Emergency Management Plan: A document required by state regulation that consists of a Basic Plan, Appendices, Supplemental Annexes, and Standard Operating Procedures for the purpose of providing effective mitigation, response to and recovery from disasters.

Consequence Management: Measures to protect public health and safety, restore essential government services, and provide emergency relief to governments, businesses, and individuals affected by the consequences of terrorism. State and local governments exercise primary authority to respond to the consequences of terrorism. (Source: FRP Terrorism Incident Annex, page TI-2, April 1999). The Federal

Emergency Management Agency (FEMA) has been designated the Lead Federal Agency (LFA) for consequence management to ensure that the Federal Response Plan is adequate to respond to terrorism. Additionally, FEMA supports the Federal Bureau of Investigation (FBI) in crisis management.

Continuity of Government: Includes measures to – ensure continued leadership and preservation of vital records, thereby maintaining a viable system of government supported by law; establish emergency authorities legally vested in government leaders so that they have prescribed powers to act; ensure survivability of mechanisms and systems for direction and control so that actions directed by leaders can be communicated and coordinated; sustain essential emergency services and resources so that critical response and recovery actions can achieve widest possible implementation.

Crisis Management: This is the law enforcement aspect of an incident that involves measures to identify, acquire, and plan the resources needed to anticipate, prevent, and/or resolve a threat of terrorism. The FBI is the LFA for crisis management for such an incident. (Source: FBI) During crisis management, the FBI coordinates closely with local law enforcement authorities to provide successful law enforcement resolution to the incident. The FBI also coordinates with other Federal authorities, including FEMA. (Source: FRP Terrorism Incident Annex, April 1999)

Damage Assessment: The appraisal or determination of the actual damage resulting from a disaster.

Decontamination: The process of making people, objects, or areas safe by absorbing, destroying, neutralizing, making harmless, or removing the HazMat.

Disaster: The occurrence or imminent threat of widespread or severe damage, injury or loss of life or property resulting from any natural or man-made cause including fire, flood, earthquake, air contamination, blight, drought, infestation, explosion, riot, hostile military or paramilitary action, other public calamity requiring emergency action.

Disaster Assistance Center: A location established in a disaster area that houses all federal, state, and local agencies that deal directly with the needs of the individual victim. DACs are established only after a Presidential Declaration.

Disaster Declaration: A document executed by an elected government for the purpose of obtaining assistance from a higher level of government.

Disaster Service Workers: All public employees in California are subject to such emergency or disaster activities as may be assigned by their supervisors or by law.

Drill: A supervised instruction period aimed at testing, developing, and maintaining skills in a particular operation. A drill is often a component of an exercise.

Drop Cover, and Hold: Shelter position under tables or desks or other protected places away from overhead fixtures, windows, high cabinets, and bookcases, for immediate individual protection during an emergency.

Emergency: An event, the effects of which cause loss of life, human suffering, property damage (both public and private), and severe economic and social disruption.

Emergency Alert System: A program of the Federal Communications Commission (FCC) to coordinate the dissemination of emergency information via commercial broadcasters.

Emergency Coordinator: A position called for in the Emergency Organization to carry out emergency management functions on a day-to-day basis at the local level.

Emergency Manager: A position called for in the Emergency Organization to oversee the implementation of the District Comprehensive Emergency Management Plan at the local level.

Emergency Operations Center: A centralized location where individuals responsible for responding to a large-scale emergency can have immediate communication with each other and with District management for the purpose of enhancing coordination in exercising direction and control of emergency response and recovery efforts.

Emergency Organization: Organization to direct and control operations of the district during a period of emergency with assigned responsibilities and tasks for planning, response, and recovery in emergency situations.

Emergency Powers: Special authority granted to a chief local official during times of emergency. The State delegates emergency powers to designated local officials through an executive order.

Federal Response Plan (FRP): The FRP establishes a process and structure for the systematic, coordinated, and effective delivery of Federal assistance to address the consequences of any major disaster or emergency declared under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended (42 U.S. Code [USC], et seq.). The FRP Terrorism Incident Annex defines the organizational structures used to coordinate crisis management with consequence management. (Source: FRP Terrorism Incident Annex, April 1999)

Lead Agency: The Federal department or agency assigned lead responsibility under U.S. law to manage and coordinate the Federal response in a specific functional area. The FBI is the lead agency for crisis management and FEMA is the lead agency

for consequence management. Lead agencies support the overall Lead Federal Agency (LFA) during all phases of the response.

Lead Federal Agency (LFA): The agency designated by the President to lead and coordinate the overall Federal response is referred to as the LFA and is determined by the type of emergency. In general, an LFA establishes operational structures and procedures to assemble and work with agencies providing direct support to the LFA to provide an initial assessment of the situation, develop an action plan, monitor and update operational priorities, and ensure each agency exercises its concurrent and distinct authorities under U.S. law and supports the LFA in carrying out the President's relevant policy. Specific responsibilities of an LFA vary according to the agency's unique statutory authorities.

Level I Emergency: Minor to moderate emergency, such as major power outage, bomb threat, air pollution alert, isolated fire, or minor earthquake (no injuries or significant damage).

Level II Emergency: Moderate to severe emergency, such as major fire, moderate earthquake, bomb explosion (with injuries and/or structural damage).

Level III Emergency: Major emergency or disaster, such as a major earthquake or nuclear explosion.

Local Emergency Responder: Safety services provided by outside agencies, such as police, fire, medical or rescue services.

Mitigation: Those actions (including threat and vulnerability assessments) taken to reduce the exposure to and detrimental effects of a WMD incident.

Mitigation Phase: Phase of emergency management for site-specific action to minimize hazards and reduce the potential for injury or damage in an emergency.

Non-Persistent Agent: An agent that, upon release, loses its ability to cause casualties after 10 to 15 minutes. It has a high evaporation rate, is lighter than air, and will disperse rapidly. It is a short-term hazard; however, in small, unventilated areas, the agent will be more persistent.

Persistent Agent: An agent that, upon release, retains its casualty-producing effects for an extended period, usually anywhere from 30 minutes to several days. A persistent agent usually has a low evaporation rate, and its vapor is heavier than air; therefore, its vapor cloud tends to hug the ground. It is a long-term hazard. Although inhalation hazards are still a concern, extreme caution should be taken to avoid skin contact as well.

Plume: Airborne material spreading from a particular source; the dispersal of particles, gases, vapors, and aerosols into the atmosphere.

Preparation (Preparedness) Phase: Phase of emergency management for employee in-service training in emergency responsibilities, such as prevention of injuries and property damage, first-aid and other response and rescue operations, and for acquisition of adequate supplies and equipment required to respond to an emergency.

Radiation: High-energy particles or gamma rays that are emitted by an atom as the substance undergoes radioactive decay. Particles can be either charged alpha or beta particles or neutral neutron or gamma rays.

Recovery Phase: Phase of emergency management for the initiation of short-range and long-range recovery plans at each effected site to return to normal operations following an emergency.

Response Phase: Phase of emergency management in which all employees take appropriate steps in an emergency to put the emergency plan into action.

Terrorism: The unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives. Domestic terrorism involves groups or individuals who are based and operate entirely within the United States and U.S. territories without foreign direction and whose acts are directed at elements of the U.S. government or population.

Toxicity: A measure of the harmful effects produced by a given amount of a toxin on a living organism.

Weapons-Grade Material: Nuclear material considered most suitable for a nuclear weapon. It usually connotes uranium enriched to above 90 percent uranium-235 or plutonium with greater than about 90 percent plutonium-239.

Weapons of Mass Destruction: Any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than 4 ounces, or a missile having an explosive incendiary charge of more than 0.25 ounce, or mine or device like the above; poison gas; weapon involving a disease organism; or weapon that is designed to release radiation or radioactivity at a level dangerous to human life. (Source: 18 USC 2332a as referenced in 18 USC 921)

# Acronyms

## 1.2 Acronyms

AFB	Air Force Base
AMS	Aerial Measuring System
ANSIR	Awareness of National Security Issues and Response Program
ARAC	Atmospheric Release Advisory Capability
ARG	Accident Response Group
ARS	Agriculture Research Service
ATC	Air Traffic Control
BDC	Bomb Data Center
CBIAC	Chemical and Biological Defense Information and Analysis Center
CBRNE	Chemical, Biological, Radiological, Nuclear Material or High-Yield Explosive
CDC	Center for Disease Control and Prevention
CDRG	Catastrophic Disaster Response Group
CEPPO	Chemical Emergency Preparedness and Prevention Office
CERCLA	Comprehensive Environmental Response, Compensation and Liability Act
CHEMTREC	Chemical Transportation Emergency Center
CHPPM	Center for Health Promotion and Preventative Medicine
CIRG	Crisis Incident Response Group
CJCS	Chairman of the Joint Chiefs of Staff
CM	Consequence Management
CMU	Crisis Management Unit (CIRG)
CRU	Crisis Response Unit
CSREES	Cooperative State Research, Education and Extension Service
CST	Civil Support Teams
CW/CBD	Chemical Warfare/Contraband Detection

DAC	Disaster Assistance Center
DEST	Domestic Emergency Support Team
DFO	Disaster Field Office
DMAT	Disaster Medical Assistance Team
DMCR	Disaster Management Central Resource
DMORT	Disaster Mortuary Operational Response Team
DOD	Department of Defense
DOE	Department of Energy
DOJ	Department of Justice
DPP	Domestic Preparedness Program
DSR	Damage Survey Report
DTCTPS	Domestic Terrorism/Counter Terrorism Planning Section (FBI HQ)
DTIC	Defense Technical Information Center
EAS	Emergency Alert System
EM	Emergency Management
EMI	Emergency Management Institute
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	Environmental Protection Agency
EPCRA	Emergency Planning and Community Right-to-Know Act
ERT	Emergency Response Team (FBI)
ERT-A	Emergency Response Team – Advance Element
ERTU	Evidence Response Team Unit
ESF	Emergency Support Function
EST	Emergency Support Team
EU	Explosives Unit

FBI	Federal Bureau of Investigation
FEMA	Federal Emergency Management Agency
FEST	Foreign Emergency Support Team
FNS	Food and Nutrition Service
FRERP	Federal Radiological Emergency Response Plan
FRMAC	Federal Radiological Monitoring and Assessment Center
FRP	Federal Response Plan
FS	Forest Service
HazMat	Hazardous Materials
HHS	Department of Health and Human Services
HMRU	Hazardous Materials Response Unit
HQ	Headquarters
HRT	Hostage Rescue Team (CIRG)
HTIS	Hazardous Technical Information Services (DOD)
IC	Incident Commander
ICS	Incident Command System
IND	Improvised Nuclear Device
JIC	Joint Information Center
JOC	Joint Operations Center
JTF-CS	Joint Task Force for Civil Support
LEPC	Local Emergency Planning Committee
LFA	Lead Federal Agency
MEDCOM	Medical Command

MMRS	Metro. Medical Response Team
MOA	Memorandum of Agreement
MSCA	Military Support to Civil Authority
NAP	Nuclear Assessment Program
NBC	Nuclear, Biological and Chemical
NCP	National Oil and Hazardous Substances Pollution Contingency Plan
NDMS	National Disaster Medical System
NDPO	National Domestic Preparedness Office
NEST	Nuclear Emergency Search Team
NETC	National Emergency Training Center
NFA	National Fire Academy
NMRT	National Medical Response Team
NRC	Nuclear Regulatory Commission
NRT	National Response Team
NSC	National Security Council
NTIS	National Technical Information Service
OEP	Office of Emergency Preparedness
OFCM	Office of Federal Coordinator for Meteorology
OIG	Office of the Inspector General (USDA)
OSC	On-Scene Commander
OSLDPS	Office for State and Local Domestic Preparedness Support
PDD	Presidential Decision Directive
PHS	Public Health Service
POC	Point of Contact
PT	Preparedness, Training and Exercises Directorate (FEMA)

R&D	Research and Development
RAP	Radiological Assistance Program
RCRA	Research Conversation and Recovery Act
RDD	Radiological Dispersal Device
REAC/TS	Radiation Emergency Assistance Center/Training Site
ROC	Regional Operations Center
RRIS	Rapid Response Information System (FEMA)
RRT	Regional Response Team
SAC	Special Agent in Charge (FBI)
SARA	Superfund Amendments and Reauthorization Act
SBCCOM	Soldier and Biological Chemical Command (US Army)
SCBA	Self-Contained Breathing Apparatus
SEB	State Emergency Board
SERC	State Emergency Response Commission
SIOC	Strategic Information and Operations Center (FBI HQ)
SLG	State and Local Guide
TERC	Tribal Emergency Response Commission
TIP	Terrorist Incident Plan
TRIS	Toxic Release Inventory System
UC	Unified Command
UCS	Unified Command System
USC	US Code
USDA	US Department of Agriculture
USFA	US Fire Administration
VA	Department of Veterans Affairs
WMD	Weapons of Mass Destruction
WMD-CST	Weapons of Mass Destruction - Civil Support Team







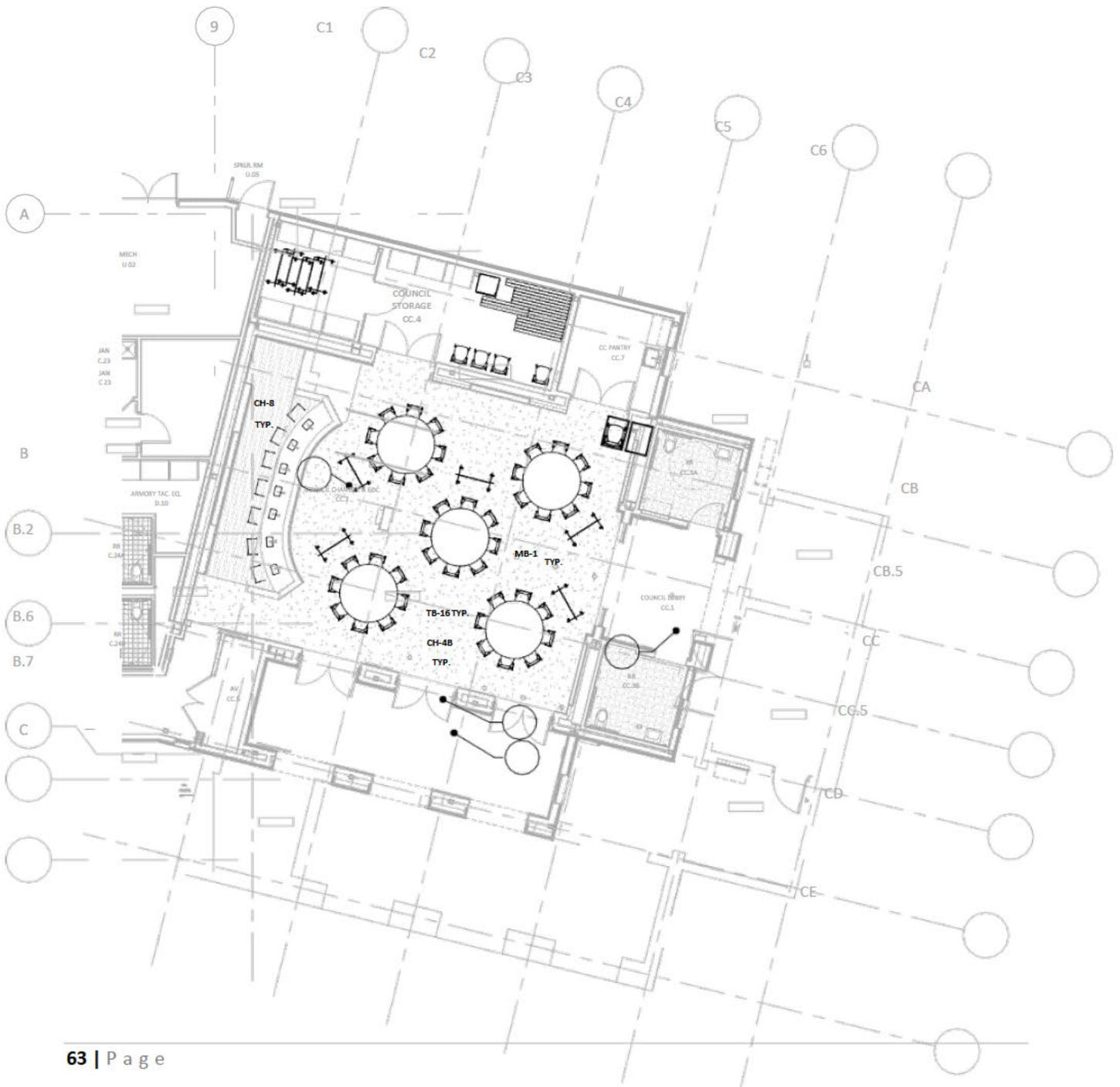






# SECTION III – FUNCTIONAL ANNEXES

## ANNEX A – EMERGENCY OPERATIONS CENTER CHECKLISTS



## EOC Activation and Set-Up Procedure

- Check in with EOC Director to determine level of EOC activation.
- Set up tables according to the EOC set up diagram. Place chairs around each of the tables.
- EOC supplies are kept in the storage room behind the partition.
- Set up the tables with the equipment from the appropriately labeled containers, including telephones and laptop computers. Remove the vests and place them on the chairs around the tables.
- Turn on the computer at the PLANNING / INTELLIGENCE table and the screen projector for the status screen.
- Turn on television on the side wall to initially monitor news reports.
- Turn on radios in the OPERATIONS Section.
- Read the position checklists for specific duties and begin EOC operations.

## EOC Closeout Checklist

- Notify appropriate agencies and individual sites that EOC is being closed.
- Collect data, logs, situation reports, message forms, and other significant documentation. Place in a secure file box. Mark the outside with the date and any state or federal numbers associated with the response.
- Deliver the information to the Finance Section Chief.
- Fold and repack re-usable maps, charts, and materials.
- Collect and place all equipment and supplies in the appropriate containers.
- Make a list of all supplies that need replacement and forward to the Logistics Section Chief.
- Return vests to the containers.
- Turn off all radios, computers, and the projector.
- Leave the MSC Meeting Room in good order.

## Management Section

### Director of Emergency Services

Responsible for the overall management of the incident through its completion or until officially relieved of command. Oversees the development and implementation of strategies, decisions, and approves ordering and release of resources. Has complete authority and responsibility for conducting the overall operation.

#### Action Checklist

- Identify yourself as the Director of Emergency Services.
- Read this entire checklist.
- Obtain a briefing on the extent of the emergency and recommended initial objectives from your Management (Operations, Planning and Intelligence, Logistics and Finance Chiefs).
- Depending on the type of the incident and the information available, order partial or full activation of the EOC.
- Determine if all key personnel or alternates are in the EOC or have been notified.
- Brief Section Chiefs; appoint alternates as necessary.
- Ensure Section Chiefs and their staff members possess and utilize CHECKLISTS.
- Assess the situation, develop an overall strategy with the Management Staff and establish emergency response objectives and priorities.
- Determine the need for evacuation. If evacuation is required, ensure PIO utilizes news media to pass specific evacuation instructions.
- Consider declaring a local emergency. Distribute declaration(s) to the County Executive and Office of Emergency Services.
- Establish the frequency of briefing sessions for EOC staff.
- Establish operational work periods for all Emergency Operations Center and field personnel. Advise Section Chiefs to plan for relief personnel.
- Direct Section Chiefs to maintain appropriate Unit Logs, charts, and records.
- Direct Section Chiefs to provide section situation reports prior to the end of each operational period or as needed for the completion of the INCIDENT ACTION PLAN by the Planning Section Chief.
- Review and approve the INCIDENT ACTION PLAN developed by the Planning and Intelligence Chief with the assistance of the Command Staff. Ensure proper distribution of the Action Plan.
- Ensure that proper warning has been given to affected areas, agencies, or facilities.
- Ensure that assessments are made for mutual aid requirements and that requests for such aid are made promptly to the County.

- If there is little or no damage to the city, prepare to provide mutual aid to neighboring cities and the County.
- Complete a MANAGEMENT SECTION SITUATION REPORT at the end of operational period or prior to shift change. Provide copy to your relief and to the Planning and Intelligence Documentation Unit.
- Keep the Mayor, City Council and the County informed of all major problems and decisions.
- Maintain a MANAGEMENT SECTION LOG noting messages received; decisions made, and actions taken.
- Ensure that an AFTER-ACTION REPORT is completed by the Documentation Unit at the deactivation of the EOC, and that Corrective Actions are noted, including who is responsible for the actions and when they are to be completed. The Director is to ensure that the Corrective Actions are completed by whom they were assigned, and that they are completed in the time allocated in the report.

## Public Information Officer

Responsible for the formulation and release of information about the event, as well as the point of contact for news media and other appropriate agencies and organizations.

### Action Checklist

- Identify yourself as the Public Information Officer.
- Read this entire checklist.
- Obtain a briefing from the Management Staff.
- Assess the situation.
- Prepare an initial information summary as soon as possible after arrival.
- Observe constraints on the release of all information imposed by the Director of Emergency Services.
- Establish contacts with the media and provide whatever assistance is required.
- Establish an Information Center for the media. Schedule regular briefings. Post briefing schedule.
- Establish separate voice mail telephone hotlines for media and public use. Update regularly.
- Establish field PIO teams, contact existing teams, including those of other jurisdictions.
- Gather and disseminate instructions, warnings, and announcements.
- Release news and information. Post the information in the EOC and Media Center. Ensure that field units receive copies of all releases.
- In the case of a multi-jurisdictional event, coordinate the release of public information through a Joint Information Center (JIC).
- Arrange for escort and briefing service for the media and VIPs.
- Attend all EOC briefings and Management Staff meetings. Update information releases.
- Schedule expert speakers for media briefings.
- Monitor television and radio transmissions.
- Issue warnings about unsafe areas, structures, and facilities.
- Utilize EDIS, EAS, *Rapid Alert*, or other communications systems to issue warnings
- Issue special information releases addressing rumors. Identify them as such, and provide correct information, if available.
- Provide information to the public on available transportation routes, closures, etc.

- Release an official list of assistance centers and shelter sites.
- Ensure that announcements and information are translated for special populations.
- Maintain a log noting messages received; releases published; interviews granted; and other activities. Maintain record of personnel on duty.
- Complete an AFTER-ACTION REPORT that should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## EOC Facility Manager / Safety Officer

Responsible for maintaining the EOC in operational order by procuring and repairing equipment, and obtaining supplies as needed. Also, the Facility Manager / Safety Officer identifies and anticipates EOC hazards or unsafe conditions. This includes situations created because of or directly influenced by the event. Develops and recommends measures to ensure personnel safety.

### Action Checklist

- Identify yourself as EOC Facility Manager / Safety Officer.
- Read this entire checklist.
- Contact the Director of Emergency Services to determine status of EOC needs.
- Assist in setting up EOC if required.
- Contact other Section Chiefs for each unit's specific needs.
- Obtain assistance from City staff as needed.
- Procure EOC supplies as needed.
- Repair EOC equipment as needed.
- Insure EOC security through the Law Enforcement Unit, making sure all personnel have proper identification.
- Assist Section Chiefs as required.
- Establish contact with all EOC sections, advising personnel to notify you of unsafe working conditions.
  - Work with Logistics Section to obtain needed safety equipment for field and EOC personnel (ex: gloves, hard hats, flashlights, reflective vests, etc.).
  - Record and advise Director of Emergency Services of unsafe working conditions you have been unable to resolve.
  - At the conclusion of the event, ensure that the EOC is re-stocked, and all equipment is in proper working order.
  - Complete an AFTER-ACTION REPORT to include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
    - Issue
    - Corrective Action
    - Assigned to and due date for completion

## Liaison Officer

Acts as point of contact for personnel who have been assigned to the event response from assisting or cooperating agencies and ensures that these people are informed and involved in the event response. This may include, but is not limited to Law Enforcement agencies, Fire Services, Public Works, Water Districts, Red Cross, hospitals, schools, etc.

### Action Checklist

- Identify yourself as the Liaison Officer.
- Read this entire checklist.
- Obtain a briefing on the extent of the emergency and recommended initial objectives from the EOC Director.
- Maintain a Unit Log noting messages received; decisions made, and actions taken.
- Be a point of contact for other Agency Representatives.
- Maintain a list of assisting and cooperating agencies and Agency Representatives.
- Assist in establishing and coordinating interagency contacts.
- Keep agencies supporting the incident aware of event status.
- Monitor incident operations to identify current or potential inter-organizational problems.
- Participate in planning meetings, providing current resource status, including limitations and capability of assisting agency resources.
- Assign assistants as needed.
- Complete an AFTER-ACTION REPORT that should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## Legal Officer

The Legal Officer is the City Attorney or his/her designate. The Legal Officer provides advice to the Director of Emergency Services in all legal matters relating to the emergency. The Legal Officer assists the Director of Emergency Services in declaring a local emergency and implementation of emergency powers.

### Action Checklist

- Identify yourself as the Legal Officer.
- Read this entire checklist.
- Obtain a situation briefing on the extent of the emergency from the Director of Emergency Services.
- Advise Director of Emergency Services on declaring an emergency and/or issuing special orders.
- Monitor response effort and advise Director of Emergency Services regarding liability exposures and protection against such exposures.
- Prepare proclamations, emergency ordinances, and other legal documents as required by the Director of Emergency Services.
- Develop rules and regulations required for acquisition and/or control of critical resources.
- Provide advice and prepare draft documents regarding the demolition of hazardous structures or abatement of hazardous conditions.
- Ensure relief staff is briefed upon arrival.
- Maintain a log noting messages received; decisions made; actions taken; and personnel on duty.
- Complete an AFTER-ACTION REPORT that should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:

Issue

Format

Assigned to and due date for completion

## Operations Section

### Operations Section Chief

Responsible for the management of all tactical operations directly applicable to the primary mission. Coordinates the emergency operation units. Activates and supervises the organizational elements in accordance with the Incident Action Plan.

#### Action Checklist

- Identify yourself as the Operations Section Chief.
- Read this entire CHECKLIST.
- Obtain a briefing from the Management Staff.
- Evaluate the field conditions associated with the emergency. Determine the resources committed and coordinate with Situation Analysis. Develop a briefing with the Director of Emergency Services.
- Direct Operations Unit Leaders to maintain up-to-date INCIDENT CHARTS, INCIDENT REPORTS and Unit specific maps.
- Ensure that Unit Leaders complete a SITUATION REPORT at end of each operational period.
- Assist the Planning and Intelligence Chief in the development of the ACTION PLAN.
- Assign and brief Operations personnel on the ACTION PLAN.
- Supervise Operations related response.
- Coordinate the activities of all departments and agencies involved in the operations.
- Determine needs and request more resources when necessary.
- Establish communications with affected areas.
- Assign specific work tasks to various units of the Section as required. Ensure Operations Unit Leaders and personnel possess and utilize CHECKLISTS.
- Ascertain what resources are committed. Coordinate further needs with the Logistics Section Chief.
- Receive, evaluate, and disseminate emergency operational information.
- Determine the need for additional resources; make a recommendation to the Director of Emergency Services.
- Establish and maintain staging areas for operations related equipment and personnel.

- Establish field communications with affected areas, using interoperable systems as available.
- Coordinate resource needs with the Logistics Section Chief.
- Receive, evaluate, and disseminate information relative to the operation of the emergency.
- Provide all relevant emergency information to the Public Information Officer.
- Maintain an OPERATIONS SECTION LOG noting messages received, decisions made, actions taken, and other activities.
- Maintain a record of personnel on duty.
- Complete an AFTER-ACTION REPORT to include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## Law Enforcement Unit Leader

The Law Enforcement Unit provides warning information, evacuates citizens, controls traffic, and provides security. The Unit also enforces temporary laws and controls crime.

### Action Checklist

- Identify yourself as Law Enforcement Unit Leader.
- Read this entire CHECKLIST.
- Obtain a briefing on the extent of the emergency from the Operations Section Chief.
- Check telephones and radios.
- Establish Law Enforcement Unit and staff for extended operations. Mobilize Reserves and volunteers.
- Request that all City facilities are being checked for damage and problems.
- If appropriate, move emergency vehicles to open areas to avoid damage from aftershocks.
- Check to see if aerial reconnaissance has been launched by San Mateo County.
- Contact County OES for status on other law enforcement agencies, special problems, and availability of response. Advise Operations Chief and Planning and Intelligence Section of major problems.
- Maintain a LAW ENFORCEMENT INCIDENT CHART and MAP record of all MAJOR law enforcement incidents and commitments.
- Complete a LAW ENFORCEMENT SITUATION REPORT at the end of each Operational Period or upon request of the Planning and Intelligence Section Chief. This report will be utilized to pass to your relief at the end of the work shift and in preparation of the ACTION PLAN.
- Coordinate provision of in-county law enforcement mutual aid for priority problems.
- Check with the other Operations Section units for a briefing on the status of the emergency.
- Estimate need for out-of-county mutual aid.
- Report to San Mateo Law Enforcement Mutual Aid Coordinator on major problems, actions taken, and resources available or needed.
- Establish emergency traffic routes in coordination with Public Works, CHP, and other agencies. Initiate traffic control if needed.
- Provide security for evacuated areas, shelters, casualty collection points, temporary morgues, emergency medical treatment facilities, first aid stations, and fire stations.

- Keep the San Mateo County EOC Law Enforcement Unit advised of overall situation.
- Keep field forces advised of shelter locations, first aid facilities, casualty collection points, and other facilities which may be established.
- Advise the Director of Emergency Services of the current situation as required.
- Assist in the preparation of the ACTION PLAN.
- Arrange for feeding and sheltering of mutual aid police personnel as necessary with the Logistics Section.
- Maintain a LAW ENFORCEMENT UNIT LOG noting messages received, decisions made, actions taken, and other activities. Maintain record of personnel on duty.
- Complete an AFTER-ACTION REPORT to include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## Fire & Medical Unit Leader

The primary mission of the Fire & Medical Unit is the prevention, rescue, suppression, and control of fires. In addition, they will determine the medical needs of the Town and coordinate with the San Mateo County EOC for the appropriate medical response. Also, as the availability of personnel permits, it supports medical treatment at Fire Stations, conducts rescue operations with the assistance of Public Works and other outside agencies as required for heavy rescue.

### Action Checklist

- Identify yourself as Fire/Medical Unit Manager.
- Read this entire CHECKLIST.
- Obtain a briefing on the extent of the emergency from the Operations Section Chief.
- Check telephones and radios. Request repair or augmentation from the Logistics Section.
- Establish Fire/Medical Unit for extended operations.
  
- Contact the San Mateo County EOC for the status of local fire departments, special problems, and availability to respond. Advise Operations Chief and Planning and Intelligence Section of major problems and general fire situation.
- Get hospitals status through the County OES Medical Section. Report results to Section Chiefs and the Planning and Intelligence Situation Status Unit.
- Establish contact with County medical coordinator and report on status and special problems.
- Maintain a FIRE/MEDICAL INCIDENT CHART and MAP record of all MAJOR fire/rescue/medical incidents.
- Complete a FIRE/MEDICAL SITUATION REPORT at the end of each Operational Period or upon request of the Planning and Intelligence Section Chief. This report will be utilized to pass to your relief at the end of the work shift and in preparation of the ACTION PLAN. Maintain a map record of all major fires, hazardous materials spills, rescue operations, and other fire incidents.
- Coordinate provision of in-county mutual aid for priority problems.
- Check with the other Operations Section units for a briefing on the status of the emergency.
- Check the status, availability, and deployment of strike teams and other mutual aid forces.
- Estimate need for fire/medical mutual aid.

- Report to the County Fire Mutual Aid Coordinator on major problems, actions taken, and resources available or needed.
- Advise the Director of Emergency Services of the current situation as required.
- Assist in the preparation of the ACTION PLAN.
- Arrange for feeding and sheltering of fire personnel as necessary with the Logistics Section.
- Determine if current and forecasted weather conditions will complicate large and intense fires, rescues, hazardous material releases, major medical incidents, and/or other potential problems.
- Maintain a log noting messages received, decisions made, actions taken, and other activities. Maintain record of personnel on duty.
- Keep field forces advised of shelter locations, first aid facilities, casualty collection points, and other facilities which may be established.
- Check all nursing facilities for damage and status.
- Complete an AFTER-ACTION REPORT to include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## Public Works Unit Leader

The Public Works Unit is responsible for maintaining the Town's infrastructure and related services, as well as restoring those damaged or destroyed. This unit will evaluate the safety of roadways, bridges, and other public areas. Public Works will also assist other units with traffic control, search and rescue, and transportation as needed.

### Action Checklist

- Identify yourself as Public Works Unit Leader.
- Read this entire CHECKLIST.
- Obtain a briefing on the extent of the emergency from the Operations Section Chief.
- Check the status, availability, and deployment of City Public Works equipment.
- Check telephones and radios. Request repair or augmentation from the Logistics Section.
- Establish Public Works Unit for extended operations. Prepare to organize and use volunteers.
- Ensure that all key City roads and facilities are being checked for damage and problems.
- If appropriate, move public works vehicles to open areas to avoid damage from aftershocks after earthquakes.
- Contact all field units and utilities for status, special problems, and availability to respond. Advise Operations Chief and Planning and Intelligence Section of major problems and general situation.
- Contact utilities and other local agencies for status, special problems, and availability to respond.
- Advise PIO in the Management Section of road, building, and bridge closures.
- Maintain a map record of all major public works incidents and commitments.
- Coordinate provision of in-county public works mutual aid for priority problems.
- Check with the other Operations Section units for a briefing on the status of the emergency.
- Establish contact with the County Public Works Coordinator and advise of the situation.
- Assess the situation and determine the following:
  - Location and nature of major road problems
  - Approximate number of injuries and/or dead
  - Response already underway
  - Best response routes
  - Staging area locations
  - Availability of other resources

- Update and brief the Operations Chief on Public Works Issues.
- Arrange for the feeding and sheltering of Public Works personnel through the Care and Shelter Unit of the Logistics Section.
- Maintain a log noting messages received, decisions made, actions taken, and other activities.
- Maintain a record of personnel on duty.
  
- Complete an AFTER-ACTION REPORT to include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## Planning & Intelligence Section

### Planning & Intelligence Section Chief

Responsible for the collection, evaluation, dissemination, and use of information about the development of the incident and the status of resources. Information and intelligence are needed to (1) understand the current situation, (2) predict probable course of incident events, and (3) prepare alternative strategies to control operations for the incident.

#### Action Checklist

- Identify yourself as the Planning and Intelligence Section Chief.
- Read this entire checklist.
- Obtain a briefing on the extent of the emergency from communications or other members of the Management Staff and coordinate any specific requirements from the Director of Emergency Services.
- Confirm that all key Planning and Intelligence Section personnel or alternates are in the EOC or have been notified. Request additional staff from Logistics Section as needed.
- Activate, and direct Planning and Intelligence Section Units and ensure Section log is maintained.
- Direct Situation Status Unit Leader to initiate collection and display of significant disaster events to include a weather collection system when necessary.
- Direct Documentation Unit Leader to initiate collection and display of disaster information and to activate the EOC Message Center.
- Ensure internal coordination between Unit Leaders.
- Direct Situation Status Unit Leader to prepare a briefing on the disaster, resources applied and resources available, or enroute for application.
- Ensure that situation maps and related charts are available and posted with current information.
- Assess the impact of the emergency on the City including the initial damage assessment by the building inspectors and other field units.
- Assemble information on alternative strategies. Assign assistants, as needed, to advance planning and demobilization tasks.
- Advise Management Staff of any significant changes in incident status.
- Establish information requirements and reporting schedules for all SEMS organizational elements for use in preparing the ACTION PLAN.

- Direct the coordination of periodic disaster and strategy plan briefings to the Director of Emergency Services, the Chiefs of other Sections, to include predictions on incident potential.
- Confirm that Situation Status Unit is compiling and displaying status and resource summary information.
- Prepare summary situation reports of the emergency for distribution at least every eight to twelve hours.
- Begin planning for recovery in the emergency area(s).
- Identify need for use of specialized resources.
- Cooperate with Police, Fire, and Public Works to prepare and provide a Traffic Plan.
- Prepare and distribute Director of Emergency Service's orders.
- Prepare recommendations for release of resources by developing a Demobilization Plan.
- Maintain log of all messages received and sent and all significant actions taken. Maintain record of all personnel participating and their hours on duty.
- Ensure that the Documentation Unit completes an AFTER-ACTION REPORT, which should indicate what Corrective Actions are needed, including who is responsible for the actions and when they are to be completed.

## Situation Status Unit Leader

Responsible for the collection and organization of event and situation information and for displaying the information in the EOC.

### Action Checklist

- Obtain briefing and special instructions from the Planning and Intelligence Section Chief or person in charge of planning activities when you arrive.
- Read this entire checklist.
- Prepare and maintain the EOC display boards.
- Activate elements of the Unit, establish work area, assign duties, and ensure Unit Log is maintained.
- Ensure that the position has all required support items for displays.
- Direct collection, organization, and display status of disaster events.
- Ensure radio communications is established with Field Observer(s), CERT members, and that a log is maintained.
- Based on the nature of the emergency, direct Field Observers and or CERT members to report on high priority areas, (densely populated and critical service areas) first.
- Ensure "human" communications pathways within the elements of the Planning and Intelligence Section are initiated and maintained.
- Ensure "human" communications pathways with information sources in other Sections are initiated, particularly the Operations Staff, and direct and maintain individual logs.
- Provide for an authentication process in case of conflicting status reports on events.
- Prepare and present an overview Situation Report, an evaluation of the disaster situation, and predictions on the course of the disaster event(s) before each planning meeting or upon request of the Planning and Intelligence Section Chief.
- Assist in strategy planning based on the evaluation of the disaster situation and predictions of the probable course of the event(s).
- Maintain Situation Unit records to include Unit Log.
- Complete an AFTER-ACTION REPORT to include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## Resource Status Unit Leader

Responsible for documenting the status and location of controlled resources, transportation, and support vehicles. Assists the Situation Status Unit and Document Unit Leaders in strategy planning and briefing presentations.

### Action Checklist

- Identify yourself as the Resource Status Unit Leader.
- Obtain a briefing and special instructions from the Planning and Intelligence Section Chief.
- Read the entire checklist.
- Direct collection, organization, and display status of incident resources to include allocation, deployment, and staging areas.
- Activate elements of the Unit, establish work areas, assign duties, and ensure Unit Log is maintained.
- Obtain necessary equipment, and supplies (status board, marking pens, cards, reporting forms, etc.).
- Establish a check-in procedure of resources at specified incident locations.
- Maintain master list of all resources checked in at the incident.
- Ensure “human” communications pathways are identified and established within the Planning and Intelligence Section, with other Sections, and direct the maintenance of individual logs.
- Provide for an authentication system in case of conflicting status reports on resources.
- Provide a resources overview and summary information to Situation Unit as requested; and written status reports on resources allocations as directed by the Planning and Intelligence Section Chief.
- Assist in strategy planning based on the evaluation of the resource’s allocations, resources enroute, and projected resources shortfalls.
- Ensure that available resources are not overlooked by the Operations Staff.
- Make recommendations to the Planning and Intelligence Section Chief of resources that are not deployed or should be de-activated. Develop a Demobilization Plan.
- Maintain a Unit Log.
- Complete an AFTER-ACTION REPORT to include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## Damage Assessment Unit Leader

Responsible for inspecting the Town's infrastructure and collating data to provide an assessment of the impact of the event.

### Action Checklist

- Identify yourself as Damage Assessment Unit Leader.
- Read entire checklist.
- Obtain a briefing on the extent of the emergency from the Planning and Intelligence Section Chief.
- Recall Building Inspectors as required.  
Prepare to provide City damage information to the San Mateo County EOC.
- Provide for an initial inspection of the entire City and report locations of damaged structures, utilities, roads, signaled traffic-controlled intersections, and facilities.
- Pay particular attention to special hazard areas such as government facilities, schools, utilities, and other special facilities.
- Initiate request for mutual aid building inspectors and structural engineers through the Logistics Section Chief.
- Prepare a plan for utilization of Building Inspectors to ensure proper deployment as well as a comprehensive coverage of the damaged area. (Additional Inspectors may be obtained under mutual aid).
- Prepare the initial damage estimate for the city.
- Collect, record, and total the type and estimated value of damage.
- Alert and activate structural inspection personnel
- Request volunteer Structural Engineers to assist in the inspection of structures. Provide personnel to act as guides for the engineers.
- Provide, as required, damage assessment teams to survey structures and potential shelter sites after the emergency.
- Provide as required, damage assessment teams to inspect and mark hazardous structures and record damage. City damage records are utilized by State and federal agencies as a basis for federal assistance money.
- Coordinate with utilities, Red Cross, and the County on damage assessment.
- Coordinate with all departments for information on damage to structures.
- Coordinate with the following groups for field information and Damage Assessment reports:

- Amateur Radio
  - CERT members
  - CALTRANS
  - School District
  - PG&E, Cal Water
  - Media Sources
- Maintain log of all messages received and sent and all significant actions taken. Maintain record of all personnel participating and their hours on duty.
- Complete an AFTER-ACTION REPORT to include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
- Issue
  - Corrective Action
  - Assigned to and due date for completion

## Damage Assessment Unit Leader

Responsible for inspecting the Town's infrastructure and collating data to provide an assessment of the impact of the event.

### Action Checklist

- Identify yourself as Damage Assessment Unit Leader.
- Read entire checklist.
- Obtain a briefing on the extent of the emergency from the Planning and Intelligence Section Chief.
- Recall Building Inspectors as required.
- Prepare to provide City damage information to the San Mateo County EOC.
  
- Provide for an initial inspection of the entire City and report locations of damaged structures, utilities, roads, signaled traffic-controlled intersections, and facilities.
  
- Pay particular attention to special hazard areas such as government facilities, schools, utilities, and other special facilities.
- Initiate request for mutual aid building inspectors and structural engineers through the Logistics Section Chief.
  
- Prepare a plan for utilization of Building Inspectors to ensure proper deployment as well as a comprehensive coverage of the damaged area. (Additional Inspectors may be obtained under mutual aid).
- Prepare the initial damage estimate for the city.
- Collect, record, and total the type and estimated value of damage.
- Alert and activate structural inspection personnel.
  - Request volunteer Structural Engineers to assist in the inspection of structures. Provide personnel to act as guides for the engineers.
  - Provide, as required, damage assessment teams to survey structures and potential shelter sites after the emergency.
  - Provide as required, damage assessment teams to inspect and mark hazardous structures and record damage. City damage records are utilized by State and federal agencies as a basis for federal assistance money.

- Coordinate with utilities, Red Cross, and the County on damage assessment.
- Coordinate with all departments for information on damage to structures.
- Coordinate with the following groups for field information and Damage Assessment reports:
  - Amateur Radio
  - CERT members
  - CALTRANS
  - School District
  - PG&E, Cal Water
  - Media Sources
  
- Maintain log of all messages received and sent and all significant actions taken. Maintain record of all personnel participating and their hours on duty.
  
- Complete an AFTER-ACTION REPORT to include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## Documentation Unit Leader

Maintain and file a copy of all EOC messages; file, maintain and store all documents relating to the emergency; maintain the official history of the emergency; assist in preparation of situation summaries and damage assessment reports; provide duplication services as required; prepare an AFTER-ACTION REPORT at the deactivation of the EOC.

### Action Checklist

- Identify yourself as the Documentation Unit Leader.
- Read the entire checklist.
- Obtain a briefing on the extent of the emergency from the Planning and Intelligence Section Chief.
- Establish incident files relating to the emergency.
- Check the accuracy and completeness of records submitted for file.
- Maintain a file on all EOC messages.
- Establish duplication services and provide as required (duplicate official forms, etc.).
- Correct any errors by checking with the appropriate EOC personnel.
- File, store and maintain files for legal, analytical, and historical purposes.
- Coordinate with the units of the Planning and Intelligence Section.
- Maintain log of all messages received and sent and all significant actions taken. Maintain record of all personnel participating and their hours on duty.
- Complete the AFTER-ACTION REPORT, which should indicate what Corrective Actions are needed, including who is responsible for the actions and when they are to be completed.

## Recovery Unit Leader

Working with the City Council, City Manager, business, and civic leaders, establish and implement a long-range plan for recovery for the Town.

### Action Checklist

- Identify yourself as the Recovery Unit Leader.
- Read entire checklist.
- Obtain a briefing on the extent of the emergency and related damage from the Planning and Intelligence Section Chief.
- Establish incident files relating to damage in the Town. Contact business and civic leaders.
- Read the Recovery Section (Annex D) of the Emergency Plan. Begin Recovery planning process.

## Logistics Section

### Logistics Section Chief

Responsible for all the services and support needs of the event. This includes procuring and maintaining essential personnel, facilities, transportation, equipment, and supplies.

#### Action Checklist

- Identify yourself as the Logistics Section Chief.
- Read this entire Action Checklist.
- Obtain a briefing on the extent of the emergency from the Management Staff.
- Obtain initial instructions concerning Logistics work activities/priorities.
  
- Based on severity of emergency, and guidance on initial work activities, determine logistics unit personnel requirements. For extended operations, consideration should be given to relief personnel. Shifts should not exceed 12-hour periods. Establish personnel schedule and rosters.
- Confirm that all Logistics Section members or alternates are in the EOC or have been notified.
- Assemble and brief Logistics Section staff.
- Provide summary on incident.
- Assign work locations and preliminary work tasks to section personnel.
- Present procedures and limitations on purchasing or expenditures.
- Provide administrative and personnel reporting guidance.
- Notify the Situation Status Unit of the names and locations of all assigned personnel.
- Review with other Section Chiefs of existing logistics resources and logistics requirements for planned and expected operations.
- Identify and coordinate for the procurement of additional service and support requirements of personnel, supplies and equipment to support planned and expected operations.
- Brief and update the Director of Emergency Services of all logistics resources and support concerns. Information that should be provided includes:
  - Priority logistics requirements filled/completed
  - Logistics shortfalls/unresolved problems
  - Major new problems since previous briefing
  - Assistance needed from other agencies and status of mutual aid

- Information developed by the logistics section that should be passed to other EOC sections or to the public
- Assist in the initial development and review of the ACTION PLAN.
- Prepare Logistics statements for inclusion in the ACTION PLAN.
- Ensure that Logistics staff have copies of ACTION PLAN.
- Continually coordinate with the Operations Section Chief and Planning and Intelligence Section Chief to ensure timely and efficient logistical support.
- Ensure that Logistics Section staff maintain a UNIT LOG. All documents prepared by the Logistics Section should be passes to the documentation unit in the planning section at the conclusion of the emergency. At a minimum the following records should be maintained:
  - Messages received and transmitted
  - Action Pending
  - Action Completed
  - Logistics EOC personnel and time on duty
  - Active Vendor Records
  - Non-Expendable Property Records
  - Expendable Property Purchase Records
  - Facility Records
  - Facility Rental Contracts/Inspection Reports
  - Vehicle Records
  - Vehicle Accident Reports
  - After Action Report
- Maintain accountability of all logistics personnel assigned, both in the EOC and in the field. Work schedules, time sheets and casualty reports will be submitted to the human resources unit on a timely basis, but no less than once a day.
- Ensure for the general welfare and safety of all logistics section personnel.
- Establish turnover procedures and conduct shift change briefs at the end of each shift.
- Prior to the end of the operation obtain a demobilization plan from the Planning and Intelligence Section.
- Prepare a LOGISTICS DEMOBILIZATION PLAN to ensure the efficient return of non-expendable property, the inventory and disposition of remaining expendable property, payment of vouchers and control of documentation.
- Prior to the end of the operation collect the logistics unit documentation and AFTER-ACTION REPORTS. Prepare and submit a consolidated LOGISTICS AFTER ACTION REPORT to the Director of the Emergency Services.

The AFTER-ACTION REPORT should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:

- Issue
- Corrective Action
- Assigned to and due date for completion

## Supplies Unit Leader

The Supply Unit Leader is under the direction of the Logistics Chief and is primarily responsible for ordering, receiving, inventory, storage, and distribution of supplies for the incident; and servicing non-expendable supplies and equipment.

### Action Checklist

- Identify yourself as the Supply Unit Leader.
- Read this entire Action Checklist.
- Obtain a briefing on the extent of the emergency from the Logistics Section chief and priorities of supplies required to support emergency operations.
- Participate in the Logistics Section planning.
- Assign personnel as required to staff the Supply position. Be prepared for manual operations.
- Provides administrative supplies as required to the Management, Operations, Planning and Intelligence, Logistics, and Finance Sections.
- Prepare inventory of all warehoused supplies. Research the availability of resources and prepare a report to the Logistics Chief.
- Coordinate with the Finance Section for the administration of all financial matters pertaining to vendor contracts and open purchase orders.
- Stockpile, maintain, deploy, and reserve critical supplies and equipment. Maintain an inventory of all supplies expended during the operation.
- Coordinate with other jurisdictions and private companies on sources of equipment and supply.
- Alert supply personnel, mutual aid providers, contractors, and emergency vendors of any needs. Provide a forecast of the Town's ability to survive on current inventories and locally procured items.
- Process all administrative paperwork associated with equipment rental (copy and FAX machines) and supply contracts. Forward all this information to the Finance Section.
- Open and maintain a Unit Log. Ensure that all documents prepared by the Logistics Section are given to the Documentation Unit in the Planning and Intelligence Section at the conclusion of the emergency. This will include:
  - Documented messages received/transmitted
  - Action taken.
  - Requests filled.
  - EOC personnel and time on duty.
  - Active Vendor Records

- Non-Expendable Property Records
  - Expendable Property Purchase Records
- 
- Obtain LOGISTICS DEMOBILIZATION PLAN from the Logistics Chief. Recommend release of unit resources in conformity with demobilization plan.
  
  - Prepare a SUPPLIES DEACTIVATION PLAN to ensure return of non-expendable property, inventory and disposition of remaining expendable property, payment of vouchers and control of documentation.
  
  - Upon completion of operation complete a SUPPLIES AFTER ACTION REPORT.
  
  - The AFTER-ACTION REPORT should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
    - Issue
    - Corrective Action
    - Assigned to and due date for completion

## Personnel Unit Leader

Support human resource needs of the emergency; coordinate use of volunteers; document names, assignments, and duty hours of all personnel committed to the operation.

### Action Checklist

- Identify yourself as the Personnel Unit Leader.
- Read this entire checklist.
- Obtain a briefing from the Logistics Section Chief.
- If the Logistics Section Chief is not available, assume the position of Logistics Section Chief.
- Canvas the Operations and Plans and Intelligence Sections to determine immediate needs for volunteer or other support. Determine what types of skills are needed, where, and for how long.
- If volunteers are needed, contact the San Mateo County EOC for local or in-county regional assistance through an Emergency Volunteer Center. Refer to **Annex C** for establishment of an EVC.
- Ensure that volunteers are registered as Disaster Service Volunteer Workers. Refer to the State Disaster Service Worker Volunteer Program Guidance handbook.
- Determine the number and location of Town personnel assigned to field activities.
- Determine the status of personnel in each department and request employees that can be utilized for more urgent assignments.
  
- Develop a relief plan and coordinate with all sections.
- Fill requests for personnel needs.
- Identify the number of "On Duty" personnel available for assignment.
- Maintain a personnel resource pool.
  
- Forward all personnel time records and documentation to the Time Unit of the Finance Section. If this unit has not been established, maintain time and assignment records for all volunteers.
- Open and maintain a Unit Log.

- Ensure that all documents prepared by the Logistics Section are given to the Documentation Unit in the Planning and Intelligence Section at the conclusion of the emergency:
  - Messages received and transmitted
  - Action Pending
  - Action Completed
  - Logistics EOC personnel and time on duty
  - After Action Report
- Obtain DEMOBILIZATION PLAN from the Logistics Section Chief.
- Supervise the demobilization of the personnel unit to include return of non-expendable property, inventory and disposition of remaining expendable property, payment of vouchers and control of documentation.
- Upon completion of operation, compile and prepare the PERSONNEL AFTER ACTION REPORT.
- The AFTER-ACTION REPORT should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## Care and Shelter Unit Leader

Provide for the food, clothing and shelter needs of Town employees, their families; and victims of the emergency; provide for a central registration and inquiry service.

### Action Checklist

- Read entire Action Checklist.
- Obtain a briefing from the Logistics Section Chief.
- Based on information provided from the Operations Section, determine shelter site requirements for City personnel, their families and civilian victims requiring shelter, food and water. Request necessary food supplies, equipment, and other supplies to operate shelter sites with the coordination of the Red Cross.
- Ensure shelter managers complete shelter registration, a welfare inquiry system, and a message board. Ensure shelters report the health and welfare status of all sheltered persons to central registration.
- Obtain and maintain an updated list of victims and their locations from City Shelter Managers and the American Red Cross Chapter.
- Record and evaluate information regarding requests, activities, expenditures, damage, and casualties.
- Report all statistical information to the Situation Status Unit:
  - Displaced persons
  - Shelter sites
  - Type of shelter
  - Number of people in shelters
  - Number of people that can be accommodated
- Assist in the evacuation of institutionalized persons in threatened areas.
- Periodically update shelter related information to the Public Information Officer.
- Using available safe public structures provide shelter for mutual aid workers, volunteers, and others as required.
- Plan and provide for the feeding of mutual aid workers, volunteers, field personnel, and others as required.
- Consider the needs (as required) for the care of unattended children, senior citizens, and people with disabilities. Coordinate with the Red Cross and other non-profit agencies where assistance is needed with these vulnerable populations and other special needs residents.
- Coordinate with the County Health Officer to determine public health hazards and establish standards for control of public health issues.
- Coordinate with Transportation Unit to transport evacuees to and from shelters.

- Relocate any mass care facilities which become endangered by any hazardous conditions.
  
- Maintain log of all messages received and sent and all significant actions taken. Maintain record of all care and shelter personnel participating and their hours on duty.
  - Shelter Information
  - Victim Rosters
  - Messages received and transmitted
  - Action Pending
  - Action Completed
  - EOC personnel and time on duty
  
- Upon completion of operation complete a CARE AND SHELTER AFTER ACTION REPORT to be included in the Town's AFTER-ACTION REPORT.
  
- The AFTER-ACTION REPORT should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## Transportation Unit Leader

Coordinate the allocation of transportation resources required to move people, equipment, and essential supplies. Coordinates the maintenance of all Town owned equipment and agencies assisting via Mutual Aid.

### Action Checklist

- Identify yourself as the Transportation Unit Leader.
- Read this entire Action Checklist.
- Obtain a briefing on the extent of the emergency, existing transportation requirements and priorities from the Logistics Chief.
- Analyze existing transportation capabilities of the Town and surrounding communities.
- Prioritize transportation requirements required to support immediate and extended operations.
- Make a prioritized list of equipment and personnel shortfalls.
- With the approval of the Logistics Chief, place request for additional vehicles, drivers and support personnel, purpose for which they will be used, estimated duration of assignment and locations.
- Establish procedures to control transportation assets. If possible, assign a full-time staff member.
- Requests for evacuations of schools or other groups of civilians and driver safety are paramount and should receive priority over movement of crews, supplies or material.
- Provide transportation for the Director of Emergency Services, VIPs, and academic research teams to on-site inspections as required.
- Coordinate transportation needs with volunteer organizations.
- Open and maintain the following records on vehicles:
  - Vehicle Status
  - Vehicle Records
  - Vehicle Accident Reports
  - Vehicle Maintenance
- Open and maintain a TRANSPORTATION UNIT LOG. Ensure that all documents prepared by the Transportation Unit are given to the Documentation Unit in the Planning and Intelligence Section at the conclusion of the emergency.
  - Document messages received/transmitted
  - Action taken.

- Requests filled.
  - EOC personnel and time on duty.
  - Active Vendor Records
  - Non-Expendable Property Records
  - Expendable Property Purchase Records
- 
- Obtain LOGISTICS DEMOBILIZATION PLAN from the Logistics Chief. Recommend release of unit resources in conformity with demobilization plan.
  - Prepare a TRANSPORTATION DEACTIVATION PLAN to ensure return of non-expendable property, inventory and disposition of remaining expendable property, payment of vouchers and control of documentation.
  - Upon completion of operation complete a TRANSPORTATION AFTER ACTION REPORT. The AFTER-ACTION REPORT should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
    - Issue
    - Corrective Action
    - Assigned to and due date for completion

## Utilities Unit Leader

The Utilities Unit Leader, under the direction of the Logistics Chief, is responsible for providing emergency power, natural gas, water, and waste management for the EOC and Town departments. The Utilities Unit Leader will coordinate with County OES and appropriate utility agencies as required.

### Action Checklist

- Identify yourself as the Utilities Unit Leader.
- Read this entire Action Checklist
- Obtain a briefing on the extent of the emergency from the Logistics Chief. Obtain information concerning power and water priorities.
- Analyze existing power and water capabilities of EOC and all essential City needs.
- Set priorities for utility requirements to support immediate and extended operations. Coordinate with utility agencies (PG&E, Cal Water) and County OES to correct deficiencies.
- Make a prioritized list of City specific equipment and personnel shortfalls required to meet operational requirements with the approval of the Logistics Chief.
- Maintain accounting records of expenditures to facilitate payment of vendors, and completion of after-action reports.
- Obtain LOGISTICS DEMOBILIZATION PLAN from Logistics Chief. Recommend release of unit resources in conformity with demobilization plan.
- Open and maintain a UTILITIES UNIT LOG. Ensure that all documents prepared by the Utilities Unit are given to the Documentation Unit in the Planning and Intelligence Section at the conclusion of the emergency.
  - Document messages received/transmitted
  - Action taken.
  - Requests filled.
  - EOC personnel and time on duty.
  - Active Vendor Records
  - Non-Expendable Property Records
  - Expendable Property Purchase Records
- Prepare a Utility Deactivation Plan to ensure return of non-expendable property, inventory and disposition of remaining expendable property, payment of vouchers and control of documentation.
- Upon completion of operation complete a UTILITIES AFTER ACTION REPORT.
- The AFTER-ACTION REPORT should include a brief overview of support provided during the operation

and Corrective Actions to improve operations. Use the following format:

- Issue
- Corrective Action
- Assigned to and due date for completion

## Finance and Administration Section

### Finance and Administration Section Chief

Provide advice and support to Director of Emergency Services regarding financial issues; ensure that adequate records are maintained to support requests for State and federal assistance; track time worked by all emergency personnel involved in the incident; provide cost analysis and projections.

#### Action Checklist

- Identify yourself as the Finance Section Chief.
- Read this entire checklist.
- Obtain a briefing on the extent of the emergency from the Logistic Section Chief.
- Obtain initial instructions concerning work activities and priorities.
- Establish sub-units as required: Compensation / Claims Unit, Time Unit, and Cost Unit.
  
- Obtain inputs from the various units to determine projected cost of supplies and materials to support the emergency.
  
- Collect cost data, complete cost effectiveness analysis, and determine cost estimates and make recommendations for cost savings.
  
- Ensure that Time Unit maintains records of all personnel time worked at the emergency which includes all volunteers that may or may not be previously registered as Disaster Service Workers.
  
- Ensure that Claims Unit manages all legal claims for compensation filed against the City.
  
- Ensure that a Finance Section log is maintained, noting messages received, decisions made, and actions taken, and personnel on duty.
  
- Complete a Finance AFTER ACTION REPORT that should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## Compensation and Claims Unit Leader

The Claims Unit manages all legal claims for compensation filed against the City. It advises the Director of Emergency Services in areas of claims for bodily injury and property damage compensation presented to the Town.

### Action Checklist

- Identify yourself as the Compensation / Claims Unit Leader
- Read this entire checklist.
- Obtain briefing from Finance Section Chief.
- Establish contact with incident Safety Officers (field) and Liaison Officer or agency representatives if no Liaison Officer is assigned.
- Determine the need for Compensation for Injury and Claims Specialist positions, assign Injury and Claims Specialists, and obtain other personnel if needed.
- Establish compensation for injury work area with the medical unit whenever feasible.
- Obtain a copy of the Medical Plan if one is required.
- Ensure that compensation for injury and claims specialists have adequate workspace and supplies.
- Brief compensation/claims specialists on incident activity.
- Coordinate with Logistics Supply Unit on procedures for handling claims.
- Periodically review all logs and forms produced by compensation/claims specialists to ensure:
  - Work is complete.
  - Entries are accurate and timely.
  - Work follows agency requirements and policies.
- Keep Finance Section Chief briefed on unit status and activity.
- Obtain Demobilization Plan and ensure that compensation for injury and claims specialists are briefed on Demobilization Plan.
- Ensure that all Compensation for Injury and Claims Logs and forms are up-to-date and routed to the proper agency for post-incident processing prior to demobilization.
- Demobilize Unit in accordance with Demobilization Plan.

- Maintain Unit Log.
  
- Complete an AFTER-ACTION REPORT that should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## Cost Unit Leader

The Cost Unit leader is responsible for collecting all cost data, performing cost effectiveness analyses, providing cost estimates, and cost saving recommendations for the incident.

### Action Checklist

- Identify yourself as the Cost Unit Leader.
- Read this entire checklist.
- Obtain briefing from Finance Section Chief.
- Coordinate with Finance Section on cost reporting procedures.
- Obtain and record all cost data.
- Prepare incident cost summaries.
- Prepare resources-use cost estimates for planning.
- Make recommendations for cost savings to Finance Section Chief.
- Maintain cumulative incident cost records.
- Ensure that all cost documents are accurately prepared.
- Complete all records prior to demobilization.
- Provide for records security.
- Brief Logistics Section Chief on current problems, recommendations, outstanding issues, and follow-up requirements.
- Maintain Unit Log.
- Complete an AFTER-ACTION REPORT that should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## Time Unit Leader

The Time Unit Leader maintains records of all personnel time worked at the emergency which includes all volunteers that may or may not be previously registered as Disaster Service Workers.

### Action Checklist

- Identify yourself as the Time Unit Leader.
- Read this entire checklist.
- Obtain a briefing from Finance Section Chief.
- Determine incident requirements for time recording function.
- Establish contact with appropriate agency personnel / representatives.
- Organize and establish Time Unit.
- Establish Unit objectives, make assignments, and evaluate performance.
- Ensure that daily personnel time recording documents are prepared, and are complying to time policy, and that they are secure.
- Submit cost estimate data forms to Cost Unit as required.
- Ensure that all records are current or complete prior to demobilization.
- Time reports from assisting agencies should be released to the respective Agency Representatives prior to demobilization.
- Brief Finance Section Chief on current problems recommendations, outstanding issues, and follow-up requirements.
- Maintain Unit Log.
- Complete an AFTER-ACTION REPORT that should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:
  - Issue
  - Corrective Action
  - Assigned to and due date for completion

## ANNEX B – CITY COUNCIL DUTIES AND RESPONSIBILITIES

### City Council Duties and Responsibilities

The role of the City Council during an emergency is to support the City Manager and the activities of the Emergency Operation Center (EOC). The Mayor and Council do not have a direct role in the emergency operations.

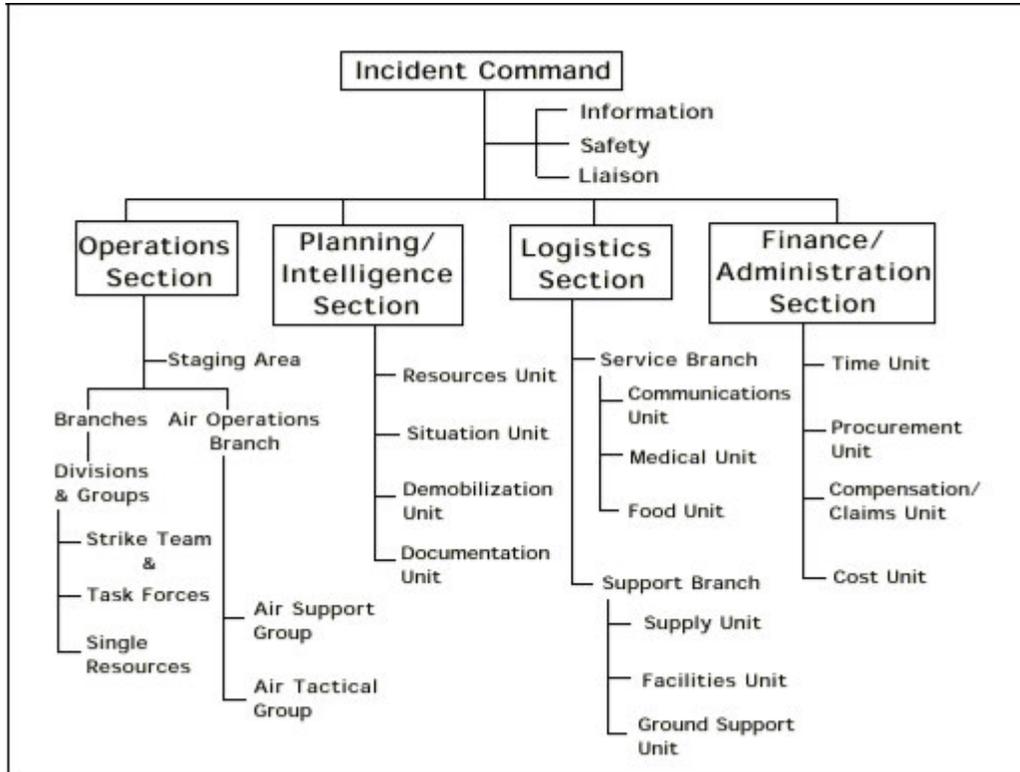
#### Action Checklist

- Respond when called to the EOC to receive a briefing from the City Manager on the nature and status of the emergency.
- Assist the City Manager in providing liaison to other elected officials and public/community organizations.
- Ratify emergency proclamation at a special Council meeting within seven (7) days after its issuance by the City Manager.
- Hold Council meeting as required to address legal or policy issues arising from the emergency.
- Be available for public information purposes as requested by the Public Information Officer.

## ANNEX C – INCIDENT COMMAND SYSTEM (FIELD RESPONSE)

### Incident Command System (ICS) Structure

#### 1.1 ICS Structure Chart



## 1.2 General ICS Information

The Incident Command System is used to manage an emergency incident or a non-emergency event. It can be used for both small and large situations.

The system has considerable internal flexibility. It can grow or shrink to meet differing needs. This makes it a very cost-effective and efficient management system. Below are examples of the kinds of incidents and events that can be used with ICS:

### APPLICATIONS FOR THE USE OF THE INCIDENT COMMAND SYSTEM

- Fires, HAZMAT, and multi-casualty incidents
- Multi-jurisdictional and multi-agency disasters
- Wide-area search and rescue missions
- Pest eradication programs
- Snow emergencies
- Single and multi-agency law enforcement incidents
- Air, rail, or ground transportation accidents
- Planned events such as celebrations, concerts, parades
- Private sector emergency management programs
- State or local major natural hazard management
- Water and wastewater system emergency incidents

## 1.3 ICS Organization

The organization of the Incident Command System is built around the same five major management activities as SEMS. These five management activities are the foundation upon which the incident management develops. They apply whether managing a routine emergency, organizing a major event, or managing a major response to a disaster.

Command Section: Sets objectives and priorities and has overall responsibility at the incident.

Incident Commander: Person in charge at the incident and must be fully qualified to manage the incident. As incidents grow or become more complex, a more highly qualified person may be assigned as IC by the responsible jurisdiction or agency.

Public Information Officer (PIO): The PIO is the point of contact for the media or other organizations seeking information directly from the incident or event.

Safety Officer: Monitors safety conditions and develops measures for assuring the safety of all assigned personnel.

Liaison Officer: On larger incidents or events, representatives from other agencies may be assigned to the incident to coordinate their agency's involvement. The Liaison Officer will be their primary contact.

Operations Section: The Operations Section conducts tactical operations to carry out the plan. Develops the tactical objectives, organization, and directs all resources.

Divisions: Established to divide an incident geographically or describe some geographical area related to incident operations.

Groups: Groups are established to describe functional areas of operation. What is established will be determined by the needs of the incident. Groups work wherever they are needed and are not assigned to any single division. Divisions and Groups are at an equal level in the organization.

Branches: Established another level of organization within the Operations Section to increase the span of control, define another functional structure, or organize the incident around jurisdictional lines.

Air Operations: Operated at the branch level and established separately at an incident where there are complex needs for the use of aircraft in both tactical and logistical operations.

Staging Areas: Staging areas are established wherever necessary to temporarily locate resources awaiting assignment.

Planning and Intelligence: Maintains resource status, develops the action plan to accomplish the objectives and collects and evaluates information.

Logistics: Logistics provides support, resources and all other services needed to meet incident needs and to support the incident response.

Finance and Administration: Monitors costs related to the incident and provides accounting, procurement, time recording and cost analyses.

Units: Functional Units fall under each of the three remaining sections (see ISC Structure Chart). Not all the units may be required, and they will be established based upon the need. The titles of the units are self-descriptive.

## **1.4 Incident Facilities**

Facilities will be established depending on the kind and complexity of the incident or event. Not all facilities will necessarily be used.

Incident Command Post (ICP): The ICP is the location from which the Incident Commander oversees all incident operations. There is only one ICP for each incident or event. Every incident or event must have some form of ICP.

Staging Area: Locations at which resources are kept while awaiting incident assignment.

Base: The Base is located at the incident at which primary service and support activities are performed.

Camps: Camps are incident locations where resources may be kept to support incident operations. Camps differ from staging areas in that essential support operations are done at camps, and resources at camps are not always immediately available.

Helibase: A location in and around an incident area at which helicopters may be parked, maintained, fueled, and equipped for incident operations.

Helispot: Helispots are temporary locations where helicopters can land and load/off-load personnel, equipment, and supplies.

## **1.5 Incident Action Plan**

Every incident must have an oral or written action plan. The purpose of the plan is to provide all incident supervisory personnel with direction for future actions. Action plans which include the measurable tactical operations to be achieved are always prepared around a timeframe called an Operational Period.

Operational Periods can be of various lengths but should be no longer than 24 hours. The planning of an operational period must be done far enough in advance to ensure that requested resources are available when it begins.

The Incident Action Plan must be known to all incident supervisory personnel. This can be done through briefings, by distributing a written plan prior to the start of the Operational Period, or by both methods.

### **1.5.1 Essential Incident Action Plan Elements**

Statement of Objectives: Appropriate to the overall incident.

Organization: Describes what parts of the ICS organization will be in place for each Operational Period.

Assignments to Accomplish Objectives: These are normally prepared for each Division or Group and include the strategy, tactics, and resources to be used.

Supporting Material: Examples can include maps of the incident, a communications plan, a medical plan, a traffic plan, etc.

## ANNEX D – Town EVACUATION PLAN

### TOWN EMERGENCY EVACUATION PLAN

#### 1. GENERAL INFORMATION

The Town of Atherton lies within the southern portion of San Mateo County. Because the area to the west of the Town is forested and mountainous in nature, it presents difficulties for first responders in accessing, gaining control of, and managing large Wildland interface fires. In addition, the potential exists in the Town for severe winter storms, hazardous material incidents, floods, etc. However, a Wildland interface fire remains a large threat. During fire season, local homes and businesses in the Town are particularly susceptible to damage and destruction from fire. Due to the lethal combination of grasslands, forestation, low humidity, and the steep terrain, even a small fire, if not detected early and quickly suppressed, can rapidly turn catastrophic for the Town of Atherton.

Because of many narrow and semi-rural roadways located within the Town, vehicular evacuation may be problematic. To meet this challenge, the Town of Atherton has developed this plan to increase preparedness, facilitate rapid evacuation of the populace, and reduce response times. This plan focuses on evacuations due to Wildland interface fires, but much of its application can be made to other natural or man-made disasters.

#### 2. PURPOSE

This plan provides specific response information and coordinates first responder and contributing agency activities for an emergency evacuation caused by a natural disaster or human-caused incident in the Town of Atherton.

#### 3. ASSUMPTIONS

- a. A Wildland interface fire or other disaster requires individuals to shelter-in-place or to evacuate threatened homes, businesses, schools, or other areas within portions of the Town.
- b. The roadways within the Town are available for response and evacuation, as well as safe refuge facilities such as evacuation points and shelters.
- c. Mutual aid resources in all disciplines are available.
- d. The incident is projected to span more than eight hours and will exceed the initial response capability of the Town of Atherton.
- e. The Town's Emergency Operations Center becomes operational within two to three hours after first response.

#### 4. SCOPE

Emergency incidents and disasters most often cross jurisdictional boundaries; therefore, the scope of this plan can apply to incidents occurring anywhere in the Southern portion of the County, including other cities and unincorporated areas of San Mateo County.

#### 5. AUTHORITIES AND REFERENCES

This Plan complies with state and local plans and legal authorities including the California Emergency Services Act, the California Emergency Plan, and the Town of Atherton Emergency Operations Plan (EOP).

#### 6. CONCEPT OF OPERATIONS

##### a. Initial Response:

Initial response to a fire that has the potential to become a Wildland interface event is handled by the Menlo Park Fire Protection District and the Atherton Police Department acting in a Unified Command. After the initial response, and a more complete assessment of the incident, the Incident Commanders (IC) may ask for Mutual Aid resources. Should the fire (or other event) condition worsen, and additional Mutual Aid is required, the decision may be made that a shelter-in-place or evacuation order may become necessary. The IC will task the Police Department with executing the shelter-in-place or evacuation order. The Police Department will ask for additional law enforcement Mutual Aid to carry out the order.

Until arrival of a Public Information Officer (PIO) at the Command Post, the IC will ensure that evacuation notices are sent out via both Fire and Police Communications Centers to all available media, such as KCBS Radio (San Francisco), Bay Area Traffic media outlets, all local television stations and available social media outlets. In addition, the San Mateo County Office of Emergency Services should be contacted to broadcast an Emergency Alert System (EAS) message for the affected area. Lastly, the Atherton PD Communications Center will broadcast a “Newsflash” message to all residences in the evacuation area.

##### b. Extended Operations:

A Unified Command would continue in the field after executing the evacuation order as well as dealing with the fire or incident response. The Town of Atherton Emergency Operations Center (EOC) should be activated as soon as possible to support the extended field operation. Refer to EOC Positional Checklists in Annex A of the Emergency Operations Plan.

The following functions may be present in extended evacuation scenarios:

- Alerts and Warnings

Ongoing evacuation alerts and warnings are accomplished by the Atherton Police Department and all assisting law enforcement (Mutual Aid) using various means; including door to door visits, vehicle, and helicopter public address systems, and again using the local news media, the Emergency Alert System, all available social media outlets and the “Rapid Notify” system.

- Fire Department Response

Wildland interface fire suppression is the primary responsibility of the Menlo Park Fire Protection District, with assistance from other local fire protection agencies, Regional Mutual Aid resources, and CAL FIRE. Therefore, use of fire department assets in an evacuation operation will be extremely limited at best.

- Emergency Medical Services (EMS)

Emergency medical services are provided by AMR (American Medical Response) and are coordinated via the Menlo Park Fire Protection District. Additional Mutual Aid for EMS will be handled by those agencies via County Communications. EMS may coordinate outside ambulance services to be used for evacuation of the medically fragile, patients from medical care facilities, or private individuals from residences. Aerial evacuation and additional Urban Search and Rescue (USAR) resources are coordinated by the San Mateo County Office of Emergency Services (OES).

- Emergency Public Information

Public information will be disseminated only after coordination with all involved agencies. In most instances, public information officers from the Atherton Police Department, the Menlo Park Fire Protection District and other involved agencies will establish a Joint Information Center (JIC) to coordinate the collection, assembling and issuing of advisories, warnings, traffic updates, press releases, and other emergency information. The JIC will also collect and disseminate, as appropriate, information gathered from government agencies, businesses, or schools. Radio and television stations will be requested and may interrupt regular programming to broadcast emergency instructions, if appropriate. Residents will be encouraged to monitor those instructions and incident updates. Lastly, the EOC will maintain an emergency information message on the Town of Atherton Web Site and may set up a Public Information Hotline for residents to call.

- Evacuation Protocol

In a Unified Command, the decision to evacuate is made after consultation between Incident Commanders. Execution of the actual evacuation order is conducted by the Atherton Police Department, with assistance from other law enforcement Mutual Aid. Individuals refusing to evacuate their homes or businesses **WILL BE ALLOWED TO REMAIN** and will not be forcibly removed. Family, friends, and neighbors will be encouraged to assist those requiring assistance (medically fragile, aged, etc.). CERT volunteers should be mobilized and should be used to assist those needing help to get to an evacuation bus stop. Evacuation bus stops may be established using (VTA) buses. The VTA should be contacted as soon as possible after an evacuation order is made to ascertain if they can assist. Safe refuge locations, also known as Evacuation Centers, should be established away from the event and easily accessible via open roadways. These centers should be established using coordination between the Operations and Logistics Sections of the Town of Atherton EOC, as well as the Incident Command Post.

- Re-entry Protocol

Once the incident area has been released by the Unified Command, the Atherton Police Department has the responsibility and authority for allowing reentry into any evacuated area. Of special concern in the case of a Wildland interface fire is any resulting hazardous materials created by the fire, or for any other hazardous condition following other natural or man-made disasters. The San Mateo County Public Health Department's Environmental Health Division coordinates testing for hazardous materials and other medically threatening biologics or infectious hazards and will advise the Police Department and the Public Health Officer accordingly.

- Incident Command and Emergency Management

Evacuation orders issued during an active emergency response are coordinated under the direction of the IC. Tactical deployment of fire, law, and emergency medical resources, as well as the decision to warn, or evacuate or shelter in place is done in the field at the Incident Command Post (ICP) using a Unified Command under the principles of SEMS and NIMS. Therefore, it is imperative that all agencies involved in the response, or having

critical infrastructure affected or potentially affected by the incident, or which act in a support role, such as Public Works, CALTRANS, and the American Red Cross, are represented at the ICP by Agency Representatives.

The Town of Atherton Emergency Operations Center (EOC) will be activated as soon as possible but may not reach a fully operational status for two to three hours after the event starts. The Town's EOC provides emergency management and coordinated support to the incident. The EOC coordinates non-tactical matters such as emergency care and shelter, continuation of City services, and the coordination of Mutual Aid resources. The Town's Director of Emergency Services (City Manager) will ensure preparation and issuance of any proclamations of local emergency. Additionally, the Director of Emergency Services will begin recovery planning and coordination through Town departments, as well as County, State, and Federal agencies.

- Traffic Control

The Atherton Police Department has the responsibility for traffic control in the evacuation area, as well as other portions of the Town. Potential issues include access and egress for emergency vehicles, as well as minimizing or preventing unauthorized traffic from entering the affected area. The Incident Command staff will establish evacuation priorities, and the Atherton Police Department will further designate any supporting routes. The Atherton Department of Public Works (MCE) will also support traffic control as requested using sign boards, cones, and barricades.

The primary North/South evacuation routes will include Alameda De Las Pulgas, El Camino Real (SR-82), and Middlefield Road. The primary East/West evacuation routes from the Town will include Valparaiso Avenue, Atherton Avenue, Tuscaloosa Avenue, Almedral Avenue, Stockbridge Avenue, Selby Lane, Oak Grove Avenue, Glenwood Avenue, Watkins Avenue, Ringwood Avenue, Polhemus Avenue, Interstate 280, and Highway 101. Depending on the exact location of the fire or incident, the Unified Command designates which surface streets are best used for evacuation and which are best for emergency vehicles and how those roads feed into the major evacuation (Attachment - A illustrates evacuation routes).

However, the decision as to which routes are to be used is made at the ICP during an actual incident.

- Transportation

Once any affected school sites and all the students are secured, school buses should be utilized for evacuations, if required. Other vehicles, such as Valley Transit Authority (VTA) buses, may also be used. Atherton PD Communications has a listing of all local School District emergency phone numbers.

- Resources and Support

Law enforcement Mutual Aid is requested through either the Atherton PD Communications Center or the Town's EOC. Fire Department Mutual Aid is requested through San Mateo County Communications. A single source resource ordering point may be designated by the Incident Commander as soon as possible after establishing incident command. If agency representatives are not present at the ICP, then requests for additional or other resources such as Animal Control, Public Works, Red Cross, etc. will be requested through Atherton PD Communications or the EOC once it is activated. Requests unable to be filled through local resources are forwarded from the EOC to the San Mateo County EOC.

- Communications

All police, fire, and public works agencies, including mutual aid resources, will use their existing communications systems. When applicable, pre-defined police and fire Mutual Aid radio frequencies will be used to coordinate activity. Additional mobile communications support may be available from other agencies. Cellular phones, if they are available due to overburdened systems, may be used by responding and supporting agencies.

- Care and Shelter

Initial care and shelter are provided by the American Red Cross (ARC) with assistance from the Town of Atherton and other agencies. The ARC normally provides immediate assistance at pre-designated shelter sites. However, these sites may not be available due to the nature and severity of the fire or other incident. The Incident Command Post and the EOC should coordinate shelter locations with the ARC. For incidents where immediate shelter is needed, Valley Transit Authority (VTA) buses can be made available for immediate on-scene shelters for victims or responders.

- Animal Control

Plans for the care and sheltering of animals during disasters are the responsibility of the animal owner. However, that is not always possible. In that case, temporary animal shelters can be established by San Mateo County Animal Control to accommodate these animals. Animal Control may also attempt to co-locate animal holding areas with American Red Cross shelters when feasible. San Mateo County Animal Control, in cooperation with other Animal Control agencies, will coordinate emergency evacuation and care of abandoned pets and other animals when owners are precluded from entering the area or when executing emergency animal evacuation plans.

c. Initial Recovery

As the emergency portion of the incident appears to be approaching full containment or conclusion, the Town will look at recovery issues through the EOC's Planning and Intelligence Section. Included in this review will be contacts with other local, State and Federal representatives to begin the recovery process.

## ANNEX E – EMERGENCY VOLUNTEERS CENTER PLAN

### EMERGENCY VOLUNTEERS CENTER PLAN

#### 1. SCOPE

This plan applies to the mobilization and coordination of volunteers in the Town’s operational area during all phases of emergency management. The plan is intended to be applicable to all hazards and scalable to size and scope of an event.

#### 2. VOLUNTEER MANAGEMENT

Coordination of volunteers is consistent with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). In the EOC, the volunteer coordination falls under the Personnel Unit of the Logistics Section. A pre-identified Volunteer Coordinator will oversee volunteer coordination.

#### 3. VOLUNTEER DEFINITIONS

A volunteer is someone who provided their services without receiving financial compensation. Emergency volunteers are commonly defined as being spontaneous or affiliated. To this plan, the following definitions will be used:

Spontaneous Volunteer – An individual who comes forward following an emergency to assist a governmental agency or NGO with emergency-related activities during the response or recovery phase without pay or consideration. Spontaneous volunteers are not initially affiliated with a response or relief agency or pre-registered with an accredited disaster council. Spontaneous volunteers may also be referred to as unaffiliated, spontaneous unaffiliated volunteers (SUV) and convergent volunteers.

Affiliated Volunteer – An individual who is affiliated with either a governmental agency or NGO and who has been trained for a specific role or function in disaster relief or response during the preparedness phase. Affiliated volunteers can be in either ongoing programs that meet regularly or in reservist programs where they are only called into duty during times of disaster. Examples of affiliated volunteers may include members of the Atherton Disaster and Preparedness Team (ADAPT), Community Emergency Response Teams (CERT), Search and Rescue (SAR), the American Red Cross (ARC), and the Salvation Army (TSA).

## ANNEX F– RECOVERY OPERATIONS PLAN

### Recovery Operations Plan

#### Concept of Operations

##### Recovery Operations

The Town of Atherton, and the special districts (such as school districts) serving the Town, will be involved in recovery operations. In the aftermath of a disaster, many citizens will have specific needs that must be met before they can pick up the thread of their pre-disaster lives. Typically, there will be a need for such services as these:

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

The Town will help individuals and families recover by ensuring that these services are available and by seeking additional resources if the community needs them.

##### Two Phases

Recovery occurs in two phases: short-term and long-term. Short-term recovery operations will begin during the response phase of the emergency. The major objectives of short-term recovery operations include rapid debris removal and clean-up, and orderly and coordinated restoration of essential services (electricity, water, and sanitary systems). Short-term recovery operations will include all the agencies participating in the Town's disaster response.

The major objectives of long-term recovery operations include:

- Coordinated delivery of long-term social and health services.
- Improved land use planning.
- An improved Town of Atherton Emergency Operations Plan.
- Re-establishing the local economy to pre-disaster levels.
- Recovery of disaster response costs; and
- The effective integration of mitigation strategies into recovery planning and operations.

The Town of Atherton and / or appropriate special districts will handle long-term recovery activities on their own, separate from the San Mateo County Operational Area. Changes to the

plan will be coordinated with all participating departments and agencies. Structures that present public safety threats will be demolished and abated during short-term recovery operations.

## **Short-Term Recovery**

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

- Utility restoration
- Expanded social services
- Medical and mental health services
- Re-establishment of the Town of Atherton's government operations
- Transportation route restoration
- Debris removal and clean-up operations
- The abatement and demolition of hazardous structures.

Atherton will coordinate with special district and private utility companies on all efforts to restore utility systems and services during recovery operations. Medical services will continue in temporary facilities, as necessary. The San Mateo County Health Department will be requested to coordinate and conduct Critical Stress Debriefings for emergency response personnel and victims of the disaster / event.

For federally declared disasters, Disaster Assistance Centers (DACs) and tele-registration centers may be established by the Federal Emergency Management Agency (FEMA) to assist disaster victims and businesses in applying for individual assistance grants and Small Business Administration loans.

In coordination with the American Red Cross, the City will provide sheltering for disaster victims until housing can be arranged. The Town will ensure that debris removal and clean-up operations are expedited during short-term recovery operations.

## **Long-Term Recovery**

The goal of long-term recovery is to restore facilities to pre-disaster condition. Long-term recovery includes hazard mitigation activities, restoration and reconstruction of public facilities, and disaster response cost recovery.

The Town will be responsible for its own approach to mitigation which could include zoning variances, building code changes, plan reviews, seismic safety elements, and other land use planning techniques. With public safety a primary concern, rapid recovery may require adjustments to policies and procedures to streamline the recovery process.

Hazard mitigation actions will need to be coordinated and employed in all activities by the Town and special districts to ensure a maximum reduction of vulnerability to future disasters. The Town and special districts will strive to restore essential facilities to their pre-disaster condition by retrofitting, repairing, or reconstructing them during long-term recovery operations.

Recovery programs will also be sought for individual citizens.

## RECOVERY OPERATIONS ORGANIZATION

For the Town of Atherton, recovery operations will be managed and directed by the City Manager. Recovery issues involving other jurisdictions and/or special districts will be coordinated and managed between the City Manager and their designated representatives. On a regularly scheduled basis, the City Manager will convene meetings with department managers, key individuals, and representatives from affected jurisdictions and special districts. These meetings will be held to collectively make policy decisions and to gather and disseminate information regarding completed and ongoing recovery operations. The Town of Atherton will also be represented and responsible for certain functions throughout the recovery process.

## RECOVERY OPERATIONS RESPONSIBILITIES

The Town and special districts have specific responsibilities in recovering from a disaster. The functional responsibility chart, listed on the next page, depicts the functional responsibilities assigned to each of the departments and/or key personnel, the San Mateo County Operational Area, and special districts.

Function	Departments/Agencies
Political process management; interdepartmental coordination; policy development; decision making; and public information.	City Manager's Office
New development; revision of building regulations and codes; code enforcement; plan review; and building and safety inspections	Community Development
Restoration of medical facilities and associated services; continue to provide mental health services; and perform environmental reviews.	County Health Department
Debris removal; demolition; construction; management of and liaison with construction contractors; restoration of utility services.	Public Works Department Utilities and Special Districts
Housing programs; assistance programs for the needy; care facility property management; low income and special housing needs.	County Social Services City Community Development
Public finance; budgeting; contracting; accounting and claims processing; taxation; insurance settlements.	Finance Department
Redevelopment of existing areas; planning of new redevelopment projects; and financing new projects.	Community Development
Applications for disaster financial assistance; liaison with assistance providers; onsite recovery support; Special District Acct Offices, disaster financial assistance project management.	San Mateo County OES
Advise on emergency authorities, actions, and associated liabilities; preparation of legal opinions; preparation of new ordinances and resolutions.	City Attorney
Government operations and communications; space acquisition; supplies and equipment; vehicles; personnel; and related support.	City Manager's Office Other City Departments

## **RECOVERY DAMAGE AND SAFETYASSESSMENT**

Under the Town of Atherton Emergency Operations Plan, an Initial Damage Estimate is developed during the emergency response phase to support a request for gubernatorial proclamation and for the State to request a presidential declaration.

This is followed by a detailed assessment of damage during the recovery phase by the Town and special districts. This detailed assessment provides the basis for determining the type and amount of state and/or federal financial assistance available for recovery.

In the EOC, the Damage Assessment Unit will complete a detailed damage and City safety assessment. Administrative and operational divisions of special districts will, in most cases, complete a detailed damage and safety assessment on their own.

## **DOCUMENTATION**

Documentation is the key to recovering emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs.

### **NDAA Requirements**

Under the State Natural Disaster Assistance Act (NDAA), documentation is required for damage sustained to public buildings, levees, flood control works, irrigation works, county roads, city streets, bridges, and other public works.

### **Federal Requirements**

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

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

### **Debris Removal**

Debris removal and emergency response costs incurred by the affected entities should also be documented for assistance purposes under the federal programs. It will be the responsibility of the Town to collect documentation of these damages.

The documented information should include the location and extent of damage, and estimates of costs for debris removal, emergency work, and repairing or replacing damaged facilities to pre-disaster condition.

### **Building Codes**

The cost of compliance with building codes for new construction, repair, and restoration will also be documented. The cost of improving facilities may be included under federal mitigation programs.

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

## ANNEX G – FAMILY DISASTER PREPAREDNESS PLAN

### Introduction

Local and Federal government emergency services concede that they CANNOT fully respond to a major catastrophe in our area in less than 72 hours. This document has been prepared to help you and your neighbors to SURVIVE until government assistance becomes available.

This document is designed to lead you through quick, easy, individual steps to SURVIVE 72 hours. The WHY has been avoided where obvious, while presenting the most current information to support the WHAT and HOW.

First, read the document through, and then read it a second time; you will be surprised what you missed. Second, decide what your family needs to SURVIVE, recognizing that advance preparation improves your family's chances of survival. Using this document without any advance preparation only marginally improves your family's chances of survival in a major catastrophe.

Finally, proceed through the preparation process by overcoming the rationalization that nothing will happen or, if it does, it will "not be that bad." Fires, earthquakes, tornadoes, riots, etc., are reported daily in the news. IT CAN BE THAT BAD! Be diligent in your preparations for an event we hope will never occur. Work with your neighbors to help them prepare too.

To begin using this document following an emergency, turn to page four (4) and begin with the Day 0 Checklist. The checklist is a table of contents directing you to the appropriate subject.

## SCOPE

This document is designed to guide you through the basic steps of preparing for a local or area-wide disaster, as well as executing the necessary actions to stay alive during and after a major catastrophe.

## ASSUMPTIONS

The assumptions used to prepare this document are as follows:

1. Fire, police, medical and ambulance services may be unable to respond to residential and industrial areas for at least 72 hours following a major catastrophe, because roadways may be impassable.
2. Following a major earthquake, most local disaster plans require the CLOSING of all bridges in the area until they can be inspected for safety. This will catch many family members away from home and emphasizes the need for advance planning.
3. Hospitals may be full to overflowing with victims from the immediate vicinity who can reach these medical facilities by walking or by driving extremely short distances.
4. Material needs, such as water, food, blankets, etc., will not be available from local or federal government sources for at least 72 hours after the disaster occurs.
5. Electrical power, natural gas, water, sewer, and telephone services may be virtually or completely unavailable.
6. If the family home is unable to provide structurally safe shelter, move in with friends, set up shelter outside the home, or, if conditions allow you to get there, move into a motel.

**The Emergency Services Act requires that all public employees are Disaster Service Workers (DSW) as defined in Section 3211.92, Labor Code.**

## REMEMBER

To fail to plan is to plan to fail

# DAY 1 CHECKLIST

## After the Emergency

### IMMEDIATE (1-2 hours) AT HOME

1. \_\_\_\_\_ Check for personal injury, be calm
2. \_\_\_\_\_ Check for fire
3. \_\_\_\_\_ Account for family members who are home
4. \_\_\_\_\_ Check for family member injuries
5. \_\_\_\_\_ Check utilities (no electrical switch movement if you smell gas!)
6. \_\_\_\_\_ Assess home for structural damage
7. \_\_\_\_\_ Put phone(s) back on hook, make only essential calls.
8. \_\_\_\_\_ Check for damage to car
9. \_\_\_\_\_ Check water, food, first aid supply
10. \_\_\_\_\_ Monitor TV/Radio
11. \_\_\_\_\_ Account for family members away from home

### IMMEDIATE (1-2 hours) AT WORK

1. \_\_\_\_\_ Check for personal injury, be calm
2. \_\_\_\_\_ Observe safety of structure/fire - evacuate if necessary
3. \_\_\_\_\_ Provide emergency aid to co-workers
4. \_\_\_\_\_ Get 72-hour kit from car. Put on heavy sole shoes, jacket, gloves, etc.
5. \_\_\_\_\_ Turn on car radio. Listen for emergency information:
  - \_\_\_\_\_ - Are roads and bridges open and passable?
  - \_\_\_\_\_ - Best to travel by vehicle or foot?
  - \_\_\_\_\_ - Best to remain until daylight?
6. \_\_\_\_\_ Check in with out-of-area/state family emergency phone contact.
7. \_\_\_\_\_ Be sure your car is safe to drive.
8. \_\_\_\_\_ If car is left, leave name on a note and what route you are taking, i.e., "Route B" home/rendezvous point (be sure your family knows where "Route B" takes you).
9. \_\_\_\_\_ Beware of dehydration. Drink at least a pint of water immediately.
10. \_\_\_\_\_ Eat if you feel like it and have water available.
11. \_\_\_\_\_ Take medications on time. Set your watch.
12. \_\_\_\_\_ Keep checking in with out-of-area/state phone contact until

you reach rendezvous point/home.

13. \_\_\_\_\_ Observe weather conditions. If you are walking, this is important so you have adequate time to find or make shelter.

#### AFTER INITIAL DISASTER (2-12 hours)

1. \_\_\_\_\_ Recheck yourself and your family members' first aid needs.
2. \_\_\_\_\_ Perform structural inspection
3. \_\_\_\_\_ Evacuate home (if required)
4. \_\_\_\_\_ Evacuate area (if required)
5. \_\_\_\_\_ Set up sanitation facility
6. \_\_\_\_\_ Check on neighbors
7. \_\_\_\_\_ Eat/drink/rest
8. \_\_\_\_\_ Monitor TV/Radio

#### REMAINDER OF DAY (12-24 hours)

1. \_\_\_\_\_ Recheck first aid needs
2. \_\_\_\_\_ Improve shelter as required
3. \_\_\_\_\_ Monitor TV/Radio
4. \_\_\_\_\_ Set up alternative heat sources
5. \_\_\_\_\_ Salvage debris for potential use
6. \_\_\_\_\_ Collect garbage
7. \_\_\_\_\_ Check on neighbors
8. \_\_\_\_\_ Set up job assignments
9. \_\_\_\_\_ Eat/drink/rest

## DAY 2 CHECKLIST

### After the Emergency

1. \_\_\_\_\_ Check for personal injury
2. \_\_\_\_\_ Check for radio, TV messages
3. \_\_\_\_\_ Check food, water
4. \_\_\_\_\_ Assure phone is on hook
5. \_\_\_\_\_ Evacuate home (if required)
6. \_\_\_\_\_ Evacuate area (if required)
7. \_\_\_\_\_ Check sanitation facility
8. \_\_\_\_\_ Check on neighbors
9. \_\_\_\_\_ Collect garbage
10. \_\_\_\_\_ Take pictures, notes for recovery assistance

# DAY 3 CHECKLIST

## After the Emergency

1. \_\_\_\_\_ Check personal injuries
2. \_\_\_\_\_ Listen for radio, TV messages
3. \_\_\_\_\_ Check sanitation facility
4. \_\_\_\_\_ Check on neighbors
5. \_\_\_\_\_ Report status
6. \_\_\_\_\_ Collect garbage
7. \_\_\_\_\_ Take pictures, notes for recovery assistance

## Evacuate House

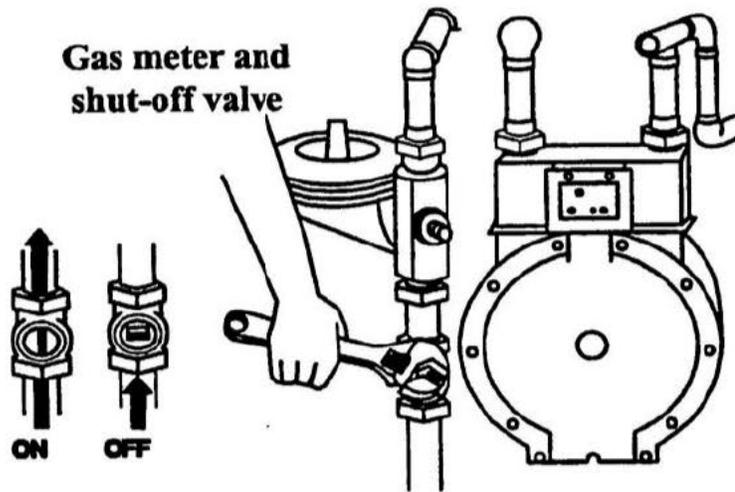
1. \_\_\_\_\_ Locate family members
2. \_\_\_\_\_ Turn off gas only if you smell gas
3. \_\_\_\_\_ Load 72-hour kit in your car
4. \_\_\_\_\_ Load important documents
5. \_\_\_\_\_ Turn off water
6. \_\_\_\_\_ Turn off unnecessary electrical appliances, except refrigerator/freezer
7. \_\_\_\_\_ Place telephones on hook
8. \_\_\_\_\_ Lock all doors, including garage
9. \_\_\_\_\_ Lock all windows
10. \_\_\_\_\_ Load family and pet(s) into car
11. \_\_\_\_\_ Lock front door as you leave
12. \_\_\_\_\_ Review evacuation route map
13. \_\_\_\_\_ Leave note telling where you can be contacted
14. \_\_\_\_\_ Leave

***Note: Do not enter buildings that are unsafe. Further collapse may occur due to aftershocks.***

## Turn Off Utilities

### GAS

1. Turn gas off **ONLY** if you smell gas.
2. If you do smell gas, open the windows, and leave the house. **DO NOT** use the phone. **DO NOT** turn **OFF** any electrical switches, or anything that will cause a spark.
3. Turn **OFF** the main gas shut-off valve. This valve is located next to your gas meter outside the house. Use a crescent wrench to turn the valve one quarter-turn, in either direction, to the “**OFF**” position (vertical is “**ON**” (!); horizontal is “**OFF**” (--)).
5. For safety purposes, only the gas company should turn the meter back on. Only turn the gas off when necessary. **DO NOT** experiment with the valve to see if it is “working.” To have it checked, call the utility company for assistance.

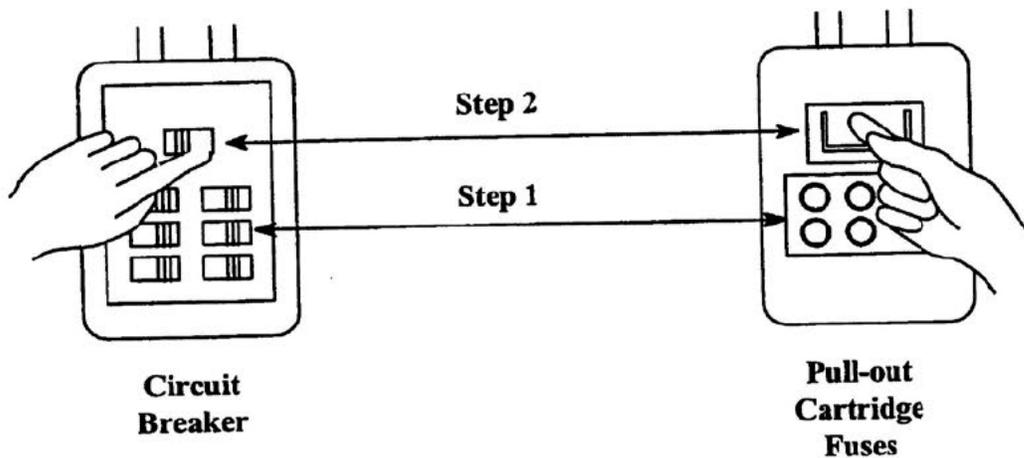


**Have wrench stored in a specific location where it will be immediately available**

## Turn Off Utilities

### ELECTRICITY

1. Turn "OFF" **ONLY** if you see sparks or a fallen wire or have reason to believe there is an electrical system malfunction.
2. Locate the main circuit box. It may be outside the house (often near gas meter), in the garage toward the outside wall, or in the hall in one of the rooms (primarily apartments).
3. Locate the "Main" circuit breaker or fuse. Turn the circuit breaker to the "OFF" position/or pull the fuse out.
4. To restore electrical service, call your power company.



- For circuit boxes: Switch of smaller breakers first, then the main breaker
- Fuse boxes: Unscrew the individual fuses, then pull the main switch.

### WATER

1. Turn off water service of the house. It is usually located in the front of the house near the hose bib. If there is damage to the piping in this area, or you are unable to locate the shut off, turnoff at the water meter.
2. Locate the main shut-off valve outside the house. It is usually in a concrete box at ground level next to the sidewalk with cover that says, "Water Meter." You will need a screwdriver/knife/stick to open the metal cover.
3. Turn the valve clockwise to turn "OFF." Replace the cover.
4. Turn each valve counterclockwise (to the left) to restore water flow.
5. For any concerns regarding your water, contact your local water company.

## Determine Evacuation Routes

### EVACUATION FROM YOUR HOME

1. Keep detailed maps of the local area in your car. Have each potential evacuation route noted with a marking pen.
2. Drive those routes that you do not normally travel so you are aware of any changes. It is vital that you completely understand each of these routes now as your mind could go blank in a crisis.
3. It is also important to keep your car in good condition so you can leave on a moment's notice. Have extra oil, oil filter, and water available. Storing large amounts of gasoline (5-10 gallons) around your home, even in approved containers, is **NOT** advised due to the explosion hazard. Always keep your car gas tank at least half full. Snow chains and jumper cables should be always kept in your car. Extra wiper blades, fan belts, tow rope, signal whistle, and mirrors are also useful.
4. Be sure to include a 72-hour kit for each family member.
5. If appropriate, turn off utilities before evacuating your home. Leave a note in a prominent position on the outside of your home to let others know you are okay and where you may be contacted.

## Determine Evacuation Routes

### EVACUATION FROM YOUR BUSINESS TO YOUR HOME

(This will depend very much on the type of disaster)

#### Fire

Take your normal route home as this is assumed to be a local disaster.

#### Earthquake

ALL bridges will likely be closed to traffic. If you must use a bridge to cross a river, a lake, or another highway, decide if you can get home by another route that has no bridges or overpasses. If this alternate route can be made on foot only or part way by auto and part by foot, decide if you are physically capable of walking the distance. Leave a note on your car stating where you are and what route you are taking home, e.g., "Plan B: (be sure your family fully understands that route). Be sure to have your 72-hour kit in your car.

In an Earthquake

#### ***DROP, COVER, and HOLD***

##### ***Earthquake procedures in the home or office***

At the first indication of ground movement, you should **DROP** to the ground. It will soon be impossible to stand upright during the earthquake. Getting to the ground will prevent being thrown to the ground.

You should seek protective **COVER** under or near desks, tables, or chairs in a kneeling or sitting position. If in a hallway, drop next to an inside wall in a kneeling position and cover the back of the neck with your hands.

You should **HOLD** onto the table or chair legs. Holding onto the legs will prevent it from moving away from you during the quake. Protect your eyes from flying glass and debris with your arm covering your eyes.

You should remain in the DROP position until ground movement ends. Be prepared to DROP, COVER and HOLD during aftershocks.

After ground movement ends, check for injuries and safely evacuate the building. Move to a safe, open area, away from power lines and other overhead hazards.

##### ***Earthquake procedures while outside or in a vehicle***

At the first indication of ground movement, move away from overhead hazards such as power lines, trees, and buildings. **DROP** to the ground and **COVER** the back of the neck with your hands. Be aware of aftershocks. Do not re-enter buildings until it is determined safe to do so.

While in a vehicle, you should pull over to the side of the road and stop. If you are on a bridge, overpass, or under power lines, continue until you are away from the overhead dangers. Wait until the ground movement stops and check for injuries. Be aware of aftershocks, downed wires, or roads blocked by debris.

## Locate Children

### KNOW HOW TO GET TO THEM AT SCHOOL AND AT PLAY

#### AT SCHOOL

- They should remain at school until you come for them. Make sure your child understands it may take a while to get to them (see Children's 72-hour kit page 27).
- Plan to have someone pick them up if you are unable to get to them. Know the policies of your school or daycare center. Most schools require a letter be kept on file giving specific permission for someone else to pick up your child, e.g., your mother, daycare provider, etc.
- Contact your child's school to determine if and where they will be moved if school evacuation is necessary.

#### AT PLAY

- Agree on a place to meet--neighbor, relative, home. Sometimes it will be safer for the children to stay right where they are. Train your children to know when it is safe to go somewhere else and when it is safe to stay where they are.
- Reassure children. They will still be afraid after the disaster, even when you are united. Let them talk -- listen to them.
- Rehearse these situations after Sunday dinners, first day of school, first day of summer vacation, etc., so they really know what to do.



## Determine Family Assembly Point

### HAVE FAMILY PLANNING MEETINGS

Make decisions where to meet. The following suggestions are provided:

1. Where to meet after a disaster:

- Home, if possible
- Neighbor's
- Relative or friend

2. In case of fire:

- Next door
- Nearby corner
- Neighbor's

Go over the plan often; keep it up to date. Playact different situations and practice the plan to see if you need to make changes.

Review on each family member's birthday.

Each family member should carry the phone number of a relative or family friend who lives far from your home. If family members are separated at the time of the major catastrophe, they should try to call the relative/friend and tell them they are OK and where they are going, or where they are staying. (Often times you can call out of a disaster area, but no one can call in.) This simple action can bring comfort to many people, including you.



## RECREATIONAL ACTIVITIES

After we do all we can, it is important to be able to take children's minds and ours off the disaster. Have games of all kinds, books, toys, portable radios, coloring books and crayons, etc.

If you must evacuate, consider taking the following items:

- Favorite toy, stuffed animal
- Portable radios
- Favorite snacks
- Small pocket games
- Card games (Skip Bo, Old Maid, etc.)
- Pencils and paper
- Game books (crossword puzzles, word search, etc.)
- Favorite books
- Coloring books and crayons

Be sure to include some of these personal items in your 72-hour kit.

## Emergency Preparations

### FOOD STORAGE GUIDE

The following pages provide basic food storage information. In general, you should try to have foods that are:

- Non-perishable (canned or dried)
- Nourishing (from each of the basic food groups)
- Easily prepared and served
- Able to be eaten as-is (to conserve water and cooking heat)
- Completely edible, in small servings, with little or no waste or leftovers.

It's important to store only food that you normally eat. Avoid commercial storage foods that contain items that are not part of your normal diet, or that you are unfamiliar with. It is important to maintain a sense of normalcy in any emergency to keep everyone calm. "Normal" food will help to achieve this good feeling.

It is very common that people are not hungry for the first 24 hours after a catastrophe. Their bodies will tell them when to eat. Remember to include baby foods, special dietary foods, favorite snacks, and food for your pets.

### STORAGE

Keep food stored in the driest, coolest, and darkest areas. Monitor storage area temperatures.

#### CRITICALSTORAGETEMPERATURES

- 32 degrees F - Freezing
- 48 degrees F - Insects become active
- 95 degrees F - Fats melt

#### STORAGECONTAINERS

Metal storage cans or heavy plastic containers with airtight lids are recommended.

- Use unbreakable containers, if possible.
- Do not stack breakable storage containers.
- Only plastic containers that are approved by the FDA should be used to store food or water. If you do not know, ask at the place of purchase or the manufacturer. Determined rodents are known to gnaw through heavy plastic containers.
- Date all containers when placed in storage and rotate on a regular basis to insure freshness.

## STORAGE TIPS

1. Store NOTHING on cement floors. Place slats of lumber between cement and the storage area to prevent sweating and rusting.
2. Store supplies in various locations in the house; if one part is damaged, you still have something left.
3. ALWAYS obtain top grade food products for storage.
4. Approximately 2 percent of food value is lost each year in canned foods stored under ideal conditions.
5. Buy nitrogen-packed food when possible. It has longer storage life, better quality, and no insect infestation.
6. Heavy wire or a small piece of lumber should be attached to the front of storage shelves to keep contents from falling in the event of an earthquake.
7. Use clear plastic bags for food storage; colored plastic bags have been chemically treated and SHOULD NOT be used to store food.
8. Food, unlike water, may be rationed safely, except for children and pregnant women.

## WATER STORAGE GUIDE

Stocking water reserves and learning how to purify contaminated water should be among your top priorities in preparing for an emergency. You should store at least one gallon of water per person per day for *at least* three days, preferably, two weeks. Children, nursing mothers, and ill people will need more. You will need additional water for food preparation and hygiene.

If your supplies begin to run low, remember: **Never ration water.** Drink the amount you need today and try to find more for tomorrow. You can minimize the amount of water your body needs by reducing activity and staying cool.

## STORAGE

You can store your water in thoroughly washed plastic, glass, fiberglass, or enamel-lined metal containers. Never use a container that held toxic substances, because tiny amounts may remain in the container's pores. Plastic soda bottles will degrade and must be replaced at least every six months. Containers that are FDA approved for water storage are best. Replenish your water supplies annually (when you inventory all your emergency preparations).

Before storing your tap water, treat it with a preservative, such as chlorine bleach, to prevent the growth of microorganisms. Use liquid bleach that contains 5.25 percent sodium hypochlorite and no soap, dyes, or scenting. See the Purification table below for proper amounts.

## HIDDEN WATER SOURCES IN YOUR HOME

If a disaster catches you without a stored supply of clean water, you can use water in your hot-water tank, in your plumbing, and in ice cubes. As a last resort, you can use the water in the reservoir tank of your toilet (not the bowl), but only if has never held any bowl cleansers, and you purify it.

To use water in your pipes, let air into the plumbing by turning on the highest faucet in your house and draining the water from the lowest one.

To use water in your hot-water tank (water heater), be sure the electricity or gas is off, and open the drain at the bottom of the tank. Start the water flowing by turning off the water intake valve and turning on a hot water faucet. Do not turn on the gas or electricity when the tank is empty (post a note next to the thermostat not to use it, just in case).

Do you know the location of your incoming water valve? You'll need to shut it off to stop contaminated water from entering your home if you hear reports of broken water or sewage lines.

## WATER PURIFICATION

In addition to having a bad odor and taste, contaminated water can contain microorganisms that cause diseases such as dysentery, cholera, typhoid, and hepatitis. You should therefore purify all water of uncertain purity before using it for drinking, food preparation, or hygiene.

There are many ways to purify water. None are perfect. Often, the best solution is a combination of methods. Before purifying, let any suspended particles settle to the bottom, or strain them through layers of paper towel or clean cloth. Three purification methods are outlined below. These measures will kill microbes but will not remove other contaminants such as heavy metals, salts, most other chemicals, and radioactive fallout.

### **Boiling**

This is the safest method of purifying water. Bring water to a rolling boil for 10 minutes, keeping in mind that some water will evaporate. Let the water cool before drinking. Boiled water will taste better if you put oxygen back into it by pouring it back and forth between two containers. This will also improve the taste of stored water.

## Chlorination

Uses liquid chlorine bleach to kill micro-organisms.

**Chlorination Table**

For this amount of clear water	Use this amount of bleach*	Let stand this amount of time
1 quart	2 drops	30 minutes
1 gallon	8 drops	30 minutes
5 gallons	1 teaspoon	30 minutes

\* 5.25 percent sodium hypo chlorite without soap, dyes, or scents

If the water is cloudy, double the amount of bleach above, stir, and let stand 30 minutes. If the water does not taste and smell of chlorine at that point, add another dose and let stand another 15 minutes.

If you do not have a dropper, use a spoon and square-ended strip of paper or thin cloth about ¼ inches by 2 inches. Put the strip in the spoon with an end hanging down about ½ inch below the scoop of the spoon. Place bleach in the spoon and carefully tip it. Drops the size of those from a medicine dropper will drip off the end of the strip.

## Purification Tablets

Releases chlorine or iodine. They are inexpensive and available at most sporting goods stores and some drugstores. Follow the package directions. Usually, one tablet is enough for one quart of water; double the dose for cloudy water.

## FAMILY EMERGENCY FIRST-AID KIT

Choose a large waterproof box or duffel bag and fill with the following:

First-Aid Manual	Table Salt
1 Ace Bandage, 3" wide	2 Face Cloths
Rescue Blanket	Ipecac (Induce vomiting)
2 Rolls Adhesive Tape, 10 yards	Matches in Waterproof Container
12 Assorted Safety Pins	Diarrhea Medicine
Alcohol Swabs	First-Aid Ointment, Antibacterial
Trauma Scissors	Cotton-Tipped Swabs
Ammonia Inhalant	8 Gauze Pads, 4"x4"
Cotton Balls	Butterfly Bandages
Antacid Tablets	8 Gauze Pads, 3"x3"
Antacid Tablets	Splints (Finger, Arm, Leg)
Feminine Hygiene Supplies	Hydrogen Peroxide
Antibacterial Soap	3 Rolls of Gauze, 2"x 10 yards
Eye Drops	Calamine Lotion
20 Aspirin Tablets/Children's Tylenol	Merthiolate or Iodine
Heat Tablets	Tweezers
12 Band-Aids, Medium Size	Razor and Blades
Thermometer	Snake Bite Kit
Compresses (Strips of sheeting 2" wide)	Prescription Drugs taken on a regular basis
Ice Bag or Cold Pack	2 Pair of Latex Gloves
5 Triangular Bandages (40" square, cut diagonally with 4 safety pins)	Extra Pair of Eyeglasses
Duct Tape	



## FIREFIGHTING TECHNIQUES AND EQUIPMENT

The firefighting techniques listed below are only for small fires. Leave the big fires for the pros. If the pros are unavailable, do your best to keep the fire from spreading. For all the firefighting techniques described below, apply at the base of the fire, not at the flames themselves.



FIRE TYPE	EXTINGUISHING	
	AGENT	METHOD
<b>ORDINARY SOLID MATERIALS</b>  	<b>WATER</b> <b>FOAM</b>	<b>REMOVES HEAT</b> <b>REMOVES AIR AND HEAT</b>
	<b>DRY CHEMICAL</b>	<b>BREAKS CHAIN REACTION</b>
<b>FLAMMABLE LIQUIDS</b>  	<b>FOAM</b> <b>CO<sub>2</sub></b>	<b>REMOVES AIR</b>
	<b>DRY CHEMICAL</b> <b>HALON</b>	<b>BREAKS CHAIN REACTION</b>
<b>ELECTRICAL EQUIPMENT</b>  	<b>CO<sub>2</sub></b>	<b>REMOVES AIR</b>
	<b>DRY CHEMICAL</b> <b>HALON</b>	<b>BREAKS CHAIN REACTION</b>
<b>COMBUSTIBLE METALS</b>  	<b>SPECIAL AGENTS</b>	<b>USUALLY REMOVE AIR</b>

## ITEMS NEEDED

### WATER

Water is the most common and most effective extinguishing agent. Good for wood and paper-type fires. Apply at base of fire. **DO NOT** use water on burning oil, gasoline, kerosene, diesel, or electrical wiring. Water will only cause the fire to spread or cause you to receive an electrical shock.

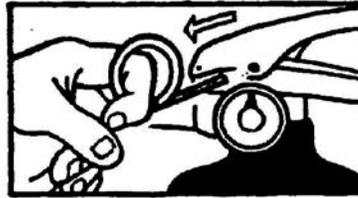
### EXTINGUISHER

#### Fire Extinguisher Operation

P.A.S.S.

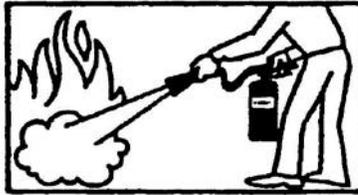
**P.**

**PULL** out the locking pin, breaking the seal.



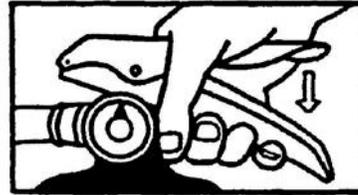
**A.**

**AIM** nozzle or hose just in front of the base of the fire.



**S.**

**SQUEEZE** the trigger handle all the way.



**S.**

**SWEEP** discharge from side to side, moving front to back, across the base of the fire.



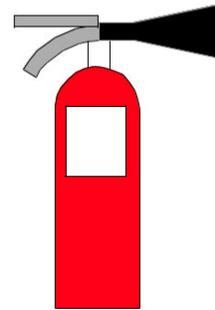
## PREFERRED FIRE EQUIPMENT

### Water Hose

50-100 feet long with adjustable spray nozzle.

### Handheld Fire Extinguisher

At least 2-A: B: C fire extinguishers will be suitable for all types of small home fires.



## EMERGENCY SHELTERS

### Geodesic Dome Tent

Considered by some to be the best tent on the market today. They are space efficient, repel water, very sturdy and are easy to setup. Be sure to fit the tent to your family plus some margin. For example, an 8-person rated tent would be more comfortable for six people.

Putting a plastic tarp over the tent, with an airspace, will provide better protection in heavy rain.

### Camping Tents

A good waterproof material is required. A tent with a tent liner is more expensive but will keep the inside very cozy when the outside temperature is very cold. Size the tent as in the geodesic dome. You may be able to get military surplus tents that require repairs. However, while they are rugged and warm, they are bulky and very heavy.

### Polyethylene Plastic Sheets

10 x 15-foot sheet can provide adequate warm weather shelter for the average family.

### Recreational Vehicles

Motor homes, trailers, and tent trailers make ideal shelters.

### Impromptu Shelters

Consult Boy Scout, mountaineering and survival handbooks on how to build shelters for the emergency environment using available materials. Utilize materials from damaged buildings such as 2x4's, plywood, etc.



## ALTERNATIVE SOURCES OF HEATING, COOKING AND LIGHTING

The following are ideas for alternate sources of heat; cooking and lighting that could be used in an area-wide catastrophic or emergency event.

### Heating

Use blankets and clothing to stay warm. Heat packs are an inexpensive way to warm hands and feet. These chemical source heat packs come in a variety of sizes and prices. The longevity and temperature of these heat packs vary from 130 degrees F. for two (2) hours to 160 degrees for 12 hours. Some of them are also reusable.

### Cooking

Camp stove, or Barbecue may be used outdoors ONLY.

### Lighting

Lighting is very important; it provides a lot of reassurance in the dark. New products are developed constantly to provide ways to “light the way”. (1) battery-operated lanterns, (2) hand-held flashlights, and (3) light stick (light producing chemicals). Convenience and feasibility should be kept in mind. If you need both hands free, a battery-operated lantern with a head strap is best. Make sure you have spare batteries in the appropriate size needed for your lighting source.



## SANITATION FACILITIES

### Personal Hygiene Supplies

- “Tall Kitchen” white plastic bags (1-2 packages) with ties
- Toilet paper or Diaper-wipes

Bail out toilet: use the water in the reservoir for drinking (only if there has NEVER been any disinfectant used in the tank). Place the bag over the edges of the seat, and then use the bag. After use remove from toilet and dispose of it in a slit trench or bury it thoroughly. You can use diaper-wipes (containing alcohol) in place of toilet paper. The added disinfectant will help reduce the spread of disease when soap and water are hard to come by. If a toilet is not available, a large can or 5-gallon bucket can be used, following the same procedure as above.

### Household Trash Supplies

- Keep trash away from the house and out of reach of dogs and other animals.
- Use 32-40-gallon heavy-duty plastic bags (2-3 packages) with ties.
- Collect household trash per normal living standards. When full, tie off very securely. Set bags in the yard.

## QUICK FIX 72-HOUR PERSONAL AND CAR/HOME KIT

### Containers

Kit containers can be pillowcases, small daypacks, old duffel bags, or whatever your ingenuity produces. Just remember that you may end up carrying it some distance, so plan accordingly.

### Water

1 gallon per day for each person in your vehicle. (More water will be needed for small children/babies if dehydrated baby food and formula is used, plus nursing mothers).

### Food

12 (2-bar) packs of granola bars, times the number of people your car will carry, protected by sealing in boilable, sealable bags. (Granola bars should be replaced yearly.) Dehydrated baby food in plastic zipper bags resealed in boilable, sealable bags is an alternative.

### Warmth

Heavy-duty space blanket or wool blanket for each occupant of the vehicle. Any blanket is better than nothing, but warmth is important. Heat packs are an inexpensive way to warm hands and feet.

### Light

Small, sturdy flashlight (2 sets extra batteries/2 extra light bulbs). Three (3) Cyalume plastic light sticks that last 12 hours each without producing heat or acting as a fire hazard.

### Radio

Small, inexpensive AM radio and two spare batteries. Replace batteries at Christmas. Solar/battery powered radios are available.

### Toilet

Four "tall kitchen" white plastic bags, and ties.

### Personal Hygiene

Bar soap, shampoo, toothbrush/toothpaste, deodorant, feminine hygiene supplies, baby wipes, baby diapers and baby powder.

### First-Aid

Rubber gloves - 4 pairs; six Band-Aids; six alcohol wipes; Neosporin ointment - 1 small tube; Aspirin/Tylenol - 1 small bottle; clinging gauze - 1 roll; insect repellent - 1 small can; six - 4" x 4" dressings; and prescription medications, spare set of eyeglasses.

## Clothing

One change of clothing should be sufficient except where very small children are concerned. Although an adult may be uncomfortable, the same clothing can be worn for 72 hours, depending upon circumstances. Also, a good pair of leather work gloves should be added to the adult kit.

## Car Kits

For your basic car kit, simply multiply the personal kit times the number of people your vehicle will hold. Because your car will hold more, consider an additional 50 feet of parachute cord and a pair of boots/heavy walking shoes for each member of the family. Remember, do not use new boots or shoes; you do not want to break them in during an emergency. Add other items as you find necessary but remember you may end up carrying them if you must abandon your vehicle.

## Other

For your basic car kit, simply multiply the personal kit times the number of people your vehicle will hold. Because your car will hold more, consider an additional 50 feet of parachute cord and a pair of boots/heavy walking shoes for each member of the family. Remember, do not use new boots or shoes; you do not want to break them in during an emergency. Add other items as you find necessary but remember you may end up carrying them if you must abandon your vehicle.

- Boy Scout handbook, survival book.
- GOOD Map of your area
- Food, water, and leash or carrier for pets.
- Money-at least \$20 (small bills, some change). Credit Cards may be useless if there is no power in the area.
- Signal whistle and mirror.
- Extra house/car keys
- Watch or clock (battery or wind up)
- Paper plates, cups, and plastic utensils
- Paper, pens, stamps
- Game books, crayons, pocket games.

**Note:** Understand the difference between NEEDS and WANTS.

- NEEDS = What will help you survive.
- WANTS = Useless weight, space

In addition to these personal articles, you should include the following for your car:

- Tow Rope
- Booster Cables
- Flares
- 3A-40BC Fire Extinguisher

## CHILDREN'S 72-HOUR SCHOOL KIT

### **Containers**

Kit containers can be green plastic bags, small day pack, pillowcase, etc.

### **Water**

1 Gallon of water per day.

### **Food**

Nine (2-bar) packs of granola bars, and a few of their favorite snacks. Protect unopened individual packages in plastic zipper bags.

### **Warmth**

Heavy-duty space blanket.

### **Light**

Three (3) Cyalume plastic light sticks that last 12 hours each.

### **Radio**

Small, inexpensive AM radio and two spare batteries. Replace batteries at Christmas. Solar/battery powered radios are available.

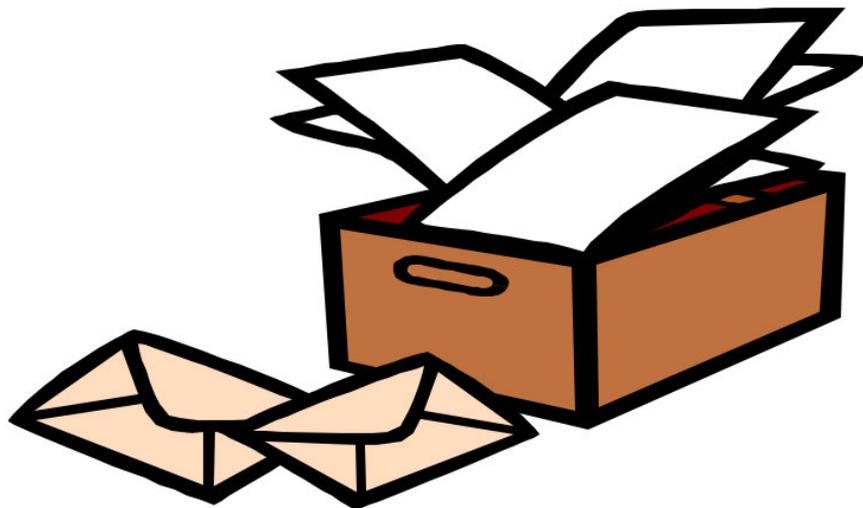
### **Information**

5 x 7 cards with names, phone numbers, addresses of next of kin in and out of state. Picture of family. Small stuffed cuddly animal for smaller children. Letter from parents to child, saying that you love him/her, be good, and you will be there when you can.

## IMPORTANT DOCUMENTS

Copies of the following documents should be kept readily available in a waterproof container, or even in a 72-Hour Home Kit. **(Originals should be stored in a safety deposit box).**

- Social Security Cards
- Birth Certificates
- Stocks and Bonds
- Driver's License
- Money and Credit Cards
- Savings/Checking Account Book
- Wills
- Insurance Policies
- Deeds
- Genealogy
- Address & Telephone #'s



## REHEARSALS

### The Best Plans Are Useless Unless they are Exercised

When a catastrophe strikes, everyone in your home needs to understand what they are supposed to do. Rehearsing your emergency response plan best instills that knowledge. The following activities are suggested:

1. Contact your local emergency management or civil defense office and American Red Cross chapter to find out the following.
  - What types of disasters are likely to happen in your area?
  - What are your community's warning signals: What do they sound like and what you should do when you hear them?
  - Ask about animal care during and after a disaster. Animals may not be allowed inside emergency shelters due to health regulations.
2. Read this "Emergency Preparedness section completely through at least twice.
3. Take a course in basic First Aid and CPR.
4. Show your spouse and older children where the gas, water and electrical utilities are located. Show how to turn these utilities off. **DO NOT MOVE THE GAS SHUT OFF VALVE.** You may inadvertently turn off the gas, which should only be turned back on by the gas utility company. Assign everyone a responsibility, with another assigned as a backup.
5. Practice your emergency evacuation route from your home/place of employment at least twice a year. Also drive the alternate route along the way at least twice a year. (Find out about disaster plans at your workplace, your children's school or daycare center and other places where your family spends time.)
6. Be sure everyone knows where the water, food and medical supplies are located.
7. Use family gatherings to practice various parts of your emergency response plan, e.g., how to turn off utilities, practice first-aid techniques, etc.
8. After everyone is trained, use a family gathering, or some other convenient time, to run through the Day 1 Checklist, 0-2 hours. If your individual practices were done correctly, this "dress rehearsal" should work well. If it does not, simply review what was not done well and decide how to improve it for your circumstances.
9. Give special consideration for care of small children and handicapped persons.

## PETS

Here are some steps you can take now to protect your animal companions in case disaster strikes.

1. Make sure that your pet has a current license or ID tags and proof of vaccinations. Animals should always wear identification. During an emergency, frightened animals can quickly slip through open doors or windows. The disorienting effects of an earthquake or fire may cause them to lose their way.
2. Include the following pet supplies in your family emergency kit:
  - Pet Food
  - Potable water in a non-breakable container
  - Food Dishes
  - Newspaper and/or paper towels
  - Blankets
  - Special medication, regularly checked for expiration
3. Pet carriers and leashes should be stored near your emergency supplies, preferably by an outside door. Carrying a frantic cat or dog in your arms is impossible, especially when you are frantic too!
4. Keep all property fences in good repair. Even a small hole can become an avenue of escape during an emergency.

## AFTER THE EMERGENCY

Like their human counterparts, animals deal with disaster in different ways. Be patient and watch for potential problems.

1. If possible, try to keep your animals inside. Dogs and cats will look for any avenue of escape to avoid a frightening situation.
2. Check birds immediately. Birds can break blood feathers while frantically flying around in their cage. If not treated at once, they can easily bleed to death. If you notice the bird bleeding from a broken blood feather, immediately pull out the feather.
3. As a comfort to your animals, keep the household calm and quiet. It also helps to have their favorite toy and bedding available. Familiar objects and smells are always calming.
4. Allow animals to cope in ways that work for them. Do not worry if they want to hide out for a while or refuse food for a day or two.

5. Do not coddle! Give your pet extra rations of love and understanding during the emergency but try not to overreact.

## **IF YOUR ANIMAL ESCAPES**

Despite your best efforts, your animal may manage to escape during the commotion of the emergency. Do not give up! Get to work quickly:

1. Call your local Animal Control Officer and report the loss. Call the Humane Society and report the lost animal.
2. Distribute "Lost" posters around the neighborhood. Be sure to include a current photograph of your animal, a description, the animal's name, your name, address and phone number, and any other pertinent information about your pet.
3. Go door-to-door. Talk with your neighbors about your lost pet. Describe the animal to them, give them a copy of your poster and ask them to help spread the word.
4. Leave a scent trail. Dragging a personal article of clothing along the ground leading to your home may enable your dog or cat to follow this familiar scent home, even if they are disoriented.
5. Like children, animals are sensitive to your reactions. If you act as if everything is fine, they will feel better.

## Additional Emergency Information

To Obtain Additional Emergency and Earthquake Preparedness Information Contact the Following Agencies:

### **Governor’s Office of Emergency Services (OES)**

**Web Site:** [www.oes.ca.gov](http://www.oes.ca.gov)

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

**Web Site:** [www.fema.gov](http://www.fema.gov)

### **FEMA Forms**

**Web Site:** <https://training.fema.gov/icsresource/icsforms.aspx>

### **American Red Cross - National Headquarters**

**Web Site:** [www.redcross.org](http://www.redcross.org)

### **American Red Cross of the Bay Area**

1663 Market Street  
San Francisco, CA 94103

(415) 427-8000

### **Web Site:**

<https://www.redcross.org/local/california/northern-california-coastal/about-us/locations/bay-area.html>