



Chelan County

Comprehensive Emergency Management Plan



Basic Plan (2020)

Agency/Department Annexes

Emergency Management Appendices/ESFs

Contract Cities Appendices

2023 Revision

Chelan County Sheriff's Office
Emergency Management





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Forward

The Chelan County Sheriff’s Office Division of Emergency Management sincerely appreciates the cooperation and support of the local jurisdictions, public safety partners, public and private stakeholders, and state agencies that have contributed to the current revision and publication of the 2023 Chelan County Emergency Management Plan (CEMP).

The 2020 CEMP represented a substantial shift from previous revisions of CEMPs by aligning to the National Preparedness Goal through the incorporation of core capabilities within the CEMP. It also incorporated the concepts and principles of the National Incident Management System and the use of the Incident Command System for the basis for all direction, control and coordination of emergency response and recovery efforts.

The CEMP was reformatted to replace emergency support functions (ESFs) with agency/department annexes and contract city appendices to better address legal requirements, planning guidance, and best practices for multiagency and multi-jurisdictional emergency operations. The Chelan County Emergency Management (CCEM) Annex includes twenty-one additional Appendices to address the core capabilities of CCEM’s emergency response responsibilities for the Emergency Support Functions, such as communications and public information, logistics and resource management, and recovery operations.

The 2023 revision incorporates additional WA EMD recommendations to meet and expand legal and suggested improvements in the CEMP. It also incorporates expansion of the updated and revised CCEM Appendices to better address the CCEM emergency support functions and responsibilities in emergency management operations.

This CEMP is consistent with the National Response Framework to provide a format that all communities can follow, promoting interoperability at all levels of response. This current revision will be distributed digitally and downloaded to the Chelan County website. Any requests for changes, modifications, or information should be directed to the Chelan County Emergency Management office.

04/17/2023

Sheriff Michael Morrison
Chelan County EM Director

Date

4/17/23

Sgt. Jason Reinfeld
Chelan County Assistant EM Director

Date



Promulgation Memorandum

TO: Directors of Local and State Agencies, Boards, Baccalaureate Institutions, Commissions and Councils

FROM: Doug England, Chairman of the Board, Chelan County Commissioners

**SUBJECT: 2020 Comprehensive Emergency Management Plan
Promulgation Memorandum**

The County of Chelan recently promulgated the June 2020 Chelan County Comprehensive Emergency Management Plan. This 2020 revision of the CC CEMP represents a substantial shift from previous revisions of the CEMP by aligning to the National Preparedness Goal through the incorporation of common core capabilities and the use of department/agency focused support annexes and appendixes to provide for the most accurate and executable plan for Chelan County.

The CEMP meets the requirements of RCW 38.52.070 and the criteria of WAC 118-30-060 and has been reviewed by the Washington State Emergency Management Division to ensure its conformity to applicable regulatory requirements and the standards of Federal or state agencies and for its usefulness in practice. The CEMP is intended as a comprehensive framework for countywide preparedness in the Prevention, Protection, Mitigation, Response, and Recovery Mission Areas.

Chelan County Emergency Management is responsible for coordinating emergency management activities as well as publishing, distributing, and revising the Plans, as required.

Please contact Sergeant Kent Sisson, for further information and action at telephone (509) 667-6864, or in writing at the Chelan County Sheriff's Office, 401 Washington St. #1, Wenatchee, Washington 98801.

BOARD OF CHELAN COUNTY COMMISSIONERS

A handwritten signature in blue ink that reads "Doug England".

DOUG ENGLAND, CHAIRMAN



Adoption and Promulgation

CHELAN COUNTY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

This Comprehensive Emergency Management Plan (CEMP) is required by law and is the basis for an integrated system of emergency management in Chelan County, in accordance with the requirements of RCW 38.52 and WAC 118. The Basic Plan was reviewed by the Washington State Emergency Management Division to ensure its conformity to applicable regulatory requirements and the standards of Federal or state agencies and for its usefulness in practice.

This 2020 revision of the CC CEMP represents a substantial shift from previous revisions of the CEMP by aligning to the National Preparedness Goal through the incorporation of common core capabilities and the use of department/agency focused support annexes and appendixes to provide for the most accurate and executable plan for Chelan County. The CEMP is intended as a comprehensive framework for county-wide preparedness in the Prevention, Protection, Mitigation, Response, and Recovery Mission Areas.

A "disaster" is defined as a great misfortune, catastrophe or sudden calamitous event which brings great damage, loss or destruction. The Chelan County area is vulnerable to natural, man-made, and/or technological related disasters.

When a disaster threatens or strikes, county and city governments will take the lead in managing emergency public health, safety and welfare services. The response will be widespread, extending beyond the usual boundaries of departments providing emergency services and requiring cooperation of governmental and private sector units that do not normally respond to emergency situations. Since the state and federal governments will provide only supporting services for disaster mitigation, response and recovery, the leadership of the legislative authorities is of critical importance.

The Chelan County CEMP addresses legal requirements, best practices, and planning guidance for county and city officials in providing emergency management operational decisions preceding, during and following disasters.

In order to ensure a workable plan, department heads and agency managers are directed to:

- Support the planning efforts
- Adhere to this plan
- Develop supporting documents (Standard Operating Procedures and check lists)
- Implement this plan for their departments/agencies
- Assure that all personnel within their departments/agencies are trained in this plan and their responsibilities in emergency/disaster operations

The Chelan County Comprehensive Emergency Management Plan dated June 2020 is hereby adopted and promulgated this 16TH day of June, 2020 as the official emergency management plan.



BOARD OF CHELAN COUNTY COMMISSIONERS



Doug England
DOUG ENGLAND, CHAIRMAN

Bob Burgert
BOB BURGERT, COMMISSIONER

Kevin Overbay
KEVIN OVERBAY, COMMISSIONER

ATTEST: CARLYE BARRY
Carlye Barry
Clerk of the Board

MAYORS

Frank Kuntz 7/23/2020
City of Wenatchee, Mayor Frank Kuntz Date

Jim Fletcher 8/25/2020
City of Cashmere, Mayor Jim Fletcher Date

Bob Goedde 7/17/20
City of Chelan, Mayor Bob Goedde Date

Michael Buckingham 7/10/2020
City of Entiat, Mayor Michael Buckingham Date

Carl Florea 7/28/2020
City of Leavenworth, Mayor Carl Florea Date

CHELAN COUNTY SHERIFF'S OFFICE EMERGENCY MANAGEMENT
Brian Burnett 6-30-2020
Sheriff, Brian Burnett Date



Record of Changes

Change Number	Date of Change	Document /Section	Change Summary	Position/ Name
1	1/27/20	Chelan County CEMP	Complete revision that incorporated Core Capabilities with the assistance of the Washington State Military EMD	CCEM Smoke
2	4/1/20	Basic Plan Concept of Ops.	State Recommendation Concept of Ops. – Leadership drives operational objectives	CCEM Smoke
3	4/22/20	Basic Plan Concept of Ops.	State Recommendation Concept of Ops. - Desired outcomes come from operational objectives	CCEM Smoke
4	4/22/20	Basic Plan Concept of Ops	State Recommendation Use standard NIMS activation levels.	CCEM Smoke
5	4/29/20	Basic Plan Communications	State Recommendation Community Communications – Add section covering Access and Functional Needs	CCEM Smoke
6	5/4/20	Basic Plan Finance	State Recommendation Add additional information on Individual Assistance, Small Business and Human Service Programs	CCEM Smoke
7	5/19/20	Basic Plan Logistics and Resource Management	State Recommendation Add additional information on procurement programs and specialized resources (WAMAS, EMAC, PNFM, All hazard Fire Mob)	CCEM Smoke
8	5/20/20	Basic Plan Development and Maintenance	State Recommendation Add Availability to public and monitoring legal changes	CCEM Smoke
9	8/1/20	Basic Plan Concept of Ops. B. Leadership	Mayor of Cashmere Recommendation Revision to clarify City and Mayor responsibilities	CCEM Smoke
10	9/30/20	Basic Plan Section III.M. Response Mission	Added missing Response Core Capabilities of Planning, Public Info & Warning, Operational Coordination, Infrastructure Systems	CCEM Smoke
11	10/28/20	Basic Plan Annexes and Appendices	Added agency/department annexes and contract cities appendices to CC CEMP Basic Plan	CCEM Owens



Change Number	Date of Change	Document /Section	Change Summary	Position/ Name
12	10/28/20	Basic Plan Development & Maintenance Revision Process	Revised final paragraph to show CEMP available through Chelan County EM website.	CCEM Owens
13	7/21/21	Basic Plan Introduction - Scope	State Recommendation Include statement that specifies the use of the Incident Command System	CCEM Smoke
14	7/21/21	Basic Plan Communications Access and Functional needs	RiverCom 911 Revisions to Access and Functional Needs Section	RiverCom Palmer
15	8/2/21	Basic Plan Concept of Operations	State Recommendation Include Desired End-State/Outcome of CCEM Operational Objectives	CCEM Smoke
16	9/28/21	Basic Plan Communications LEP Communications Plan	State Recommendation Addresses frequency of notifications to LEP populations	CCEM Smoke
17	9/29/21	Basic Plan Communications	State Recommendation Addresses use of AARs and IPs to improve communication capabilities	CCEM Smoke
18	9/29/21	Basic Plan Responsibilities	State Recommendation NCW Emergency Services Mutual Aid Agreement Agency Responsibilities	CCEM Smoke
19	1/27/22	Basic Plan Planning Assumptions	Revision to include pandemics and other emergencies that can threaten government services and staffing	CCEM Smoke
20	8/4/22	Logistics and Resource Management (ESF 7)	State Recommendation addresses mutual aid agreements for sharing resources during emergencies	CCEM Smoke
21	1/4/23	Basic Plan Development & Maintenance: The Revision Process	State Recommendation addresses revisions implemented from AARs, IPs or changes to County ordinances or State laws	CCEM Smoke



22	1/4/23	Basic Plan Finance: Federal Assistance Programs And CCEM Appendix I Recovery (ESF 14)	Revised to include FMAG Program for Public Assistance	CCEM Smoke
23	4/4/23	Cover Page	Revised to include Annexes and Appendices in document	CCEM Smoke
24	4/4/23	CCEM Annex Appendices A; Communications B: External Affairs C: LEP Response Plan	Revised to include CCSO Policies: Policy 317.2: Public Alerts Policy 331.2: LEP Services Policy 332.2: Communications with Persons with Disabilities	CCEM Smoke
25	4/4/23	CCEM Annex Appendix A2: Public Safety Radio	Revised to include WA Statewide Radio Frequencies	CCEM Smoke
26	4/4/23	CC Coroner Annex	Revised to add References and Supporting Guidance	CCEM Smoke
27	4/4/23	Basic Plan and CCEM Annex Situation Overview	Revised to include information on CC THIRA / SPR Plan	CCEM Smoke
28	4/4/23	Maintenance and Revision Process	Revised to align with EMD review in 2025	CCEM Smoke



Record of Distribution

Agency / Organization / Department	Contact Person(s)	Delivery Date: MM/YYYY	Rcvd
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CC Coroner	Wayne.Harris@CO.CHELAN.WA.US		
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CC Information Technology	Fred.Hart@CO.CHELAN.WA.US		
CC Prosecuting Attorney	Robert.Sealby@CO.CHELAN.WA.US		
CC Public Works	Eric.Pierson@co.chelan.wa.us		
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Agency / Organization / Department	Contact Person(s)	Delivery Date: MM/YYYY	Rcvd
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CC Fire District 6	a_lee@ccfd6.net		
CC Fire District 7	basher@cfr7.org		
CC Fire District 8	AdamCCFD8@outlook.com		
CC Fire District 9	lwrchief@nwi.net		
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US Forest Service	Michael.Kelly@usda.gov Jason.N.Peterson@usda.gov		
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Ballard Ambulance	Shawn Ballard ballard2@crcwnet.com		
Cascade Ambulance	brianp@cascademedical.org		
Lake Chelan Ambulance	Ray Eickmeyer REickmeyer@lcch.net		
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WA State Dept. of Health	Dianna.Trotter@doh.wa.gov		
WA State Dept. of Transportation	behrenst@wsdot.wa.gov		
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WA State EMD	emdcepreview@mil.wa.gov		
WSU Extension Agent, Wenatchee	viebrock@wsu.edu		



INTRODUCTION

Purpose

The Chelan County Comprehensive Emergency Management Plan (CEMP) is an all-hazard plan to approach emergency and disaster situations likely to occur in the county, as described in the Chelan County Natural Hazard Mitigation Plan and the Chelan County Threat and Hazard Identification and Risk Assessment (THIRA). Emergency management consists of mitigation, preparedness (including prevention and protection), response, and recovery activities. The CEMP sets in place policies and procedures to minimize the impact of emergencies and disasters to the people, property, environment, and economy of Chelan County.

The CEMP includes the Basic Plan, Agency/Department – Focused Annexes, and hazard specific annexes that describe the roles, responsibilities, functions, and support relationships of Chelan County Emergency Management.

The Chelan County CEMP is designed to meet the requirements of Washington Administrative Code 118-30 and Revised Code of Washington 38.52. It has been adopted by the Chelan County Board of Commissioners by resolution and codified in section 7.14.010 of the Chelan County Code.

Scope

The Chelan County CEMP was promulgated by the County Board Commissioners and Mayors of the participating cities within the county and applies to all local, public, and private entities and organizations participating and included in the plan.

The CEMP establishes a mutual understanding of authority, responsibilities, and functions of local government and provides a basis for incorporating essential non-governmental agencies and organizations into the emergency management organization. The “all hazards” approach allows the plan to be activated for a wide range of emergencies that vary in scale, duration, and cause. The CEMP helps promote the efficient and effective use of government, private sector and volunteer resources during all phases of emergency management and throughout all levels of emergency response activation or recovery activities.

The Chelan County CEMP is activated when an event occurs, or has been forecast as imminent, which places people and property in danger. Technologically caused events and some natural events, such as earthquakes, generally do not provide any advance warning. However, other natural disasters, such as winter storms and flooding, can generally be predicted which may allow some time for preparedness actions. Many events require response and/or actions by the public in order to eliminate or reduce their exposure to the danger of the event.



The plan is consistent with the Washington State CEMP, the National Prevention, Protection, Mitigation, Response, and Disaster Recovery Frameworks, as well as FEMA’s National Incident Management System (NIMS) and Comprehensive Planning Guide 101v2. The NIMS model for incident management is the Incident Command System (ICS). ICS is applicable at all jurisdiction levels and across all functional disciplines to provide the operational coordination of emergency response and recovery efforts conducted under this plan.

Situation Overview

Chelan County experiences significant impacts from natural hazards including floods, droughts, slides, severe storms and wildland fires. Beyond natural hazards, there are technological and man-made disasters, including dam failures, hazardous material incidents, utility outages and the potential for terrorism. All of these require assessment and determination by the county officials to organize resources so that losses can be prevented or minimized.

Emergencies or disasters could occur in the county at any time causing significant human suffering, injury and death, public and private property damage, environmental degradation, loss of essential services, economic hardships to businesses, families, and individuals. Many types of disasters and emergency events may threaten the functional capability of local government through the potential destruction of or harm to government personnel, facilities, critical systems, resources, staffing and vital records.

Due to the topography of Chelan County and the geographical separation of some of the populated areas, response concepts must account for the potential of isolation in some areas. Available resources and capabilities may be limited for a period of time and operational decisions need to reflect the needs of each community and also maintain countywide coordination in order to ensure effective and efficient resource management. Chelan County usually has several declared emergencies each year, most often pertaining to wildland fires and flooding. Often the declared emergencies are for specific areas of the county, and not declared for the entire county.

The 2019 Chelan County Natural Hazard Mitigation Plan provides detailed information on the following natural hazards and the probability, impact, and risk ranking scores that these natural hazards pose to the people, property and economy in Chelan County.

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Severe Weather	45	High
2	Wildfire	36	High
3	Earthquake	34	High
4	Landslide	33	High
5	Flooding	18	Medium
6	Dam Failure	12	Low
7	Drought	9	Low



The Chelan County Threat and Hazard Identification and Risk Assessment (THIRA) was developed in 2022 and identifies several of the County's significant natural hazard risks for disasters, as well as technological, and man-made disasters. The THIRA includes six local disaster scenario descriptions, based on local history and current technological and human caused threats that could likely occur in Chelan County. (A major earthquake with a hazardous materials incident, a major wildfire with fatalities, a pandemic, a terrorism car bomb, a bomb threat, and a terrorism cyber-attack). A Stakeholder Preparedness Review (SPR) assessment of the core capabilities necessary to mitigate, respond to, and recover from the sample scenarios is used to identify current capability gaps. The THIRA/SPR process is used to identify approaches to address and improve the County's capabilities through areas of planning, organization improvements, equipment, training or exercises and identifying funding sources to build and improve on capability gaps in mitigation, response or recovery.

Planning Assumptions

Some emergencies or disasters will occur with enough warning that appropriate notification will be issued to ensure some level of preparation. Other emergencies or disasters will occur with no advanced warning.

The extent of the challenges created by emergencies or disasters depends on factors such as time of occurrence, geographic area, severity of impact, weather conditions, area demographics, nature of building construction, and the status of communications and cyber systems operability. Collateral incidents such as fire, floods, hazardous materials releases, or mass cyber systems outages will occur and increase the impact on the community, multiply losses, and hinder immediate emergency response efforts.

Governmental officials within the county recognize their responsibilities regarding the safety and well-being of the public and they will assume their responsibilities when the Comprehensive Emergency Management Program is implemented.

The common core capabilities of this revision serve as both preparedness tools and a means of structured implementation and interoperability that all local jurisdictions and disciplines can follow throughout all levels of response.

Demand on emergency response agencies becomes much greater in times of crisis, and the prioritization of response to an emergency becomes critical. In addition, the resource of many of the supporting public and private organizations, that normally do not interact except in a crisis, need to be mobilized on a cooperative basis.

In situations not specifically addressed in this plan, responding agencies will have to improvise and carry out their responsibilities to the best of their abilities under the circumstances.

In a major event the resources within the county will be overwhelmed and outside assistance will need to be requested. Such requests will be made through the Chelan County Emergency Operations Center (EOC) to the Washington State Military Department, Emergency Management Division (WEMD)/State Emergency Operations Center (SEOC).

Members of the public, private organizations and businesses, state agencies, and local jurisdictions are expected to provide their own resources for at least the first three days of an emergency or disaster. Catastrophic disasters will require even greater preparation.



Therefore, to adequately prepare for a catastrophic disaster, members of the public are encouraged to prepare to remain self-sufficient for longer periods.

Federal assistance may become available for disaster response and recovery operations under the provisions of the National Response Framework and the Stafford Act, Public Law 93-288, as amended.

CONCEPT OF OPERATIONS

NIMS

The National Incident Management System (NIMS) is a comprehensive, national approach to incident management that is applicable at all jurisdictional levels and across functional disciplines. It is intended to be applicable across a full spectrum of potential incidents, hazards, and impacts, regardless of size, location or complexity.

NIMS guides all levels of government, nongovernmental organizations (NGO), and the private sector to work together to prevent, protect against, mitigate, respond to, and recover from incidents. NIMS provides stakeholders across the Whole Community with the shared vocabulary, systems, and processes to successfully deliver the core capabilities.

The NIMS model for incident management is the Incident Command System (ICS). The Incident Command System provides the structure for all operational coordination of emergency response and recovery efforts conducted under this plan. Emergency response and supporting agencies and organizations agree to carry out their objectives in support of the incident command structure to the fullest extent possible.

Leadership

The responsibility for leadership and operations during emergency situations is vested in the executive heads of government. The Chelan County Board of Commissioners, the legislative authority of Chelan County, is responsible for policy actions or decisions during an emergency or disaster within Chelan County. In the event a majority of the Board is not available, the remaining one Commissioner may make decisions dealing with an occurring emergency or disaster.

In Chelan County cities the City Council is responsible for declaration of an emergency. The Mayor of each city is responsible for decisions during an emergency or disaster, within the scope of their powers.

Designation of the incident command agency, and assumption of incident coordination, will follow statutory responsibilities when applicable. Designation of the Incident Commander is made by the executive authority of the jurisdiction and is based on the following criteria:

- Specific or implied authority or responsibility within the applicable jurisdiction, or as otherwise identified in this plan.
- Assumption of responsibility by the official agency.



Operational Objectives

Incident Management operational objectives are based on the following priorities:

- Life Safety
- Incident Stabilization
- Protection of Property
- Protection of the Environment

Incident management priorities include saving lives, stabilizing the incident, and protecting property and the environment. To achieve these priorities, incident personnel apply and implement NIMS components in accordance with the principles of flexibility, standardization, and unity of effort.

Flexibility – allows NIMS to be scalable and, therefore, applicable for incidents that vary widely in terms of hazard, geography, demographics, climate, cultural, and organizational authorities.

Standardization – defines standard organizational structures that improve integration and connectivity among jurisdictions and organizations, defines standard practices that allow incident personnel to work together effectively and foster cohesion among the various organizations involved, and includes common terminology to enable effective communication.

Unity of Effort – Coordinating activities among various organizations to achieve common objectives. Unity of effort enables organizations with specific jurisdictional responsibilities to support each other while maintaining their own authorities.

The operational direction and control of emergency response and recovery activities will be conducted on-site by an Incident Commander.

The ICS responsibilities of an Incident Commander or Unified Command include:

- Establishing a single Incident Command Post (ICP) for the incident.
- Establishes incident objectives to drive incident operations toward the desired outcomes.
- Establishing an Incident Action Plan (IAP) to coordinate and guide incident operations and activities, through unity of effort, to accomplish the desired outcomes of the incident objectives.

Plan Activation

The initial response to, or the imminent threat of, an emergency will generally be conducted under the guidelines of this Basic Plan, and the Agency / Department Annexes and Appendices contained in this plan. During an initial response, an Incident Commander (IC) will assume command of local resources and act to protect lives, property and the environment. If the situation exceeds or threatens to exceed the initial response, the IC will activate additional response capabilities through established procedures, mutual aid or inter-local operational agreements.



Upon notification of an incident, Chelan County Emergency Management will support Incident Command and activate emergency management operational objectives of public information alerts and notifications; and activation of the Chelan County Emergency Operation Center (CCEOC). The CCEOC activation level is determined by the size, scope and complexity of an incident.

CCEM utilizes the standard NIMS EOC activation levels:

NIMS EOC Activation Levels	
Activation Level	Description
3 – Normal Operations	Activities that are normal for the EOC when no incident or specific risk or hazard has been identified; or an activity that can be dealt with using existing local resources or minimal mutual aid assistance, and that is short term in nature and limited in scope.
2 – Partial Activation	Certain EOC staff and departments/agencies activated to monitor a credible threat, risk, or hazard and/or to support the response to a new and potentially evolving incident; or incident activities with increasing scope, complexity and mutual aid resources.
1 – Full Activation	All EOC staff and multiple department/agencies are activated to support the response to a major incident or credible threat; or broad scope community emergencies with long term impact, representing a significant threat to life, property and/or the environment; and requiring a substantial commitment of personnel.

The operational objective of public information alerts and notifications in both English and Spanish includes the initial public alerts and notifications to the affected segments of the community of critical lifesaving and life-sustaining information, by all means necessary, to aid the public to take protective actions. This objective continues throughout the life of the incident as emergency management provides updated incident alerts and information concerning evacuations, shelters, and other public health and safety information and services. The successful outcome of this objective is completed when the incident is stabilized and public health and safety notifications and information is no longer needed to provide actionable guidance concerning public services and assistance related to the incident.

The operational objective of activating the Emergency Operations Center (EOC) includes serving as a point of contact for information collection, coordination and distribution to support decision making throughout the life of the incident. It is essential to facilitate public information, continuity of government and essential services, emergency management support and coordination involving damage assessment, logistics and resource management, and public services. This objective is completed when the incident is stabilized and the support of information and coordination of response support activities are no longer needed. An incident after action report (AAR) of response functions and activities is an essential tool that will help evaluate the EOC operation activities to highlight strengths, as well as areas for improvement, so that corrective actions can be implemented to resolve capability gaps and shortcomings identified in the EOC incident operations.



Continuity of Government

Under Article XI, Section 11 of the Washington State Constitution, any county, city, or town is charged with the responsibility for ensuring provisions are made for continuity of government during emergencies within their respective jurisdictions. The Chelan County Continuity of Government and Operations Plan (COG/COOP), has been approved by the Chelan County Commissioners (9/27/2016), as a supporting preparedness document to complement the existing Chelan County CEMP.

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

- Ensure the continuous performance of a department's essential services during a disaster or major emergency.
- Protect critical infrastructure.
- Reduce or mitigate disruptions to operations from a disaster.
- Achieve a timely and orderly recovery from an emergency and resume full service to customers as quickly as possible.

Natural, technological, or man-made disasters may threaten the functional capability of local government through the potential destruction of or harm to government personnel, facilities, critical systems, resources, and vital records. Continuity of government and operations planning is necessary to provide for the continued protection and safety of the population and bring about the prompt and orderly restoration and recovery of public and private property and services.

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

The Continuity of Government and Operations Plan will be activated upon notification of an emergency or disaster in the County that severely impacts the County's and/or contracted City's ability to continue normal operations and provide essential services. The COG/COOP addresses the preservation and/or reconstruction of government to ensure that the legislative, administrative, and business continuity for Chelan County is maintained until normal operations and services can be restored.

The Chelan County Emergency Operations Center (EOC) will be activated to support County and/or City operations to an emergency or disaster for response, recovery and restoration. The CC EOC will also serve as the central coordination point for the implementation of the COG/COOP activation and the coordination and support for operations and/or alternative facilities.

Each political subdivision shall adopt rules and regulations providing for appointment of temporary interim successors to the elected and appointed offices of the political subdivisions (RCW 42.14.070).



Executive heads of all departments and agencies of the county and cities should designate alternates to assure continuity of leadership and operation in the event they (the executive heads) are not available during the time of an emergency. An alternate operations office should also be designated in the event the normal office is unusable. The successors are to be made aware of their emergency responsibilities and receive appropriate training.

All departments, agencies, and commissions shall identify essential records and take actions to protect those records during a disaster or emergency operation.

Designation of Successors

Succession will occur if there are no available elected executives to make policy decisions. Upon the availability of any elected executive official, succession to non-elected personnel will cease.

County Government

If the entire Board of Commissioners is not available, then this authority is assumed in this order:

1. Sheriff
2. Director of Public Works
3. Assessor
4. Auditor

In the event no elected officials are available, emergency authority will fall to the Senior Sheriff's Office Commander.

City Government

If the entire elected legislative authority body is unavailable, this authority is assumed by the available department heads, with the City Administrator acting as chair of this body.

Scope of Authority

Emergency Management responsibilities of successors acting as the executive authority:

- Shall abide by any and all procedures pre-determined by the elected executive officials for their particular political subdivision.
- Shall make only those decisions necessary to support the emergency or disaster operations.
- Shall commit funds to the emergency/disaster operations as provided in the Revised Code of Washington.



Whole Community Involvement

The Whole Community is defined by the Federal government as:

“Whole Community is a means by which residents, emergency management practitioners, organizational community leaders, and government officials can collectively understand and assess the needs of their respective communities and determine the best ways to organize and strengthen their assets, capacities, and interests. Whole Community includes individuals and families, including those identified as at-risk or vulnerable populations; businesses; faith-based and community organizations; nonprofit groups; schools and academia; media outlets; and all levels of government, including state, local, tribal, territorial, and federal partners.”

Involving the Whole Community is a means by which Washington State residents, businesses, non-profit organizations, emergency management practitioners, organizational and community leaders, and government officials at all levels can collectively identify and assess the needs of their respective communities and determine the best ways to organize and strengthen their assets, capacities, and interests. The Whole Community approach in Washington State attempts to engage the full capacity of the public, private and nonprofit sectors. This includes businesses, faith-based and disability organizations, and the public, including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), people with Limited English Proficiency (LEP), and culturally diverse populations. This engagement is in conjunction with the participation of local, tribal, state, and federal governmental partners.

State and local governments carrying out emergency response and providing disaster assistance shall comply with all applicable non-discrimination provisions contained in RCW 49.60, Discrimination - Human Rights Commission, as well as in Public Law 110-325, Americans with Disabilities Act (ADA) of 1990 as amended with ADA Amendments Act of 2008.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

Providing meaningful access for persons with LEP may entail providing language assistance services, including oral interpretation and written translation. Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (August 11, 2000), requires federal agencies issue guidance to grant recipients, assisting such organizations and entities in understanding their language access obligations. The Department of Homeland Security (DHS) published the required grant recipient guidance in April 2011, DHS Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, 76 Fed. Reg. 21755-21768, (April 18, 2011). The guidance provides helpful information such as how a grant recipient can determine the extent of its obligation to provide language services, selecting language services, and elements of an effective plan on language assistance for LEP persons.



The term Access and Functional Needs (AFN) has replaced “special needs,” “high-risk,” and similar terms. People with access or functional needs are those who may have additional needs before, during or after an incident in functional areas including, but not limited to: maintaining health, independence, communication, transportation, support, services, self-determination, and medical care. Individuals in need of additional response assistance may include people who have disabilities, who live in institutionalized settings, who are older adults, who are children, who are from diverse cultures, who have limited English proficiency or who are non-English speaking, or who are transportation disadvantaged (National Preparedness Goal, September 2015).

The Pets Evacuation and Transportation Standards (PETS) Act amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act to ensure state and local emergency preparedness operational plans address the needs of individuals with household pets and service animals following a major disaster or emergency.

Request for a Proclamation of Emergency

When an emergency or disaster is beyond the normal capabilities of local government, a local proclamation of emergency is made by the legislative head of the involved governments in accordance with RCW 36.40.180 for counties and RCW 35.33.081 for cities. This proclamation is usually prepared by Chelan County Emergency Management and is approved and signed by the legislative heads of government as an ordinance or resolution. This proclamation is a prerequisite for state and federal assistance.

Proclamation of Emergency: Activation of the appropriate parts of this plan, and certain emergency powers, by proclamation of emergency. A proclamation of emergency must be made by the local legislative authority to request state or federal assistance.

DIRECTION, CONTROL AND COORDINATION

Multi-Jurisdictional Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

The operations of the emergency management within Chelan County are established by the Inter-local Agreement between the County of Chelan and the Cities of Cashmere, Chelan, Entiat, Leavenworth and Wenatchee.

General

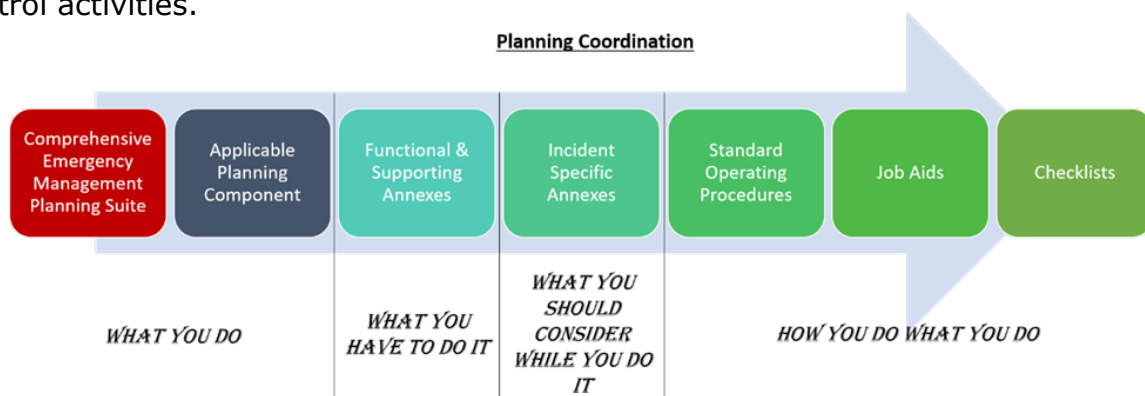
All disasters and emergencies begin locally, and local jurisdictions working in collaboration with county and other local emergency management agencies provide initial response. Direction, control, and coordination of the initial emergency management response activities



are provided by local jurisdictions and their emergency management agencies. The complexity of emergency management operations during a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.

Local incident commanders lead tactical direction and control activities. Incident commanders report as specified in their chain of command and request resources through the Chelan County Emergency Operations Center (EOC). When public, private, and mutual aid or inter-local agreement resources from adjacent political subdivisions are exhausted, the county EOC requests assistance from the State Emergency Operations Center (SEOC).

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Agency/Department Annexes and an agency or department’s operation procedures and guidelines that establish the local tactical direction and control activities.



Horizontal Integration

Chelan County Code

The county code was reviewed for the full capability assessment and for identifying opportunities for action plan integration.

Chelan County Flood Control Zone District Plan (2018)

The Management Plan recommends regional policies, programs, and projects to reduce flood risks and to protect, restore or enhance riparian and aquatic ecosystems. The flood damage prevention ordinance was reviewed for compliance with the National Flood Insurance Program.

Chelan County Natural Hazard Mitigation Plan

The 2019 revision is a comprehensive document that evaluates and identifies natural hazards, potential risks from those hazards, and projects to mitigate for and respond to hazard events.



Chelan County Threat and Hazard Identification and Risk Assessment (THIRA, 2022)

The plan identifies the County's significant natural hazard risks for disasters, as well as technological, and man-made disasters. . The plan is used to improve the County's capabilities through areas of planning, organization improvements, equipment, training or exercises and identify funding sources to build and improve on capability gaps in mitigation, response or recovery.

Chelan County Community Wildfire Protection Plan

The purpose of the Chelan County Community Wildfire Protection Plan (CWPP) is to reduce the impact of wildfire on Chelan County residents, landowners, businesses, communities, local governments, and state and federal agencies while maintaining appropriate emergency response capabilities and sustainable natural resource management policies. The CWPP identifies high risk areas as well as recommend specific projects that may help prevent wildland fires from occurring altogether or, at the least, lessen their impact on residents and property.

Chelan / Douglas Health District Emergency Operations Plan (2017)

The purpose of the Chelan Douglas Health District's (CDHD) Emergency Operation Plan (EOP) is to provide guidelines for coordinated preparedness and response to emergency incidents that fall under Emergency Support Function (ESF) 8, Public Health and Medical Services, or incidents that may have public health implications in Chelan & Douglas Counties.

Chelan / Douglas LEPC Hazardous Materials Emergency Response Plan (March 2023)

This plan replaced Emergency Support Function (ESF 10), Oil and Hazardous Materials Response, of the 2014 Chelan County CEMP. The plan establishes the policies and procedures under which the County of Chelan will operate in the event of a hazardous materials incident, oil spill, or other release.

Chelan / Douglas Area Emergency Services Mutual Aid Agreement

Based on the provisions of Chapter 39.34 RCW, RCW 35.84.040, and RCW 52.12.111, this mutual aid agreement provides the signature cities, fire districts and other public safety agencies with a mechanism for requesting mutual aid for fire protection, rescue, and other emergency situations.

Vertical Integration

WA State Region Seven Emergency Management Inter-Local Agreement

A regional inter-local agreement between the counties of Chelan, Douglas, Grant, Kittitas, and Okanogan for the purpose of joint participation in Homeland Security and Emergency Management "All Hazards" planning and preparedness programs.

Washington State Comprehensive Emergency Management Plan (CEMP)

The Washington State CEMP provides the framework for statewide mitigation, preparedness (including prevention and protection), response and recovery activities while providing a structure for plan consistency throughout the state and facilitating interoperability between local, state, and federal governments.



WA State CEMP Catastrophic Incident Annex (2013)

This annex helps state agencies and local jurisdictions prepare to respond rapidly in the case of a catastrophic incident.

WA State Fire Services Resource Mobilization Plan

Under [RCW 43.43.961](#), the Fire Service Resource Mobilization Plan is implemented to provide personnel, equipment, and other logistical resources when a wildland fire or other emergency exceeds the firefighting capacity of local jurisdictions.

Northwest Area Contingency Plan (2011)

The Northwest Area Contingency Plan (NWACP) has been adopted as Washington State's Oil and hazardous Substance Spill Prevention and Response Plan, as required by statute ([RCW 90.56.060](#)). This plan is intended for use as a guideline for coordination of spill response actions and to ensure consistency in response to spills.

Washington Intrastate Mutual Aid System (WAMAS)

WAMAS, established in RCW 38.56, provides for mutual assistance among member jurisdictions, to include every county, city and town of the state. WAMAS is a mutual aid tool to use when other agreements do not exist.

Emergency Management Assistance Compact (EMAC)

EMAC, is a national governor's interstate mutual aid compact that facilitates the sharing of resources, personnel and equipment across state lines during times of disaster and emergency. EMAC is formalized into law (RCW 38.10.010) and requires a Governor's Proclamation before use. It is coordinated through the Washington Emergency Management Division.

National Incident Management System (NIMS)

A system mandated by Homeland Security Presidential Directive 5 (HSPD-5) that provides a consistent nationwide approach for domestic incidents.

National Warning System (NAWAS)

The federal portion of the Civil Defense Warning System used for the dissemination of warnings and other emergency information from the Federal Emergency Management Agency's National or Regional Warning Centers to Warning Points in each state. Also used by the State Warning Points to disseminate information to local Primary Warning Points. Provides warning information to state and local jurisdictions concerning severe weather, earthquake, flooding, and other activities that affect public safety.

Unity of Effort through Core Capabilities

Unity of Effort is a third **NIMS** Guiding Principle added in **NIMS 2017**. **Unity of effort** means coordinating activities among various organizations to achieve common objectives. **Unity of effort** enables organizations with specific jurisdictional responsibilities to support each other while maintaining their own authorities.



The National Preparedness Goal: Mission Areas

The [National Preparedness Goal](#) identified five mission areas to prepare our nation and our communities for all types of disasters or emergencies.

- **Prevention.** Prevent, avoid or stop an imminent, threatened or actual act of terrorism.
- **Protection.** Protect our citizens, residents, visitors, and assets against the greatest threats and hazards in a manner that allows our interests, aspirations and way of life to thrive.
- **Mitigation.** Reduce the loss of life and property by lessening the impact of future disasters.
- **Response.** Respond quickly to save lives, protect property and the environment, and meet basic human needs in the aftermath of a catastrophic incident.
- **Recovery.** Recover through a focus on the timely restoration, strengthening and revitalization of infrastructure, housing and a sustainable economy, as well as the health, social, cultural, historic and environmental fabric of communities affected by a catastrophic incident.



The National Preparedness Goal also provided 32 [core capabilities](#) (distinct critical elements) necessary for our success. They are highly interdependent and require us to use existing preparedness networks and activities, coordinate and unify efforts, improve training and exercise programs, promote innovation, leverage and enhance our science and technology capacity, and ensure that administrative, finance, and logistics systems are in place to support these capabilities. The core capabilities serve as both preparedness tools and a means of structured implementation.

Mission Area Core Capabilities				
Prevention	Protection	Mitigation	Response	Recovery
Planning				
Public Information and Warning				
Operational Coordination				
Intelligence and Information Sharing	Community Resilience	Infrastructure Systems		
Interdiction and Disruption		Critical Transportation	Economic Recovery	
Screening, Search, and Detection				



Forensics and Attribution	Access Control and Identity Verification	Long-term Vulnerability Reduction	Environmental Response/Health and Safety	Health and Social Services
	Cybersecurity	Risk and Disaster Resilience Assessment	Fatality Management Services	Housing
	Physical Protective Measures	Threats and Hazards Identification	Fire Management and Suppression	Natural and Cultural Resources
	Risk Management for Protection Programs and Activities		Logistics and Supply Chain Management	
	Supply Chain Integrity and Security		Mass Care Services Mass Search and Rescue Operations On-scene Security, Protection, and Law Enforcement Operational Communications Public Health, Healthcare, and Emergency Medical Services Situational Assessment	

Common Core Capabilities

Three core capabilities: Planning, Public Information and Warning, and Operational Coordination are common in all five mission areas.

COMMON CORE CAPABILITIES
Planning
Conduct a systematic process engaging the Whole Community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Public Information and Warning
Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination
Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.



Common Prevention and Protection

SHARED PREVENTION & PROTECTION CORE CAPABILITIES
Intelligence and Information Sharing
Provide timely, accurate, and actionable information resulting from the planning, direction, collection, exploitation, processing, analysis, production, dissemination, evaluation, and feedback of available information concerning physical and cyber threats to the United States, its people, property, or interests; the development, proliferation, or use of WMDs; or any other matter bearing on U.S. national or homeland security by local, state, tribal, territorial, Federal, and other stakeholders. Information sharing is the ability to exchange intelligence, information, data, or knowledge among government or private sector entities, as appropriate.
Interdiction and Disruption
Delay, divert, intercept, halt, apprehend, or secure threats and/or hazards.
Screening, Search, and Detection
Identify, discover, or locate threats and/or hazards through active and passive surveillance and search procedures. This may include the use of systematic examinations and assessments, bio-surveillance, sensor technologies, or physical investigation and intelligence.

Prevention Mission

Prevention includes those capabilities necessary to avoid, prevent, or stop a threatened or actual act of terrorism. Unlike other mission areas, which are all-hazards by design, Prevention core capabilities are focused specifically on imminent terrorist threats, including on-going attacks or stopping imminent follow-on attacks.

PREVENTION CORE CAPABILITIES
Forensics and Attribution
Conduct forensic analysis and attribute terrorist acts (including the means and methods of terrorism) to their source, to include forensic analysis as well as attribution for an attack and for the preparation for an attack, in an effort to prevent initial or follow-on acts and/or swiftly develop counter-options.

Protection Mission

Protection includes the capabilities to safeguard the homeland against acts of terrorism and man-made or natural disasters. It focuses on actions to protect our people, our vital interests, and our way of life.

PROTECTION CORE CAPABILITIES
Access Control and Identity Verification
Apply and support necessary physical, technological, and cyber measures to control admittance to critical locations and systems.



Cybersecurity
Protect (and, if needed, restore) electronic communications systems, information, and services from damage, unauthorized use, and exploitation.
Physical Protective Measures
Implement and maintain risk-informed countermeasures and policies protecting people, borders, structures, materials, products, and systems associated with key operational activities and critical infrastructure sectors.
Risk Management for Protection Programs and Activities
Identify, assess, and prioritize risks to inform Protection activities, countermeasures, and investments.
Supply Chain Integrity and Security
Strengthen the security and resilience of the supply chain.

Mitigation Mission

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

Basic mitigation considerations include:

- Removal or elimination of the hazard.
- Reduce or limit the amount or size of the hazard.
- Segregate the hazard from that which is to be protected.
- Establish hazard warning and communication procedures.
- Conduct training and education, coordinate exercises, and plan maintenance.

Chelan County Emergency Management (CCEM) will coordinate with other agencies in the maintenance of the Chelan County Natural Hazard Mitigation Plan. CCEM will assist with the management of specific mitigation projects, provide public information on mitigation and coordinate with Washington Emergency Management Division on mitigation issues.

CCEM will maintain and manage the Chelan County Threat and Hazard Identification and Risk Assessment (THIRA) to improve the County’s capabilities through areas of planning, organization improvements, equipment, training or exercises and identify funding sources to build and improve on capability gaps in mitigation, response or recovery.

All agencies and jurisdictions will develop and implement a plan to reduce or alleviate the loss of life, property, economy, and the environment from natural and human caused hazards.



MITIGATION CORE CAPABILITIES
Community Resilience
Enable the recognition, understanding, communication of, and planning for risk, and empower individuals and communities to make informed risk management decisions necessary to adapt to, withstand, and quickly recover from future incidents.
Long-term Vulnerability Reduction
Build and sustain resilient systems, communities, and critical infrastructure and key resources lifelines so as to reduce their vulnerability to natural, technological, and human-caused threats and hazards by lessening the likelihood, severity, and duration of the adverse consequences.
Risk and Disaster Resilience Assessment
Assess risk and disaster resilience so that decision makers, responders, and community members can take informed action to reduce their entity's risk and increase its resilience.
Threats and Hazards Identification
Identify the threats and hazards that occur in the geographic area; determine the frequency and magnitude; and incorporate this into analysis and planning processes so as to clearly understand the needs of a community or entity.

Common Response and Recovery

SHARED RESPONSE & RECOVERY CORE CAPABILITY
Infrastructure Systems
Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.

Response Mission

Response includes those capabilities necessary to save lives, protect property and the environment, and meet basic human needs after an incident has occurred. It is focused on ensuring that the Nation is able to effectively respond to any threat or hazard, including those with cascading effects. Response emphasizes saving and sustaining lives, stabilizing the incident, rapidly meeting basic human needs, restoring basic services and technologies, restoring community functionality, providing universal accessibility, establishing a safe and secure environment, and supporting the transition to recovery.

RESPONSE CORE CAPABILITIES
Planning
Conduct a systematic process engaging the Whole Community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Public Information & Warning
Deliver coordinated, prompt, reliable, and actionable information to the Whole Community with clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.



Operational Coordination
Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Infrastructure Systems
Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Critical Transportation
Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.
Environmental Response/Health & Safety
Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Fatality Management Services
Provide fatality management services, including decedent remains recovery and victim identification, and work with local, state, tribal, territorial, insular area, and Federal authorities to provide mortuary processes, temporary storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.
Fire Management & Suppression
Provide structural, wildland, and specialized firefighting capabilities to manage and suppress fires of all types, kinds, and complexities while protecting the lives, property, and environment in the affected area.
Logistics & Supply Chain Management
Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Mass Care Services
Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.
Mass Search & Rescue Operations
Deliver traditional and atypical search and rescue capabilities, including personnel, services, animals, and assets to survivors in need, with the goal of saving the greatest number of endangered lives in the shortest time possible.
On-scene Security, Protection, & Law Enforcement
Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and also for response personnel engaged in lifesaving and life-sustaining operations.



Operational Communications
Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Public Health, Healthcare, & Emergency Medical Services
Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support and products to all affected populations.
Situational Assessment
Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Recovery Mission

Recovery includes those capabilities necessary to assist communities affected by an incident to recover effectively. Support for recovery ensures a continuum of care for individuals to maintain and restore health, safety, independence and livelihoods, especially those who experience financial, emotional, and physical hardships. Successful recovery ensures that we emerge from any threat or hazard stronger and positioned to meet the needs of the future. Recovery capabilities support well-coordinated, transparent, and timely restoration, strengthening, and revitalization of infrastructure and housing; an economic base; health and social systems; and a revitalized cultural, historic, and environmental fabric.

The Chelan County Emergency Management Department will coordinate disaster recovery and restoration efforts to include collection, evaluation, compilation, and forwarding of reports and damage assistance requests, restoration of essential services, State, Federal and other disaster assistance programs, identify potential future mitigation measures, and conduct reviews and critiques of emergency plans and procedures.

RECOVERY CORE CAPABILITIES
Economic Recovery
Return economic and business activities (including food and agriculture) to a healthy state and develop new business and employment opportunities that result in an economically viable community.
Health & Social Services
Restore and improve health and social services capabilities and networks to promote the resilience, independence, health (including behavioral health), and well-being of the Whole Community.
Housing
Implement housing solutions that effectively support the needs of the Whole Community and contribute to its sustainability and resilience.
Natural & Cultural Resources
Protect natural and cultural resources and historic properties through appropriate planning, mitigation, response, and recovery actions to preserve, conserve, rehabilitate, and restore them consistent with post-disaster community priorities and best practices and in compliance with applicable environmental and historic preservation laws and Executive orders.

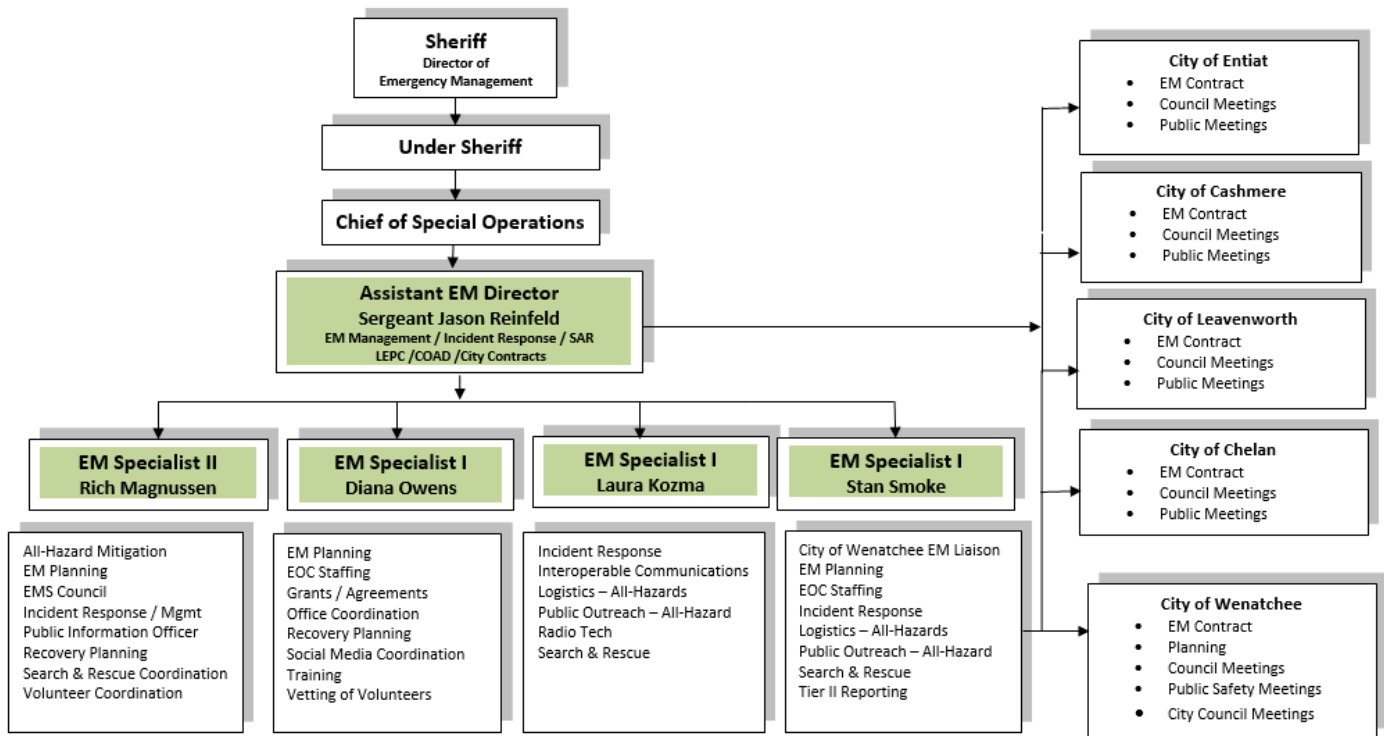


ORGANIZATION

The Chelan County Emergency Management Department functions under the direct supervision of the Chelan County Sheriff. The Sheriff is the Emergency Management Director, and appoints an Assistant Director who manages the Emergency Management Office and EOC.

Jurisdiction Organizational Structure

Chelan County Sheriff's Office Emergency Management Division Organization Chart



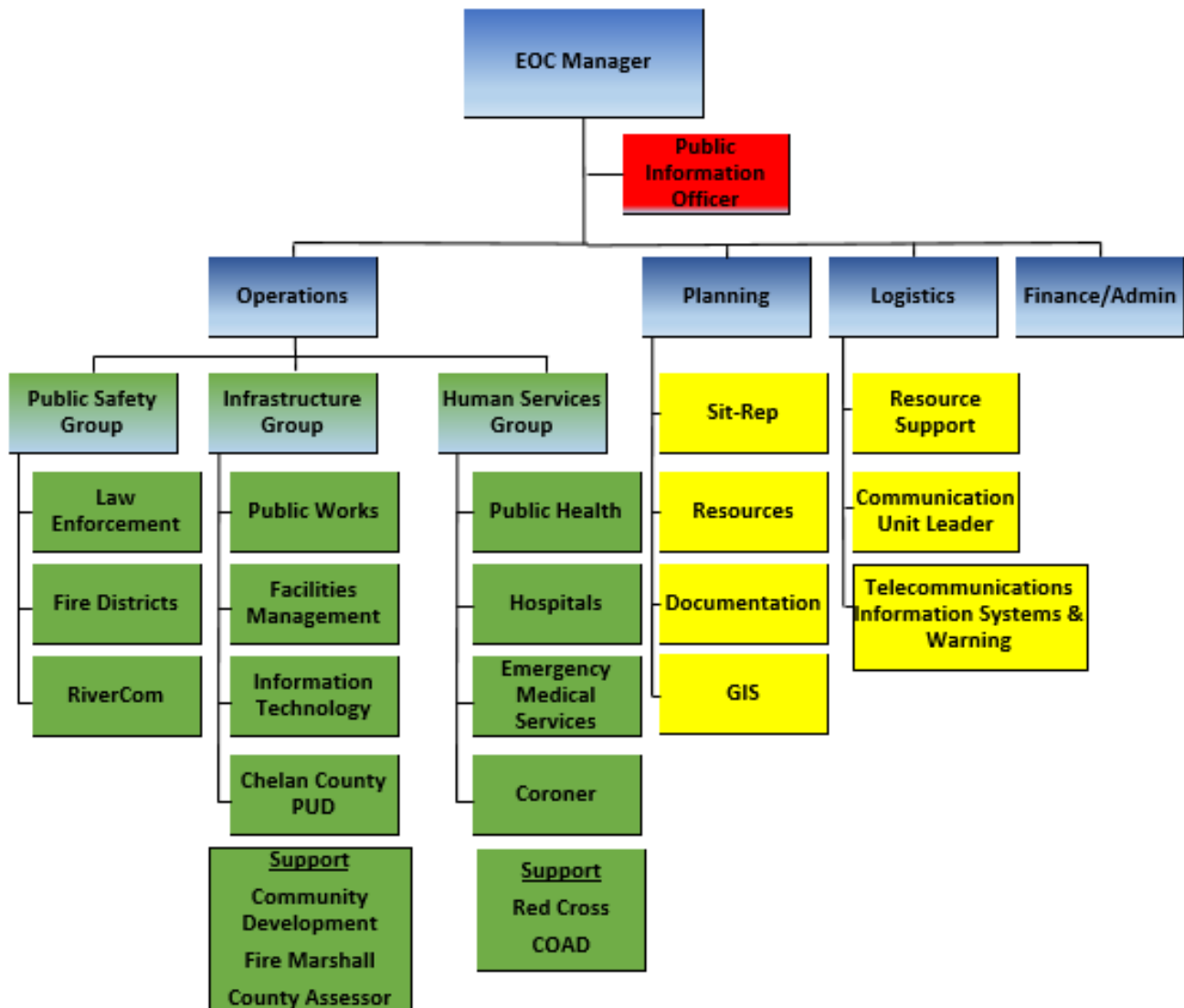


Emergency Organizational Structure

The 2020 Chelan County CEMP revision follows the Agency/Department-Focused Emergency Operations Plan (EOP) Format using Agency/Department annexes to describe the capabilities and limitations of each specific entity involved in an incident

Incident Command System (ICS) is used to manage the response and recovery efforts conducted under this plan. The authority of the Incident Commander (IC) is limited to those powers specifically granted by delegation of authority, statute, legislative authority or derived from the plan. Emergency response and supporting agencies and organizations fully agree to carry out their objectives in support of the incident command structure.

Chelan County Emergency Management Organization Structure





Emergency Operations Center

EOCs are locations where staff from multiple agencies typically come together to address imminent threats and hazards and to provide coordinated support to incident command, on-scene personnel, and/or other EOCs. EOCs may be fixed locations, temporary facilities, or virtual structures with staff participating remotely.

Primary functions of staff in EOCs, whether virtual or physical, include:

- Collecting, analyzing, and sharing information.
- Supporting resource needs and requests, including allocation and tracking.
- Coordinating plans and determining current and future needs.
- Providing coordination and policy direction.

Agencies and departments also have operations centers. However, these organization-specific operations centers differ from multidisciplinary EOCs. Departmental Operations Center (DOC) staff coordinate their agency or department's activities.

The elected executive officials, department heads and other key officials usually operate at a location apart from Emergency Operations Center during emergency or disaster situations. Information regarding the situation will be coordinated at the Emergency Operations Center and the elected and/or senior government officials will make the policy decisions.

Bringing representatives from various stakeholder and partner organizations together in EOCs optimizes unity of effort and enables staff to share information, provide legal and policy guidance to on-scene personnel, plan for contingencies, deploy resources efficiently, and generally provide whatever support is required. The composition of EOC teams may also vary depending on the nature and complexity of the incident or situation. Regardless of which organizations are represented, all EOC teams receive oversight from elected and/or appointed officials such as governors, tribal leaders, mayors, and city managers. They typically make decisions regarding priorities and on issues such as emergency declarations, large-scale evacuations, access to extraordinary emergency funding, waivers to ordinances and regulations, and adjudication of scarce resources.

EOC Personnel and Staffing

- The need for EOC staff will expand and contract during the various phases of the disaster, with the largest commitment of personnel usually required during the response phase.
- During a major emergency or disaster, it may become necessary to support the EOC with personnel from varying departments. All Directors, Supervisors, Chiefs and other heads of departments.
- Agencies and local political subdivisions should provide personnel to support the EOC.
- Persons assigned EOC duties must be prepared to respond during emergencies.



Primary/Alternate Location

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation. The primary alternate is Chelan County Fire District 3 (Leavenworth), Chelan County Fire District 7 (Chelan) or Wenatchee Police Department.

EOC Activation Process

The Chelan County EOC is activated for various reasons based on the needs of a jurisdiction, organization, or Incident Commander; the context of a threat; the anticipation of events; or in response to an incident. Circumstances that might trigger EOC activation include:

- More than one jurisdiction becomes involved in an incident and/or the incident involves multiple agencies.
- The Incident Commander or Unified Command indicates an incident could expand rapidly, involve cascading effects, or require additional resources.
- A similar incident in the past led to EOC activation.
- The EOC director or an appointed or elected official directs that the EOC be activated.
- An incident is imminent.
- Threshold events described in the emergency operations plan occur.
- Significant impacts to the population are anticipated.

Upon notification of an incident, Chelan County Emergency Management will support the Incident Command and activate the necessary functions of the emergency management organization, such as emergency alerting and notifications. The Chelan County Emergency Operations Center (CCEOC) activation level is determined by the size, scope and complexity of an incident.

CCEM utilizes the standard NIMS EOC activation levels:

NIMS EOC Activation Levels	
Activation Level	Description
3 – Normal Operations	Activities that are normal for the EOC when no incident or specific risk or hazard has been identified; or an activity that can be dealt with using existing local resources or minimal mutual aid assistance, and that is short term in nature and limited in scope.
2 – Partial Activation	Certain EOC staff and departments/agencies activated to monitor a credible threat, risk, or hazard and/or to support the response to a new and potentially evolving incident; or incident activities with increasing scope, complexity and mutual aid resources.



<p>1 – Full Activation</p>	<p>All EOC staff and multiple department/agencies are activated to support the response to a major incident or credible threat; or broad scope community emergencies with long term impact, representing a significant threat to life, property and/or the environment; and requiring a substantial commitment of personnel,</p>
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In the event the magnitude and complexity of the incident overwhelm or exhaust local capabilities and resources, Chelan County EM will activate the EOC, if not already activated; alert and notify the appropriate staff and officials; and implement the Comprehensive Emergency Management Plan.

CCEOC will:

- Obtain proclamation of emergency, if necessary, to activate emergency powers. Suspend normal non-essential activities, and divert local resources to augment disaster response and recovery.
- Request support from the Washington State Emergency Operations Center (SEOC). They will evaluate local resource commitment and coordinate additional resource response.
- In the event that the capabilities of state government are exceeded, the Governor may request federal disaster assistance. A disaster declaration by the President will be necessary in order to release certain federal aid.
- Identify and mobilize available local, state and federal resources to restore the community to its pre-disaster state to the fullest extent possible.
- Once the county’s Emergency Operations Center (EOC) has been opened, all operations are to be coordinated with or reported to the EOC.

Deactivation Process

The EOC director deactivates EOC staff as circumstances allow, and the EOC returns to its normal operations/steady state condition. Deactivation typically occurs when the incident no longer needs the support and coordination functions provided by the EOC staff or those functions can be managed by individual organizations or by steady-state coordination mechanisms. EOC leadership may phase deactivation depending on mission needs. EOC staff complete resource demobilization and transfer any ongoing incident support/recovery activities before deactivating.

Emergency Roles

Coordinating

Coordinators oversee the preparedness activities for a particular capability and coordinate with its primary and support agencies. Responsibilities of the coordinator include:

- Maintaining contact with primary and support agencies through conference calls, meetings, training activities, and exercises.
- Monitoring the progress in meeting the core capabilities it supports.
- Coordinating efforts with corresponding private sector, NGO, and Federal partners.
- Ensuring engagement in appropriate planning and preparedness activities.



Primary

Primary agencies have significant authorities, roles, resources, and capabilities for a particular function within a capability. Primary agencies are responsible for:

- Orchestrating support within their functional area for the appropriate response core capabilities and other missions.
- Notifying and requesting assistance from support agencies.
- Managing mission assignments (in Stafford Act incidents) and coordinating with support agencies, as well as appropriate state officials, operations centers, and other stakeholders.
- Coordinating resources resulting from mission assignments.
- Working with all types of organizations to maximize the use of all available resources.
- Monitoring progress in achieving core capability and other missions and providing that information as part of situational and periodic readiness or preparedness assessments.
- Planning for incident management, short-term recovery operations, and long-term recovery.
- Maintaining trained personnel to support interagency emergency response and support teams.
- Identifying new equipment or capabilities required to prevent or respond to new or emerging threats and hazards or to validate and improve capabilities to address changing risks.
- Promoting physical accessibility, programmatic inclusion, and effective communication for the Whole Community, including individuals with disabilities.

Support

Support agencies have specific capabilities or resources that support primary agencies in executing capabilities and other missions.

The activities of support agencies typically include:

- Participating in planning for incident management, short-term recovery operations, long-term-recovery, and the development of supporting operational plans, standard operating procedures, checklists, or other job aids.
- Providing input to periodic readiness assessments.
- Maintaining trained personnel to support interagency emergency response and support teams.
- Identifying new equipment or capabilities required to respond to new or emerging threats and hazards, or to improve the ability to address existing threats.
- Coordinating resources resulting from response mission assignments.



MISSION AREA	P – Primary S – Support C - Coordinating	Coroner	Emergency Management	Emergency Medical Services	Facilities Maintenance	Fire Department	Hospitals	Information Technology	Law Enforcement	Public Health District	Public Utilities Department	Public Works	RiverCom
	CORE CAPABILITIES												
RESPONSE	Planning		P										
	Public Information & Warning	S	P	S			S	S	S	P	P	S	S
	Operational Coordination	S	P	S	S	P	P	S	P	P	S	S	S
	Infrastructure Systems		S	S	P	S	S	S	S	S	P	P	S
	Critical Transportation		S	S		S	S		P		S	P	
	Environmental Response/Health & Safety		S	S		S	S		S	P	S	S	
	Fatality Management Services	P	C,S	S			S		S				
	Fire Management & Suppression		S			P							
	Logistics & Supply Chain Management		P	S			S			S	S		
	Mass Care Services		P				S			S			
	Mass Search & Rescue Operations		P				S						
	On-scene Security, Protection, & Law Enforcement		S						P				
	Operational Communications		S	S			S	S	P	P		P	P
	Public Health, Healthcare, & EMS		S	P			S	P		P			
	Situational Assessment	S	P	S	S	S	S	S	S	S	P	P	S



RESPONSIBILITIES

The goal is to work together, reviewing plans, agreements, and operational initiatives to ensure the Whole Community can build, sustain, and improve their capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

Elected/Appointed Officials

All Mission Areas	<p>Jurisdictional chief executives are responsible for the public safety and welfare of the people of their jurisdiction. These officials provide strategic guidance and resources across all five mission areas. Chief elected, or appointed, officials must have a clear understanding of their emergency management roles and responsibilities and how to apply the response core capabilities to make decisions regarding resources and operations during an incident, as needed. Lives may depend on their decisions. Elected and appointed officials also routinely shape or modify laws, policies, and budgets to aid preparedness efforts and improve emergency management and response capabilities.</p> <p>Emergency Management: Ultimately responsible for the emergency management program and organization and to provide overall direction in the development of emergency mitigation, preparedness, response and recovery programs. Chelan County has appointed the Sheriff to head the Emergency Management Office and he in turn has appointed an Assistant Director. Cities within Chelan County (Wenatchee, Cashmere, Leavenworth, Entiat, and Chelan) have contracted with Chelan County for Emergency Management Services.</p> <p>Chair of Board of County Commissioners / City Mayors: Shall act as the single point of contact, for the legislative body of their jurisdiction, for emergency policy decisions.</p> <p>Local government resources: Ensure that all available local government resources are utilized to the maximum extent possible.</p> <p>The EMD Director is responsible to the executive heads of government for carrying out the program for emergency management for the county.</p>
Prevention	May routinely shape or modify laws, policies, and budgets to aid prevention (and general preparedness) efforts.
Protection	<p>May routinely shape or modify laws, policies, and budgets to aid protection (and general preparedness) efforts.</p> <p>Establish policy and procedures for the municipality's chain of command and succession of authority.</p>
Mitigation	May routinely shape or modify laws, policies, and budgets to aid mitigation efforts.
Response	<p>Chief executives' response duties may include:</p> <ul style="list-style-type: none"> • Obtaining assistance from other governmental agencies.



	<ul style="list-style-type: none"> • Providing direction for response activities. • Ensuring appropriate information is provided to the public. • Proclamation of Emergency: Activation of the appropriate parts of this plan, and certain emergency powers, by proclamation of emergency. A proclamation of emergency must be made by the local legislative authority to request state or federal assistance. • Emergency expenditures: Authorize expenditure of funds necessary to combat the disaster, protect health and safety of persons and property, and provide assistance to disaster victims, as appropriate. • Prioritizing emergency resources: Policy level decisions involving the acquisition and distribution of food and water, supplies, equipment and other material when critical shortages exist or are anticipated. • Impressment of citizens: Command the services and equipment of private citizens as necessary in response to the disaster after proclamation by the governor. • The responsibility for leadership and operations during emergency situations is vested in the executive heads of government. • Provide liaison to mayors, other county commissioners or to the Governor in emergency or disaster related matters. • Request state assistance from either the Governor or other appropriate state agencies. • Issue, amend, or rescind necessary orders, rules and regulations to carry out emergency management operations.
Recovery	Has the authority to appoint local recovery leadership that they select or that is selected by a designated recovery management organization.

Local Government Agencies/Departments

All Mission Areas	<p>Local governments provide leadership for services such as law enforcement, fire, public safety, environmental response, public health, emergency management, emergency medical services, and public works for all manner of threats, hazards, and emergencies. Local governments are responsible for ensuring all citizens receive timely information in a variety of accessible formats. Department and agency heads collaborate with the emergency manager during the development of local emergency plans and provide key response resources. Participation in the planning process helps to ensure that specific capabilities are integrated into a workable plan to safeguard the community. These department and agency heads (and their staff) develop, plan, and train on internal policies and procedures to meet response needs safely. They also participate in interagency training and exercises to develop and maintain necessary capabilities.</p> <p>In carrying out the provisions of the emergency management program, the legislative authority of the political subdivisions of the state are responsible for utilizing the services, equipment, supplies and facilities of existing departments; and the personnel of such departments are directed to cooperate with the emergency management organization upon request (RCW 38.52.110).</p>
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<p>All Mission Areas</p>	<p>Incident command agencies. These agencies have established day-to-day responsibility for specific services within a specific jurisdiction (fire districts and departments, law enforcement agencies, public works departments, etc.). They are also responsible for providing trained incident commanders and staff when required, responsible for management of the emergency response and recovery according to the plan and responsible for establishing direction and control facilities at the incident.</p> <p>Participating agencies and organizations. Responsible for providing necessary staff in time of emergency, participating in training and exercises, providing representatives to incident management as a point of contact during emergencies, and committing agency workers, equipment and resources to the cooperative effort.</p> <p>Heads of departments, augmented by trained reserves and volunteers, perform emergency functions as stated in this plan.</p> <p>Departments will retain their identity and autonomy during disaster operations. When agencies assist each other, personnel will remain under the supervision of their own agency. They will receive mission assignments from the using agency.</p> <p>Departments not having an assigned emergency mission will carry out such duties as may be directed by the executive heads of government.</p> <p>Local agencies and organizations should develop and implement procedures to carry out their responsibilities as outlined in the plan. Lines of authority should be identified and documents for the continuity of government should be protected. Individuals with responsibilities during assessment and mitigation, preparedness, response, and recovery phases should be identified and aware of their emergency responsibilities.</p> <p>Prepare a plan to provide essential government services during a disaster. Include establishing essential government services at another location should current facilities be unusable.</p> <p>Identify key personnel to staff organization during emergency situations.</p> <p>Develop and maintain a chain of command and authority to ensure continued operations in the event key personnel are not available.</p> <p>All departments, agencies, and participating organizations will assign personnel to be responsible for documentation of disaster activities and costs and to utilize effective administrative methods to keep accurate detailed records distinguishing incident operational activities and expenditures from day-to-day activities and expenditures.</p>
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	<p>All agencies in all jurisdictions are responsible to:</p> <ul style="list-style-type: none"> • Identify and train personnel to implement the public information responsibilities outlined in the CEMP. • Participate in programs to educate the public about hazards caused by emergencies or disasters, and actions people may be asked to take to protect themselves, their property, and the environment. • Advise county agencies and jurisdictions of emergency management PIO training that is available.
Prevention	<p>Coordinate prevention resources and capabilities with neighboring jurisdictions, the state, and the private and nonprofit sectors</p>
Protection	<p>Promote:</p> <ul style="list-style-type: none"> • Coordination of ongoing protection plans. • Implementation of core capabilities. • Engagement and information sharing with private sector entities, infrastructure owners and operators, and other jurisdictions and regional entities. <p>Address unique geographical protection issues, transborder concerns, dependencies and interdependencies among agencies and enterprises, and the establishment of agreements for cross-jurisdictional and public-private coordination.</p> <p>Local law enforcement agencies are responsible for the protection of life and property, the preservation of peace, the prevention of crime, and the arrest of violators of the law. These agencies respond to incidents, conduct criminal investigations, collect criminal intelligence, and collaborate with other law enforcement agencies to resolve crime. They engage in community, private industry, and interagency partnerships to identify and prevent criminal acts, including terrorism and transnational threats.</p>
Mitigation	<p>Lead pre-disaster recovery and mitigation planning efforts.</p> <ul style="list-style-type: none"> • Provide a better understanding of local vulnerabilities as they relate to risk reduction activities. • Actions to reduce long-term vulnerability are applied in both the pre-disaster planning and the post-disaster recovery activities of the jurisdiction. • Improve resiliency by preparing for recovery and integrating mitigation policies into the recovery phase to ensure opportunities are not lost for risk reduction during rebuilding. <p>Assist in making the connection between community resilience priorities and private sector development, most often addressed directly at the local level. Prepare and maintain a safe workplace. Conduct hazard surveys and eliminate or mitigate hazards. Review workplaces and take action to mitigate the effects of disasters.</p>



Response	<p>Prepare for and manage the response and recovery of the community.</p> <p>Volunteers and Donations: Volunteers and donors support response efforts in many ways, and governments at all levels must plan to incorporate volunteers and donated resources into response activities.</p> <p>Local agencies and organizations should:</p> <ul style="list-style-type: none"> • Establish response strategies and actions to save lives, reduce injury, minimize property and resource damage, and protect the environment. • Follow established response procedures for: <ul style="list-style-type: none"> ○ Processing emergency call information. ○ Activation and implementation of their plans. ○ Mobilization or demobilization of services. ○ Establishing an Incident Command System and organization. • Prepare and coordinate public information resource material that might be needed by their agency during an emergency. • Maintain on-scene procedures for: <ul style="list-style-type: none"> ○ Control of access to the area affected by the disaster. ○ Identification of personnel engaged in incident activities. ○ Accountability of personnel engaged in the incident. ○ Document all emergency response activities and actions. <p>The NCW Area Emergency Services Mutual Aid Agreement establishes local government and public safety agency and department responsibilities for mutual aid response and services relating to fire protection, rescue, and other emergency response capabilities.</p> <ul style="list-style-type: none"> • All signature agencies to this agreement implement the Incident Command System (ICS) on all incidents, as per WAC 296-305 and follow the National Incident Management System (NIMS). • All Agreement agencies are also responsible to implement adopted accountability systems for personnel safety and be responsible for the delivery of requested equipment and personnel resources.
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Recovery	<p>Primary role of planning and managing all aspects of a community’s recovery post-disaster:</p> <ul style="list-style-type: none"> • Focus on business retention and the redevelopment of housing units that are damaged or destroyed; repairing and rebuilding presents an opportunity to promote and integrate mitigation measures into recovery rebuilding strategies and plans. • Find opportunities to share information with the public on the status of recovery efforts to maintain community coordination and focus. • Document progress made towards objectives and best practices for use in future incidents. <p>Take the lead in ensuring that recovery needs assessment and planning processes are inclusive and accessible, often by establishing local recovery structures that address overall coordination, sectors impacted, and survivor services.</p> <p>Local agencies and organizations should address the following issues:</p> <ul style="list-style-type: none"> • Organization and staffing for continuity of government. • Essential records recovery and restoration. • Restoration of utility and other essential services. • Record keeping and documentation of disaster related expenditures. • Debris and waste removal and disposal. • Inspection and evaluation of facilities. • Internal review of plans, procedures and emergency related activities.
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Regional Organizations

All Mission Areas	<p>Regional organizations provide coordination and support for planning, training, and exercise services regarding functional areas (e.g., public safety, hazardous materials/environmental response, public health, emergency medical services, etc.) for all manner of threats, hazards, and emergencies. Regional organizations are responsible for collaborating and coordinating with emergency management during the development of local emergency plans and identifying key response capabilities. Participation in the planning process helps to ensure that specific capabilities are integrated into a workable plan to safeguard each community. These regional organizations (and their staff) coordinate, plan, and train to meet response needs safely. They also participate in interagency training and exercises to develop and maintain necessary capabilities.</p>
Prevention	<p>Coordinate prevention resources and capabilities with neighboring jurisdictions, the state, and the private and nonprofit sector.</p>



Protection	<p>Promote:</p> <ul style="list-style-type: none"> • Coordination of ongoing protection plans. • Implementation of core capabilities. • Engagement and information sharing with private sector entities, infrastructure owners and operators, and other jurisdictions and regional entities. <p>Address unique geographical protection issues, trans-border concerns, dependencies and interdependencies among agencies and enterprises, and the establishment of agreements for cross-jurisdictional and public-private coordination.</p> <p>They engage in community, private industry, and interagency partnerships to identify and prevent criminal acts, including terrorism</p>
Mitigation	<p>Support local jurisdictions in pre-disaster recovery and mitigation planning efforts.</p> <p>As able, promote and implement mitigation activities without necessarily holding a formal position of authority within a jurisdiction.</p> <p>May provide training and education to jurisdictions or communities, including how-to guides.</p>
Response	<p>Participate and/or support with local jurisdictions in preparation for and manage the response and recovery of the communities.</p>
Recovery	<p>Support role of planning and advising functional aspects of a community's recovery post-disaster.</p> <p>May provide experience and subject matter expertise to local jurisdictions and Yakima County agencies in ensuring that recovery needs assessment and planning processes are inclusive and accessible.</p> <p>In addition to collaborating on disaster planning with recovery partners, it is beneficial for regional organizations to develop their own plans for how they will support disaster recovery efforts.</p>



Private Sector

All Mission Areas	Private sector entities operate in all sectors of business, commerce, private universities, and industry that support the operation, security, and resilience of global trade systems. Owners and operators of private sector entities and infrastructure should maintain situational awareness and take actions on a continuous basis to promote and build capabilities.
Prevention	Maintain situational awareness of the current threat environment, including potential terrorism-related activities; this awareness allows private sector entities to assist in preventing terrorism by identifying and reporting potential terrorism-related activity to law enforcement.
Protection	<p>Both private and public sector infrastructure develop and implement:</p> <ul style="list-style-type: none"> • Risk-based protective programs. • Resilience strategies for infrastructure. • Related information and operations under their control. <p>Make investments in security and resilience as necessary components of prudent day-to-day business and continuity of operations planning.</p> <p>Work together and with public sector entities through established sector coordination bodies established under relevant legal authorities to share information and jointly address public risks.</p>
Mitigation	<p>Mitigation is a sound business practice that reduces disaster losses and quickens restoration of normal operations. Private sector investments in continuity and vulnerability reduction have broad benefits. Private sector entities are essential to improving resilience through planning and long-term vulnerability reduction efforts and the development of regulatory measures that address and manage risks across infrastructure sectors. A more resilient private sector strengthens community resilience by helping to sustain economic vitality and ensuring the delivery of goods and services in the aftermath of a disaster.</p> <p>Among numerous activities that promote and implement the mitigation core capabilities, businesses:</p> <ul style="list-style-type: none"> • Analyze and manage their own risks. • Volunteer time and services. • Operate business emergency operations centers. • Help protect America’s infrastructure. • Promote the return on investment realized from increased resilience, developed continuity of operations plans, and reduced vulnerability.



Response	<p>Provide for the welfare of their employees in the workplace.</p> <p>Should have a direct link to emergency managers and, in some cases, be involved in the decision-making process.</p> <p>Critical infrastructure—such as privately-owned transportation and transit, telecommunications, utilities, financial institutions, hospitals, and other health regulated facilities—should have effective business continuity plans.</p> <p>Unique private sector organizations, including critical infrastructure and regulated entities, may require additional efforts to promote resilience.</p> <p>Certain regulated facilities or hazardous operations may be legally responsible for preparing for and preventing incidents and responding when an incident occurs.</p> <p>Participate in state and local preparedness activities by providing resources (donated or compensated) through local public-private emergency plans, or mutual aid and assistance agreements, or in response to requests from government and nongovernmental-volunteer initiatives.</p>
Recovery	<p>Participate in coordination opportunities during pre-disaster planning processes.</p> <p>Maintain communication with the recovery officials about the status of operations and supply chains, as well as restoration challenges and timelines.</p> <p>Businesses that plan for disruption are less likely to go out of business after an incident than those that do not.</p> <p>Develop continuity plans that include actionable, effective, and accessible internal communication processes and protocols to convey critical information.</p> <p>May provide volunteers, leaders, technical assistance, commodities, and facilities to support the recovery effort.</p>

Nongovernmental/Volunteer and Community Organizations

All Mission Areas	<p>Nongovernmental Organizations include voluntary, racial and ethnic, faith-based, veteran-based, and nonprofit organizations that provide sheltering, emergency food supplies, and other essential support services. Communities are groups that share goals, values, and institutions. They are not always bound by geographic boundaries or political divisions. Instead, they may be faith-based organizations, neighborhood partnerships, advocacy groups, academia, social and community groups, and associations. All these groups bring people together in different ways for different reasons, but each provides opportunities for sharing information and promoting collective action by fostering the development and organizational capacity to act toward a common goal. Communities may be the most effective actors to take specific action to manage and reduce their specific risks.</p>
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Prevention	<p>May possess the knowledge and understanding of the threats they face and have the capacity to alert authorities of potential terrorism-related information and/or suspicious activities.</p> <p>Support terrorism prevention activities through information sharing by identifying and reporting potential terrorism-related information to law enforcement.</p>
Protection	<p>Understand the threats and hazards in their locales.</p> <p>Promote, implement, and deliver core capabilities within the Protection mission by:</p> <ul style="list-style-type: none"> • Sharing information. • Establishing protection standards of practice. • Advocate for, or assistance providers to, the entire range of community members by helping communities, individuals, and households to receive that protection information and resources. <p>Central role in the development of Protection plans and in identifying and implementing solutions to Protection challenges.</p> <p>As risks transect geographical and jurisdictional boundaries, communities are essential partners for understanding how to manage complex Protection issues across multiple spheres of responsibility.</p>
Mitigation	<p>Represent communities and many groups in mitigation policy discussions.</p> <p>Apply a localized understanding of risks to effective planning.</p> <p>Identify strategic mitigation options.</p> <p>As able, promote and implement mitigation activities without necessarily holding a formal position of authority within a jurisdiction.</p> <p>May provide training and education to communities, including how-to guides.</p>
Response	<p>Possess the knowledge and understanding of the vital roles for delivering important services; some are officially designated as support elements to national response capabilities:</p> <ul style="list-style-type: none"> • The American Red Cross: The American Red Cross is chartered by Congress to provide relief to survivors of disasters and help people prevent, prepare for, and respond to emergencies. Red Cross has a legal status of “a federal instrumentality” and maintains a special relationship with the Federal Government. • COAD (Community Organizations Active in Disaster). • The goal of the Chelan/Douglas County COAD is to bring together a broad array of community organizations to build working relationships by promoting preparedness, communications and collaboration to support jurisdictions affected by disasters. • The Chelan County Volunteer Search and Rescue (CCVSAR) is a volunteer public safety organization that responds to support a wide variety of emergencies and disasters.



Recovery	<p>Play a critical role in the implementation of an inclusive, locally led recovery organization and planning process.</p> <p>Some NGOs play a critical role in meeting disaster-caused unmet needs of disaster survivors.</p> <p>May provide experience and subject matter expertise greatly assisting with the management of money, manpower, and materials to meet recovery needs and obligations that otherwise are not funded by government programs.</p>
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Individual Community Members

All Mission Areas	<p>Although not formally part of emergency management operations, individuals, families, and households play an important role in emergency preparedness; each can be better prepared in the immediate aftermath of a disaster if they:</p> <ul style="list-style-type: none"> • Build an emergency kit that includes food, water, battery powered communication devices, and other essential needs. • Prepare emergency plans, with family members who have access and functional needs, to addresses evacuation, sheltering-in-place, and sheltering needs; include medical needs; provisions for their animals, including household pets or service and assistance animals; prepare for the essential needs of their children and ensure children know the family emergency plan. • Contribute to the preparedness and resilience of their households and communities by volunteering with emergency organizations and completing emergency response training courses. <p>Safe, secure, and prepared individuals, families, and households are often less dependent on response services, which, in turn, places fewer responders in hazardous response situations. Those who prepare will reduce their personal stress, be able to reach out to others in need of assistance and be better positioned to actively contribute to post-disaster response and recovery efforts.</p>
Prevention	<p>Identify and report potential terrorism-related activity to law enforcement.</p> <ul style="list-style-type: none"> • Individual vigilance and awareness help communities remain safer and bolster prevention efforts
Protection	<p>Understand the threats and hazards in their locales.</p> <ul style="list-style-type: none"> • Acquire an awareness of potential threats and hazards through sources such as news outlets, local emergency management agencies, public information and warning systems, community education campaigns, and information-sharing mechanisms. <ul style="list-style-type: none"> ○ Take risk-informed protective actions based on this knowledge



Mitigation	<p>Mitigation begins with individual awareness and action; informed decisions facilitate actions that reduce risk and enable individuals, families, and households to better withstand, absorb, or adapt to the impacts of threats and hazards and quickly recover from future incidents. Homeowners who have adequate hazard and flood insurance coverage and take steps to protect their property from hazards common to their area, reduce the impacts of an incident and are less reliant on external assistance to repair or rebuild their homes.</p> <p>Stay aware of and participate in disaster preparedness efforts in their community.</p> <p>Become aware of planning efforts regarding floodplain management, building codes, and land use and environmental regulations.</p> <p>Take actions and the basic steps to prepare themselves for emergencies.</p> <ul style="list-style-type: none"> • Reduce hazards in and around their homes through efforts such as raising utilities above flood level or securing unanchored objects against the threat of high winds.
Response	<p>Prepare to take care of themselves and their neighbors until assistance arrives.</p> <ul style="list-style-type: none"> • Preparedness should account for a minimum of three days (72 hours). • Due to the unique catastrophic hazard profile in the State of Washington, EMD recommends striving to prepare for 14 days <p>Monitor emergency communications and follow guidance and instructions provided by local authorities.</p>
Recovery	<p>After suffering losses, survivors can:</p> <ul style="list-style-type: none"> • Maximize any benefits from insurance coverage. • Pursue additional funding through any available personal or loan-based resources • Apply for local, regional/metropolitan, state, tribal, territorial, insular area, or Federal program assistance that may be available. <ul style="list-style-type: none"> ○ After applying, survivors should: <ul style="list-style-type: none"> • Ensure they follow up on agency requests. • Gain full understanding of program processes. • Express any unmet needs. <p>Get involved in their community’s recovery activities, including providing input in the post-disaster recovery planning process.</p>



COMMUNICATIONS

Leadership, at the incident level and in EOCs, facilitates communication through the development and use of a common communications plan, interoperable communications processes, and systems that include voice and data links. Integrated communications provide and maintain contact among and between incident resources, enable connectivity between various levels of government, achieve situational awareness, and facilitate information sharing. Planning, both in advance of and during an incident, addresses equipment, systems, and protocols necessary to achieve integrated voice and data communications.

The principles of communications and information management, which support incident managers in maintaining a constant flow of information during an incident, are (1) Interoperability; (2) Reliability, Scalability, and Portability; (3) Resilience and Redundancy; and (4) Security. Information and intelligence management includes identifying essential elements of information (EEI) to ensure personnel gather the most accurate and appropriate data, translate it into useful information, and communicate it with appropriate personnel.

Interoperable Communications Plans

Federal

National Emergency Communications Plan (NECP)

The NECP is the Nation's strategic plan for emergency communications that promotes communication and sharing of information across all levels of government, jurisdictions, disciplines, and organizations for all threats and hazards, as needed and when authorized.

State

The Alert and Warning Center (AWC)

The AWC is a function of the State Emergency Operations Center (SEOC) which provides 24-hour, 7 days a week coverage for notifications, alerts, and warnings of emergency events and incidents affecting Washington State. The AWC provides continuous situational monitoring during non-emergency periods as well as in times of disaster and emergency. Federal, state, local and tribal officials are then responsible for further dissemination or action as needed.

Information Management Systems

Washington State maintains information management systems, such as WebEOC, to manage disasters and emergencies and to support and increase public safety information sharing. The system is used as a gateway to share information and provide communications among county/city EOCs, the SEOC and state, federal, and local public safety entities. This information sharing allows authorized users to make informed decisions regarding public safety operations during disasters or emergencies and supports statewide collaboration.



State Radio Amateur Civil Emergency Services (RACES) Plan

The purpose of this plan is to provide guidance, establish responsibility, and ensure coordinated operations between State of Washington government officials (state/local) and the RACES organizations during times when there are extraordinary threats to the safety of life and/or property. This plan enables agencies and organizations having emergency responsibilities to include the RACES organizations in local emergency plans and programs.

State Telecommunications Service Priority (TSP) Planning Guidance

The purpose of this planning guide is to describe the State of Washington's policy and procedures for the Telecommunications Service Priority (TSP) system. It summarizes the legal and regulatory basis and procedures for all non-federal government agencies in Washington. It will aid potential users in determining eligibility for TSP and outlines the procedures for submitting TSP applications in Washington.

Statewide Communications Interoperability Plan (SCIP)

The purpose of the Washington SCIP is to: 1) provide the strategic direction and alignment for those responsible for interoperable and emergency communications at the State, regional, local, and tribal levels, and 2), explain to leadership and elected officials the vision for interoperable and emergency communications and demonstrate the need for funding.

Washington Statewide AMBER Alert Plan

A program of voluntary cooperation between broadcasters, cable systems, and local and state law enforcement agencies to enhance the public's ability to assist in recovering abducted children. AMBER Alert notification is supported by the AMBER Alert Web Portal (Portal) and the Emergency Alert System (EAS). The Federal Communications Commission has authorized activation of the EAS for AMBER Alerts using the "child abduction emergency" code.

Appendix C: Communicating with Limited English Proficient Populations; Washington State CEMP

This appendix describes how Emergency Support Function 15 External Affairs will communicate state-level vital information to individuals with Limited English Proficiency (LEP) during emergencies and disasters impacting the State of Washington.

Regional

The RiverCom 911 Dispatch is the designated Public Safety Answering Point (PSAP) for Chelan and Douglas Counties. It maintains 24-hour emergency alerting and communications capability for receiving, coordinating and disseminating emergency information.

RiverCom may serve as an alternate Emergency Operations Center. RiverCom maintains Chelan and Douglas County's two-way radio equipment with dispatch consoles for Fire, Law and EMS for both counties. RiverCom's dispatch center has telephones, EAS (Emergency



Alert System), AlertSense Notification System, and NAWAS (National Warning System). RiverCom is backed up by emergency power generation with a 14-day capability. The generators are tested regularly. RiverCom also maintains many linked repeater sites that have 5 days generator backup by propane.

In the event a situation causes an outage of the RiverCom 911 communications center, backup communications and dispatch has been installed at Wenatchee Valley College, which includes a landline, cell phone cache, and two-way radios systems with generator back up.

Community Communications Plans

Chelan County Emergency Management (CCEM) encourages and promotes mutual aid and cooperation between local jurisdictions and agencies. These agencies and organizations are encouraged to participate in a variety of inter-agency preparedness training and exercises to test and evaluate emergency operations communication equipment, plans and operational coordination.

CCEM also promotes the common practice of performing after action reports (AARs) and improvement plans following training exercises and real-world incidents to review and evaluate the effectiveness of operational communication plans, systems, interoperability and operational coordination. AARs are used to address challenges associated with communication efforts and develop improvement plans with recommendations to address challenges and list the resources and/or training that is needed to address challenges. Evaluating capabilities and improvement planning are essential for emergency communications preparedness.

Chelan County Sheriff's Office

Emergency Operations Center

In a major disaster situation, the Chelan County Emergency Operations Center, located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus, has a 24-hour emergency alerting and communications capability for contacting response personnel. Communications resources and their backup capabilities include two-way public agency radio networks; amateur radio VHF, HF and Winlink (email over radio); Chelan PUD radio; ACCESS (A Central Computerized Enforcement Service System); NAWAS (National Warning Alert System) telephone system; CEMNET (WA Comprehensive Emergency Management Network - radio communications to WA ST EMD); VOIP telephone; cellular phone; satellite telephone; and a cache of GETS cards available in the event of an overload of the telephone system.

CCSO EM also has a cache of two-way handheld radios that are programmed identically to patrol radios; including all county frequencies, state mutual aid, federal mutual aid and neighboring county frequencies.

Base radios at CCSO offices have 100-watt base radios in current use; located at: Chelan, Leavenworth, Cashmere, and Wenatchee CCSO (2).



Chelan County Mobile Operations

CCSO EM Mobile Command Trailer-Search and Rescue Trailer: Trailer equipped with (2) 50-watt two-way public agency radios on whip antennas, and a mast antenna; a cache of Family Radio Service radios; along with response gear for Search and Rescue.

CCVSAR Mobile Command Post-(Chelan County Volunteer Search and Rescue MCP): 4-wheel drive F350 capable of going most locations in the county; communications equipment includes multiple 100-watt two-way public agency radios on whip antennas or mast antenna; amateur radio VHF, UHF Digital DMR radio, Wi-Fi, APRS (vehicle tracking and messaging), WinLink (email over radio), Cell phone booster, and 3 computer systems supporting mapping and documentation. Powered by shore power, battery bank or 4KW generator. Includes a cache of GPS, portable radios, and other SAR gear.

ARES/RACES Team: The Chelan-Douglas Amateur Radio Emergency Services/Radio Amateur Civil Emergency Services team currently includes 13 members all fully capable of deploying VHF and HF communications; utilizing portable handhelds, mobile radios and portable base stations. Pre-determined locations include Fire Stations around the county and Red Cross shelters. These members are also able to staff the Central Washington Hospital and Wenatchee Valley Clinic Hospital Amateur Radios.

Portable Base Radios-multiple 50-watt and 100-watt transportable two-way public agency mobile base radios that can be deployed to locations.

Portable Repeaters- (1) 5-watt Bendex King portable repeater with solar panels programmed to channel SAR RPT, and (1) 100-watt Codan portable repeater with battery and solar panel programmed to channel TAC CP; deployable to hill/mountain tops to greater area coverage, or where a repeater has been damaged.

Access and Functional Needs Communications

The "Whole Community" includes people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), people with Limited English Proficiency (LEP), and culturally diverse populations.

Executive Order 13407 requires the Federal Emergency Management Agency (FEMA) to "include in the public alert and warning system the capability to alert and warn all Americans, including those with disabilities." During a disaster, communication becomes especially critical.

Chelan and Douglas County public safety organizations have several communication tools that are used to ensure equal access to communication assistance and services. The RiverCom Inter-Local Cooperative Agreement with Chelan County, Douglas County, and the Cities of Wenatchee and East Wenatchee provides the legal foundation for emergency dispatch and communication services throughout the counties.



The RiverCom 911 Communications Center provides the first line of contact with the public that call for public safety services. RiverCom utilizes a 24/7 on-demand interpreting service (Voiance) when receiving emergency calls to deal with language access issues.

RiverCom and both counties subscribe to the Alert Sense Notification System, a web-based mass notification system used to supply emergency alerts, notifications, and other critical information to government agencies and the general public in times of disasters and emergencies, in both English and Spanish. The wireless emergency alerts (WEAS) messaging platform allows text-like alerts and notifications to be sent to the public via cell phones and other wireless devices. WEAS use a unique signal and vibration to attract attention, which can be helpful to individuals with hearing or vision loss.

Emergency alerts and notifications can also be made through the reverse 911 system or the Emergency Alert System (EAS). Door-to-door notifications are used during level 2 and level 3 evacuations, whenever possible, and to provide assistance for special needs populations. Chelan County also uses social media platforms (Facebook and Twitter) to post alerts, notifications and updates to active emergencies. Since redundancy is essential in sending out rapid and effective life safety notifications, the websites and social media pages of multiple public safety agencies will be actively operational with current information on an incident.

Another important tool is the Chelan/Douglas regional Vulnerable Person's Registry database that is accessed by the Chelan County Sheriff's office through RiverCom Dispatch. It provides Law Enforcement with quick access to critical information so deputies can respond to a specific residence and provide effective assistance to a registrant. The database information provides deputies and emergency managers with important information to provide on-site communications and determine the resources needed to provide for the special needs of children; individuals with disabilities, access, and functional needs; and household pets and service animals throughout the life of an incident.

Public safety information and outreach through website, social media and community event efforts of Chelan County Emergency Management and collaborative efforts with many other local public safety agencies provide continuous promotion of the registry programs of the Alert Sense Notification System and the Vulnerable Persons Registry

Limited-English Proficiency (LEP) Communications Plan

WA State RCW 38.52.070 (2017) was revised to address the obligation of emergency management agencies to develop communication plans that provide emergency notifications of vital information and services to Limited English Proficiency (LEP) populations during emergencies and disasters.

The Chelan County LEP Response Plan has identified Hispanic or Latino as a significant population segment for Chelan County (27.7%, 2015 Census Data). According to the WA State OFM, Spanish is the primary language of 38.11% of all students in the county. The fruit agriculture industry in Chelan County also has a seasonal influx of Spanish speaking employees that is estimated at 75-85% in fruit packing warehouses and 90-95% in migrant worker camps and housing.



Chelan County Emergency Management (CCEM) maintains the LEP Response Plan that describes the variety of programs and services utilized to provide communication access and assistance to LEP and AFN individuals during emergency response and recovery activities. The LEP Response Plan includes pre-scripted life-safety notifications to address evacuations, sheltering, and other life-saving or public safety notifications that provide information on where individuals and families can obtain care or assistance for programs and services such as food and water distribution sites, medical care, and care for animals.

The most frequent encounters with LEP individuals and families happen through public safety responders (fire, EMS, and Law enforcement) conducting routine response activities. Emergency alerts and notifications providing life-safety or public health and safety information are most often provided to specific areas of the county and their English and Spanish (LEP) populations for wild fires, severe weather with flooding events, and hazardous materials incidents. Additional types of emergencies and information provided through notifications and messaging related to public safety and public health are addressed in the CCEM Annex – Limited English Proficiency (LEP) Response Plan.

Several technological challenges repeatedly limit the effectiveness of public alerts and notifications in Chelan County:

- The success of WEAS or IPAWS messaging is often based on the number of cellular towers communicating with each other in a specific area. In rural locations where only one or two cellular towers reach into the affected location, the messaging can bleed over to unaffected areas or may not reach affected residents.
- WEAS messaging is currently limited in the characters per message, which also limits the clarity and effectiveness of the information being sent.
- Presently, phone carriers are not required to send out notifications in secondary language. (Need Federal mandate)
- Alert Sense has not activated their second language (Spanish) capabilities as previously promised.
- State does not have 24 hr. interpretation available through State EMD.
- Locally, there are delays in getting a certified translator, so the first translation is through google translate.
- Local Spanish radio stations are not staffed 24-hours a day so cannot always be used to get notifications and messages sent

ADMINISTRATION

The Governor, Washington Military Department, Emergency Management Division (EMD), and other governmental officials require information concerning the nature, magnitude, and impact of a disaster or emergency. This information allows for evaluating and providing the most efficient and appropriate distribution of resources and services during the response to and recovery from a disaster or emergency. State agencies, local jurisdictions, and other organizations provide these reports including, but are not limited to:

- Situation Reports
- Requests for Proclamations of Emergency
- Requests for Assistance



- Costs/Expenditures Reports
- Damage Assessment Reports
- After Action Reports

Documentation

Records will be kept in such a manner to separately identify incident related expenditures and obligations from general programs and activities of local jurisdictions or organizations. Complete and accurate records are necessary to document requests for assistance, for reimbursement under approved applications pertaining to declared emergencies or major disasters, and for audit reports.

Records are necessary:

- To document requests for assistance.
- For reimbursement under approved applications pertaining to declared emergencies or major disasters.
- For audit reports. Records need to include:
 - Work that is performed by force account. (Local Agency)
- Appropriate extracts from payrolls, with any cross-reference needed to locate original documents.
- A schedule of equipment used on the job.
- Invoices, warrants, and checks issued and paid for materials and supplies used on the job.
- There are two types of contract work:
 - Time and material contracts. This type needs a schedule of equipment, labor rates, and material prices.
 - Small works or advertised contracts. This type requires plan specification, engineer estimate, bid tabulations, possibly proof of advertisement, concurrence from FEMA in award, certified payrolls, and ledger of payments to contractor.

Retention

Jurisdictions and organizations with emergency management responsibilities are required to establish, maintain, and protect vital records under a record retention program as defined in RCW 40.10.010. Records include, but are not limited to, files of directives and forms.

Preservation

Local government offices may coordinate the protection of their essential records with the state archivist as necessary to provide continuity of government under emergency conditions pursuant to RCW 40.10.010.

FINANCE

Local jurisdictions requesting assistance should assume the resources requested will need to be paid out of local funding. Local jurisdictions may incur disaster-related obligations and expenditures in accordance with the provisions of RCW 38.52.070(2), applicable state



statutes and local codes, charters, and ordinances, which may include but are not limited to the following:

- Emergency expenditures for cities with populations less than 300,000. RCW 35.33.081.
- Emergency expenditures for towns and cities with an ordinance providing for a biennial budget. RCW 35.33.081.
- Emergency expenditures for code cities. RCW 35A.33.080 and RCW 35A.34.140.
- Emergency expenditures for counties. RCW 36.40.180.

The Federal Emergency Management Agency (FEMA) requires that state and local governments receiving federal financial assistance under the Stafford Act comply with FEMA's rules prohibiting discrimination, as provided in 44 Code of Federal Regulation (CFR) § 206.11. As a result of this federal requirement, state, and local governments seeking to receive federal disaster assistance will follow a program of non-discrimination and incorporates FEMA's Whole Community approach. This requirement encompasses all state and local jurisdiction actions to the Federal/State Agreement.

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

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

The Pets Evacuation and Transportation Standards (PETS) Act amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act. The PETS Act is operational when a federal disaster declaration is made and can provide reimbursement for allowable, documented services used in the declared emergency. Eligible costs related to pet evacuations and sheltering is in FEMA's Public Assistance Program and Policy Guide (PAPPG).

Incurring Costs Tracking

Each community organization, agency, or department is responsible for establishing effective administrative funding controls, segregation of duties for proper internal controls, and accountability to ensure that costs incurred are consistent with the missions identified in this plan. Extreme care and attention to detail must be taken throughout the emergency response period to maintain logs, formal records, and file copies of all expenditures, including personnel time sheets, in order to provide clear and reasonable accountability and justification for future reimbursement requests.



Cost Recovery

Detailed financial records should be kept for every emergency or disaster. Having detailed and complete financial records are requirements for receiving federal reimbursement under the Stafford Act for Presidentially declared disasters and emergencies. Documentation should include personnel hours (including volunteers), equipment costs, expenditures/procurements, costs incurred by the county/city etc. Financial records are essential to a successful recovery effort.

Note: Reimbursement of costs is not guaranteed and if provided will likely not cover all costs incurred.

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

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

Immediate reports of damage losses, and requests for assistance, must to be sent, or called in, to Emergency Management (EM) or the Emergency Operations Center (EOC) in order for the County Commissioners to have a basis for proclaiming an emergency. The county needs to forward damage reports to the SEOC in order for the Governor to have a basis for proclaiming a state of emergency. The state needs to proclaim an emergency before requests for federal assistance and a Presidential Declaration can be made. In other words, requests for assistance must start at the lowest level and work their way up. If there is a delay in requesting assistance there could also be a delay in receiving any outside assistance that might be available.

Several county departments can provide support and assistance for disaster related cost recovery:

Auditor

- Support county emergency resource program
- Emergency fiscal procedures

Treasurer

- Emergency fiscal procedures support

Assessor

- Damage assessment support
- Recovery assistance



Federal Assistance Programs

Public Assistance (PA) Program

FEMA's Public Assistance (PA) grant program provides federal assistance to government organizations and certain private nonprofit (PNP) organizations following a Presidential disaster declaration. PA provides grants to state, tribal, territorial, and local governments, and certain types of PNP organizations so that communities can quickly respond to and recover from major disasters or emergencies. Through the program, FEMA provides supplemental federal disaster grant assistance for debris removal, life-saving emergency protective measures, and the repair, replacement, or restoration of disaster-damaged publicly-owned facilities, and the facilities of certain PNP organizations. The PA program also encourages protection of these damaged facilities from future events by providing assistance for hazard mitigation measures during the recovery process. The federal share of assistance is not less than 75 percent of the eligible cost. The Recipient (usually the state) determines how the non-federal share (up to 25 percent) is split with the sub-recipients (eligible applicants).

Individual Assistance (IA) Program

FEMA provides assistance to individuals and households through the Individual Assistance Program, which includes all of the following:

- Mass Care and Emergency Assistance (MC/EA).
- Crisis Counseling Assistance and Training Program (CCP).
- Disaster Unemployment Assistance (DUA).
- Disaster Legal Services (DLS).
- Disaster Case Management (DCM).
- Individuals and Households Program (IHP) – Housing Assistance (HA) and Other Needs Assistance (ONA).

Fire Management Assistance Grant (FMAG) Program for Public Agencies

The annual wildfire season in Chelan County and the resulting fire response efforts of public safety agencies to control and minimize fire damages and impacts to the people, property, and economy have made the FMAG program an important program for cost recovery in recent years.

The fire declaration process is initiated by the state when an authorized representative submits a request for a federal fire declaration to the FEMA Regional Administrator. These declarations are requested while a fire is burning uncontrolled and threatens to cause enough damage as would warrant a major disaster declaration (under the criteria for either Public Assistance or Individual Assistance). The entire process is accomplished on an expedited basis and a FEMA decision is rendered in a matter of hours. An FMAG declaration can provide a cost recovery for mutual aid agreement agencies.



State Assistance Programs

Public Assistance (PA) Program

The Public Assistance (PA) State Administrative Plan (SAP) provides procedures used by the Military Department, Emergency Management Division staff (as Grantee) to administer the Public Assistance Program. Audits of state and local jurisdiction emergency expenditures will be conducted in the normal course of state and local government audits. Audits of projects approved for funding with federal disaster assistance funds are necessary to determine the eligibility of the costs claimed by the applicant.

Individual Assistance, SBA, other Human Services Programs

Individuals, households, and small businesses may also be eligible for federal help following a disaster. The Washington Emergency Management Division Human Services Program works with Federal, State, and Local partners to support disaster preparedness and recovery for Washington's individuals, households, and businesses. The Emergency Management Division Individuals and Households Program and FEMA jointly administer programs so individuals and households may begin to apply for assistance immediately. The Individual Assistance (IA) State Assistance Program (SAP) is used by WEMD staff (as Grantee) to administer (set the organization, staffing, and procedures) the Individual Assistance Program and the Other Needs Assistance, in Washington State after a major disaster declaration by the President. Programs include:

Housing Assistance: Eligible individuals may receive financial assistance to rent alternate housing, pay for short-term transient accommodations, repair owner occupied private residences and to replace owner-occupied private residences. FEMA may provide direct housing assistance in the form of temporary housing units that FEMA purchases or leases for disaster victims. The following are the general types of housing assistance:

- Temporary / Rental Housing — Financial Assistance (Limited to 18 months or up to the maximum award, whichever comes first)
 - Homeowners or renters may qualify.
 - Provides alternate short-term living arrangements if the primary residence is uninhabitable; and insurance does not cover.
 - Applicants are certified for an initial time period and then must present justification to FEMA for additional periods.
- Repair / Replacement / Construction — Financial Assistance (Limited to the maximum award)
 - Purpose is to return an unlivable primary residence to a state of repair that will allow it to be safely occupied.
 - Homeowners may have more expansive rebuilding goals that are beyond what a repair grant will cover.
 - Financial assistance for repair expenses beyond what home repair grants will cover may come from the SBA.
 - Construction is limited and typically intended for insular or remote areas.
- FEMA Housing Units -- Direct Assistance (Limited to 18 months or up to the maximum award, whichever comes first)



- When there's not enough rental properties available, FEMA may provide a mobile / modular housing unit.
- Although housing units are usually for homeowners, renters may also receive units.
- Housing units may be placed on a homeowner's land, provided certain conditions are met.
- Intended to be temporary and sold via online public auctions conducted by the General Services Administration.

The Small Business Administration (SBA) Disaster Loan Program: SBA disaster loans are available even without a Presidential Disaster Declaration and are a great tool to provide low-interest loans to individuals, families, businesses and organizations that suffer physical or economic loss due to a disaster or other disruption. Additionally, the Small Business Administration makes it low interest loan programs available to qualifying businesses and private non-profit organizations that have suffered damages. The SBA works with lenders to provide loans to small businesses. The agency doesn't lend money directly to small business owners. Instead, it sets guidelines for loans made by its partnering lenders, community development organizations, and micro-lending institutions. The SBA reduces risk for lenders and makes it easier for them to access capital. That makes it easier for small businesses to get loans.

Limited English Proficiency Program: The LEP program supports language accessibility for individuals, families and businesses by working with state and local governments and community organizations to promote preparedness activities in communities around the state.

Disaster Resilience, Recovery and Restoration: Disaster recovery includes both pre-disaster recovery planning and post-disaster recovery to re-envision and restore a community. Technical assistance and information are available for local governments, special districts, and organizations.

Grants and Other Resources for Individuals, Organizations, Local Jurisdictions: The Washington Emergency Management Division has compiled a selection of grants, loans, in-kind programs and other services that can assist recovery efforts.

Local Assistance

Immediate Assistance - The American Red Cross, Salvation Army and other voluntary organizations can and will provide immediate aid in the way of mass care (sheltering and feeding), medical assistance, animal control and sheltering, child care, clothing, clean-up help, transportation help and some personal property assistance.

Insurance – Self-insured with homeowner's insurance and/or participation in the National Flood Insurance Program (NFIP) can recover much of the expenses needed to repair or rebuild.



LOGISTICS AND RESOURCE MANAGEMENT

NIMS resource management guidance enables many organizational elements to collaborate and coordinate to systematically manage resources—personnel, teams, facilities, equipment, and supplies. Most jurisdictions or organizations do not own and maintain all the resources necessary to address all potential threats and hazards. Therefore, effective resource management includes leveraging each jurisdiction’s resources, engaging private sector resources, involving volunteer organizations, and encouraging further development of mutual aid agreements.

Resource Typing

Resource typing is defining and categorizing incident resources by capability. Resource typing definitions establish a common language for discussing resources by defining minimum capabilities for personnel, teams, facilities, equipment, and supplies. Resource typing enables communities to plan for, request, and have confidence that the resources they receive have the capabilities they requested. FEMA leads the development and maintenance of resource typing definitions for resources shared on a local, interstate, regional, or national scale. Jurisdictions can use these definitions to categorize local assets.

Emergency Worker Program / Liability Protection

RCW 38.52 authorizes the use of emergency workers as outlined in state law. "Emergency Worker" is defined in RCW 38.52.010(7), while provisions addressing the registration, use, classification and coverage of emergency workers are addressed by RCW 38.52.180, RCW 38.52.310 and WAC 118.04.

The WA State EOC (SEOC) will assign an Incident Number to a local jurisdiction any time they declare a disaster. If the state declares a state of emergency, or a disaster, then all counties that are impacted may be included under the same number. This number will be used through the response and recovery phases of the incident. When an Incident Number has been obtained there is some coverage for injuries and loss of equipment of registered "Emergency Workers".

Equipment and vehicles should only be used by trained, qualified personnel. Personal property not relevant to the mission will not be considered for compensation coverage.

Procurement Methodology

The Washington Intrastate Mutual Aid System (WAMAS) established in RCW 38.56, provides for mutual assistance among member jurisdictions, to include every county, city and town of the state. Members of WAMAS are not precluded from entering into or participating in other mutual aid agreements that are authorized by law. WAMAS does not replace current mutual aid agreements; it is a mutual aid tool to use when other agreements do not exist.

The Emergency Management Assistance Compact (EMAC) is a national governor’s interstate mutual aid compact that facilitates the sharing of resources, personnel and equipment across state lines during times of disaster and emergency. EMAC is formalized into law (RCW 38.10.010) and requires a Governor’s Proclamation before use. It is coordinated through the Washington Emergency Management Division.



Out-of-state mutual aid resources can also be requested through the Pacific Northwest Emergency Management Arrangement (PNEMA), established in Public Law 105-381. It is also coordinated through Washington Emergency Management Division.

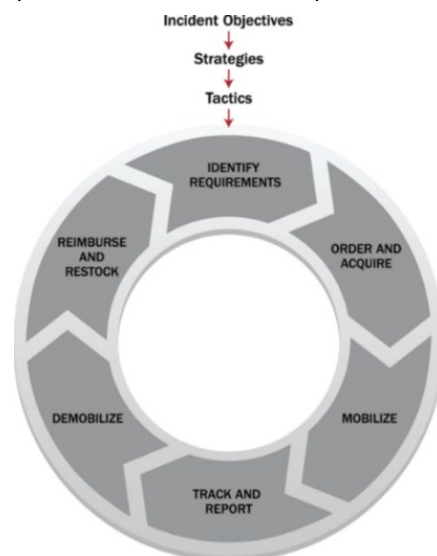
The Washington State Fire Services Resource Mobilization Plan provides a mechanism for fire service resources to respond to fires, disasters, or other events. In 2015, after the devastation caused by the SR 530 Landslide in Oso, Washington, the Washington State Legislature amended RCW 43.43 to include All-Risk incidents. This amendment allows for reimbursement for responding resources to an authorized All-Risk mobilization event.

There are many types and kinds of specialized resources that may be needed for both emergencies and disasters (e.g., search and rescue air support, underground/mine rescue, urban search and rescue (USAR), specialized health professionals, disaster housing inspectors, mobile telecommunications equipment, HAZMAT teams, etc.). Some of these resources can be identified through mutual aid or secured through the Washington Emergency Management Division. Other resources may require a declaration process.

Resources should deploy only when appropriate authorities request and dispatch them through established resource management systems. Resources that authorities do not request should refrain from spontaneous deployment to avoid overburdening the recipient and compounding accountability challenges.

Resource Tracking

Resource requests are tracked throughout their entire life cycle, from the time submitted, until filled (if consumable) or until the resource is demobilized and returned (if non-consumable). Supply chain elements, such as state and local staging areas, reception and integration centers, movement coordination centers, and movement control points activate as appropriate to the situation. State and local staging areas serve as temporary storage areas for the movement of resources to affected areas. Reception and integration centers provide reception, integration, onward movement, and accountability for out-of-state resources.



Resource Tracking Life Cycle



Demobilization

The response is rapidly transitioning from the emergency response phase to a planned recovery effort. The demobilization of incident resources must be conducted in an efficient and safe manner and shall not interfere with ongoing incident operations. Demobilization ensures that resources checking out of the incident have completed all appropriate incident business and provides the Planning Section information on resources released from the incident.

Resource Gaps

Comprehensive and integrated planning can help other levels of government plan their response to an incident within a jurisdiction. By knowing the extent of the jurisdiction's capability, supporting planners can pre-identify shortfalls and develop pre-scripted resource requests.

In a major event the resources within the county will be overwhelmed and outside assistance will need to be requested. Such requests will be made through the County EOC to the SEOC (WA State Emergency Operations Center).

DEVELOPMENT AND MAINTENANCE

This Comprehensive Emergency Management Plan is required by law and is the basis for an integrated system of emergency management in Chelan County, in accordance with the requirements of RCW 38.52 and WAC 118. This plan is the documentation of the planning process and as such needs to be a product of that process, and it is essential this be accomplished with the input and cooperation of all participants.

The Planning Process

Planning is a continuous process that does not stop when the plan is published. The planning team develops a rough draft of the basic plan or annexes. As the planning team works through successive drafts, they add necessary tables, charts, and other graphics. The team prepares a final draft and circulates it for comment to organizations that have responsibilities for implementing the plan. The written plan should be checked for its conformity to applicable regulatory requirements and the standards of Federal or state agencies and for its usefulness in practice. Once validated, the planning team presents the plan to the appropriate officials for signature and promulgation. The promulgation process should be based on specific statute, law, or ordinance. Once approved, the planner should arrange to distribute the plan to stakeholders who have roles in implementing the plan.

The Review Process

Commonly used criteria can help decision makers determine the effectiveness and efficiency of plans. These measures include adequacy, feasibility, and acceptability. Decision makers directly involved in planning can employ these criteria, along with their understanding of plan requirements, not only to determine a plan's effectiveness and efficiency but also to assess risks and define costs



Adequacy – a plan is adequate if the scope and concept of planned operations identify and address critical tasks effectively; the plan can accomplish the assigned mission while complying with guidance; and the plan’s assumptions are valid, reasonable, and comply with guidance.

Feasibility – a plan is feasible if the organization can accomplish the assigned mission and critical tasks by using available resources within the time contemplated by the plan. The organization allocates available resources to tasks and tracks the resources by status (e.g., assigned, out of service). Available resources include internal assets and those available through mutual aid or through existing state, regional, or Federal assistance agreements.

Acceptability – a plan is acceptable if it meets the requirements driven by a threat or incident, meets decision maker and public cost and time limitations, and is consistent with the law. The plan can be justified in terms of the cost of resources and if its scale is proportional to mission requirements. Planners use both acceptability and feasibility tests to ensure that the mission can be accomplished with available resources, without incurring excessive risk regarding personnel, equipment, material, or time. They also verify that risk management procedures have identified, assessed, and applied control measures to mitigate operational risk (i.e., the risk associated with achieving operational objectives).

Completeness – a plan is complete if it:

- Incorporates all tasks to be accomplished.
- Includes all required capabilities.
- Integrates the needs of the general population, children of all ages, individuals with disabilities and others with access and functional needs, immigrants, individuals with limited English proficiency, and diverse racial and ethnic populations.
- Provides a complete picture of the sequence and scope of the planned response operation.
- Makes time estimates for achieving objectives.
- Identifies success criteria and a desired end-state.

Compliance – the plan should comply with guidance and doctrine to the maximum extent possible, because these provide a baseline that facilitates both planning and execution.

The Revision Process

Plans should evolve as lessons are learned, new information and insights are obtained, and priorities are updated. Evaluating the effectiveness of plans involves a combination of training events, exercises, and real-world incidents to determine whether the goals, objectives, decisions, actions, and timing outlined in the plan led to a successful response. The normal review period will be every five years. It is the intent to conduct a formal review of 25 percent of the plan each year and publish the appropriate changes annually. It is also the intent to review and update supporting documents and attachments to the Plan if they contain personnel phone numbers and other like information, on an annual basis. It is the responsibility of the EM Assistant Director to schedule and coordinate the reviews and to publish any changes that may be necessary. The Plan and procedures will also be reviewed



after any Emergency Management exercises and actual occurrences that implement portions of the plan. Changes resulting from exercise or actual incident or event After-Action Report (AAR) and Improvement Plan (IP) process, or a revision to a Chelan County ordinance or Washington State law should be accomplished at the earliest opportunity.

Proposed changes to this plan will be accepted at any time, especially after a major emergency, disaster, exercise or anytime a key element changes. Local agency and organization actions support the overall emergency management function in the County. The operating procedures of those agencies and organizations, when coordinated and integrated into the CEMP form the backbone of the operational concept of the Emergency Management Organization.

As revisions, updates, and changes are adopted, Chelan County Emergency Management will make the necessary changes in the Plan. Changes may be administrative (small edits that do not impact the Emergency Management Program processes and/or roles and responsibilities) or substantive (larger modifications to processes and/or roles and responsibilities in nature. Administrative changes do not require signature and promulgation from the County Commissioners, but may be approved by the Emergency Manager. All substantive changes within the five-year review period will require the Commissioners signature and promulgation and will be briefed to the elected officials, department, agencies, and organizations impacted by the revision.

Plan changes will be published either using an entire new publication, by subsection, or by publishing only those pages that have changes. The changes are to be recorded on the record of changes form. Emergency Management will maintain the record of changes for the Plan.

Changes to the department/agency annexes and supporting appendices will be coordinated with the agencies and organizations impacted by the particular annex or supporting appendix.

The CEMP and accompanying annexes and appendices will be made publicly available via the Chelan County Emergency Management website at:
<https://www.co.chelan.wa.us/emergency-management/pages/emergency-planning>.



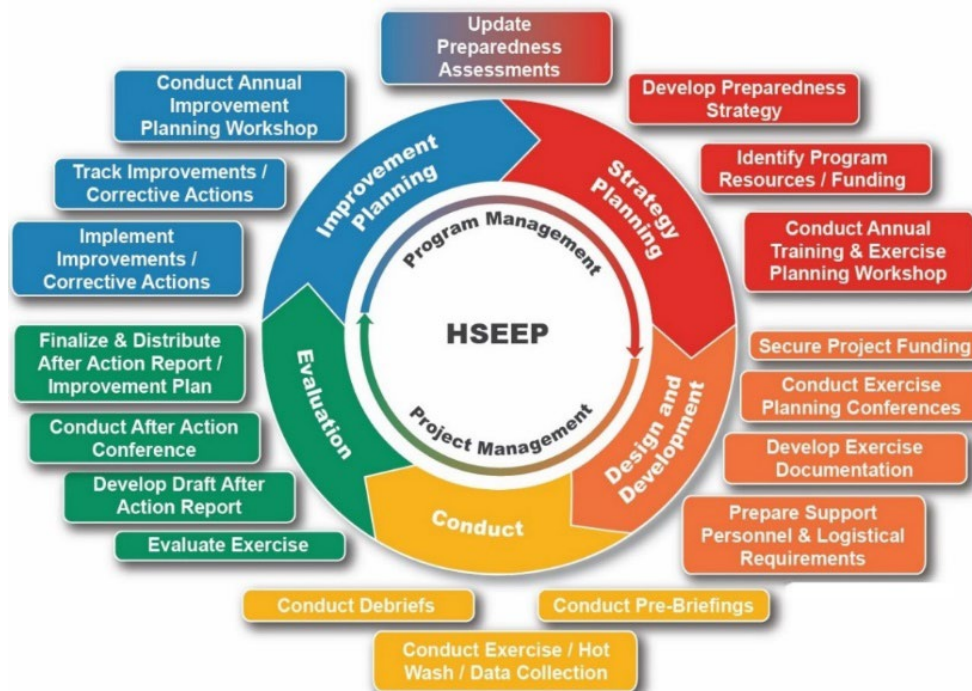
The Maintenance Schedule and Revision Process



11/2020 EMD Review	1/2021 Local Reviews & Updates	1/2022 Local Reviews & Updates	1/2023 Local Reviews & Updates	1/2024 Local Reviews & Updates	11/2025 Local Reviews & Updates
	10/2021 Annual EMD Report	10/2022 Annual EMD Report	10/2023 Annual EMD Report	10/2024 Annual EMD Report	10/2025 EMD Review

HSEEP Training & Exercise Program

Through the implementation of the Homeland Security Exercise and Evaluation Program (HSEEP), agencies and organizations will use training and exercises to improve current and required core capability levels, identify gaps, and overcome shortfalls. The Homeland Security Region 7 capability assessment gap analysis and priority capabilities will also be used to plan regional training and exercise activities.





Local Training Programs

It is the responsibility of the departments and agencies within the Chelan County CEMP to certify that their department/agency and emergency response personnel are appropriately trained to the proper level of response and the NIMS training requirements in accordance with their incident management responsibilities, and that the required level of training is consistent with the organization's plan and policies.

Training Records

Each department and agency within the CEMP are responsible to maintain their own individual training records.

Exercise Program Principles

Applying the following principles to both the management of an exercise program and the execution of individual exercises is critical to the effective examination of capabilities:

- **Guided by Elected and Appointed Officials** – provide the overarching guidance and direction for the exercise and evaluation program as well as specific intent for individual exercises.
- **Capability-based, Objective Driven** – through HSEEP, organizations can use exercises to examine current and required core capability levels and identify gaps; exercises focus on assessing performance against capability-based objectives.
- **Progressive Planning Approach** – a progressive approach includes the use of various exercises aligned to a common set of exercise program priorities and objectives with an increasing level of complexity over time.
- **Whole Community Integration** – encourage exercise planners to engage the Whole Community throughout exercise program management, design and development, conduct, evaluation, and improvement planning.
- **Informed by Risk** – identifying and assessing risks and associated impacts helps organizations identify priorities, objectives, and core capabilities to be evaluated through exercises.
- **Common Methodology** – enables organizations of divergent sizes, geographies, and capabilities to have a shared understanding of exercise program management, design and development, conduct, evaluation, and improvement planning; and fosters exercise-related interoperability and collaboration.

The local CEMP exercise program is coordinated by Chelan County Emergency Management (CCEM) to exercise the plan and the core capabilities of the county, its contract cities, and other public safety partners, agencies and organizations throughout the county. Annual exercises are used to improve the operational coordination, operational communications, and the emergency preparedness of response agencies and the community. The exercises may be discussion-based (seminars, workshops, tabletops and games) or operation-based (drills, functional, and full-scale) in order to test the full spectrum of preparedness.

After-Action Process

Chelan County Emergency Management will use current Homeland Security Exercise and Evaluation Program (HSEEP) methodology to conduct and evaluate exercises and real-world



events, including the After-Action Report and Improvement Plan process. An after-action report (AAR) summarizes key exercise-related evaluation information, including the exercise overview and analysis of the performance related to each exercise objectives and the core capabilities. They are used to highlight strengths, as well as areas for improvement, so that corrective actions can be implemented to resolve capability gaps and shortcomings identified in exercises or real-world events. CCEM also conducts after action reports on local emergencies and exercises to evaluate the effectiveness of the communication of life safety information and to identify technological challenges and recommendations for corrective actions for improving the Whole Community communication of the county per RCW 38.52.070(4).



AGENCY / DEPARTMENT ANNEXES

Chelan County Coroner Annex

Purpose

The Chelan County Coroner’s Office is the lead agency for the determination of the cause and manner of death in cases that are of concern to the public’s health and safety, and welfare. This determination is made on the basis of investigation and examination. The Chelan County Coroner’s Office is also the lead agency for activities concerning mass fatalities as a result of a natural or manmade disaster, a pandemic or other mass fatality emergency, including identification and disposition of the dead, and documentation of the number of confirmed dead.

The following **Core Capabilities of Response** describe the important responsibilities and functions that the Coroner’s Office provides or supports.

Chelan County Coroner Core Capabilities

Primary Core Capabilities	
Fatality Management Services	Provide fatality management services, including decedent remains recovery and victim identification, and work with local, state, tribal, territorial, insular area, and Federal authorities to provide mortuary processes, temporary storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.
Support Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.



Chelan County Coroner Annex

Authorities and Policies

The Chelan County Coroner is an elected official. RCW 68.50.010: provides the legislative foundation for the functions of the Coroner. The County Coroner is the acting authority for deceased remains and the coordination of mass fatality efforts with Chelan County Emergency Management, the Chelan/Douglas Health District, hospital facilities and funeral home directors.

Situation Overview

The 2019 Chelan County Multi-Jurisdictional Natural Hazard Mitigation Plan provides detailed information on natural hazards and the probability, impact, and risk ranking scores that these natural hazards pose to the people, property and economy in Chelan County.

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Severe Weather	45	High
2	Wildfire	36	High
3	Earthquake	34	High

The 2023 Chelan County Threat and Hazard Identification and Risk Assessment (THIRA/SPR) expands the scope of the 2019 Chelan County Natural Hazard Mitigation Plan by addressing technological hazards and human-caused hazards, as well as natural hazards that may have significant risks and impacts to Chelan County communities.

Natural hazards, as well as other emergencies and disasters, pandemics or mass fatality emergencies can occur at any time, causing significant loss of life, as well as damage to the infrastructure and loss of essential services.

Concept of Operations

Upon notification of a fatality or mass fatality incident, the Chelan County Coroner’s Office will respond as the lead agency for activities concerning the deceased.

Upon notification of a mass fatality incident, if a Declaration of Emergency has not been issued by the Board of County Commissioners, the County Coroner or County Emergency Management shall request a Declaration of Emergency. Upon issuance of a Declaration of Emergency by the Board of County Commissioners the Washington State Emergency Operations Center shall be immediately advised of the emergency declaration and a “mission number” obtained.



Chelan County Coroner Annex

Some functions of this Department may include, but are not limited to, the following:

- Allocating and Mobilizing Resources
- Assessing Hazard Impacts
- Body Recovery
- Command, Control and Coordination
- Determining Priorities, Objectives and Strategies
- Family Reunification
- Mortuary Services
- Protecting Sensitive Information
- Victim Identification

Whole Community Involvement

The “Whole Community” includes individuals, families, households and communities and includes people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), people with Limited English Proficiency (LEP), and culturally diverse populations. During the course of the Coroner’s normal responsibilities and duties, as well as during an emergency of disaster response, communication assistance and services may be required to effectively communicate with individuals and family members.

The Coroner’s Office, with cooperative public safety partnerships provides equal access to communication assistance and services. The RiverCom 911 Communications Center utilizes a 24/7 on-demand interpreting service (Voiance) when receiving emergency calls to deal with language access issues. RiverCom also provides the Coroner’s Office and the Chelan County Sheriff’s Office with access to the Chelan/Douglas Regional Vulnerable Person’s Registry database. This database provides the Coroner, CCSO deputies and emergency managers with important information to provide on-site communications and determine the resources needed to provide for the special needs individuals and families of Chelan County during the course of the Coroners duties and responsibilities.

Coroner’s Office Core Capabilities and Critical Tasks

Each of the Core Capabilities identified for the Chelan County Coroner has one or more critical tasks that are listed in the following table. These critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Critical Task I.D.	Critical Task
Fatality Management Services		
Response	1	Establish and maintain operations to recover a significant number of fatalities over a geographically dispersed area.



Chelan County Coroner Annex

Mission Area	Critical Task I.D.	Critical Task
Fatality Management Services		
Response	2	Mitigate hazards from remains, facilitate care to survivors, and return remains for final disposition.
Operational Coordination		
Response	2	Enhance and supports command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Situational Assessment		
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.

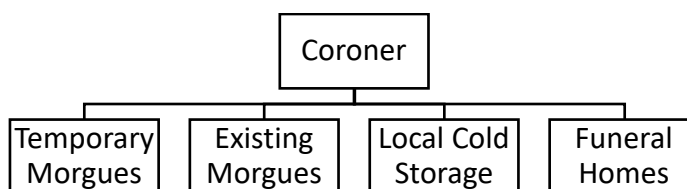
Organization

The Chelan County Coroner is an elected official. The Chelan County Coroner’s Office consists of the Coroner and one Chief Deputy Coroner.

At the discretion of the Coroner, temporary Deputy Coroners may be sworn-in with limited and temporary jurisdiction. Medical professionals, emergency services personnel and Funeral Directors may be utilized as temporary Deputies in the event of a mass fatalities event.

The County Coroner is the acting authority for deceased remains and the coordination of mass fatality efforts with Chelan County Emergency Management, the Chelan/Douglas Health District, hospital facilities and funeral home directors.

The County Coroner is responsible for operations and coordination of existing morgues. Management of a mass fatality incident may require establishing the Chelan County mobile Morgue Trailer, as well as, other temporary morgues or use of local cold storage warehouses, as appropriate. The Coroner will also coordinate with hospitals and local funeral homes to handle mass fatalities





Chelan County Coroner Annex

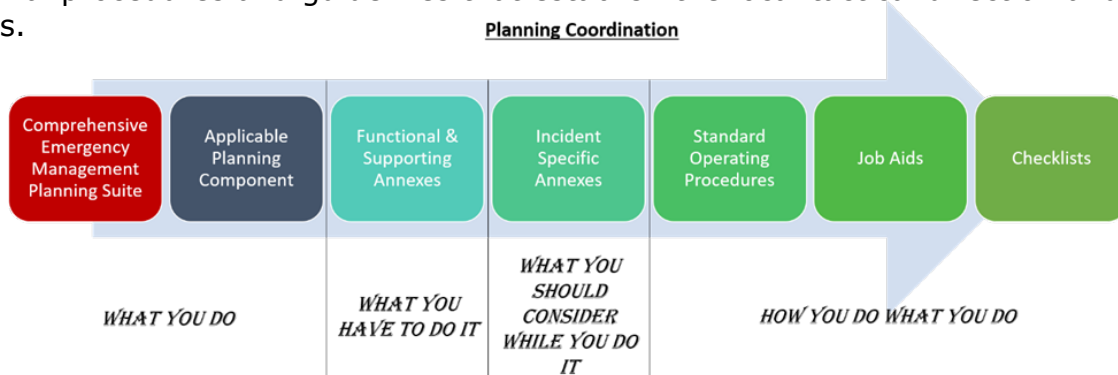
If mass fatalities affect both Chelan and Douglas Counties, each Coroner has primary responsibility for directing retrieval efforts within his or her county and shall coordinate personnel, equipment and other resources with the neighboring Coroner to the greatest extent possible.

Regional and State support for mass fatality incident response and operation is requested through Chelan County Emergency Management.

Direction, Control, & Coordination

Management of all mass fatality incidents will be conducted using the accepted concepts and principles of the Incident Command System (ICS), as set forth by National Incident Management System (NIMS), as the basis for all direction, control and coordination of emergency response and recovery efforts. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, local, private-sector, and nongovernmental organizations.

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Chelan County Coroner Annex and the department’s operational procedures and guidelines that establish the local tactical direction and control activities.



Horizontal Integration

Chelan / Douglas County Mass Casualty Incident (MCI) Management Plan (2019)

This plan provides standard operating guidelines for emergency service personnel for the response and incident management of mass casualty incidents in Chelan and Douglas Counties.

Chelan / Douglas Area Emergency Services Mutual Aid Agreement

This mutual aid agreement provides the signature cities, fire districts and other public safety agencies with a mechanism for requesting mutual aid for fire protection, rescue, and other emergency situations.



Chelan County Coroner Annex

Chelan / Douglas Health District Emergency Operations Plan (2018): Annex J

The purpose of this plan is to provide guidelines for coordinated preparedness and response to emergency incidents that fall under Emergency Support Function (ESF) 8, Public Health and Medical Services, or incidents that may have public health implications in Chelan & Douglas Counties.

Vertical Integration

Eastern WA Regional Emergency and Disaster Healthcare Coalition Preparedness Plan (2019)

This plan recognizes by standing agreement of the former Region 7 All Hazards Plan: Appendix G: Mass Fatality Plan. The plan provides Region 7 (Chelan, Douglas, Okanogan, Grant, and Kittitas Counties) guidance for regional coordination and communications in the event of a mass fatality event.

The WA State Department of Health (DOH) Doctrine for Health and Medical Preparedness, Response, and Recovery (2016)

This plan established guidance for statewide response and recovery capabilities of mobilizing resources; setting priorities; coordinating preparedness, response, and recovery actions across jurisdictions.

The U.S. Department of Health and Human Services (HHS) Office of the Assistant Secretary for Preparedness and Response (ASPR)

This Federal doctrine established the capability for Health Care and Medical Readiness and State DOH objectives to develop the Eastern WA Regional Emergency and Disaster Healthcare Coalition (REDi).

Information Collection, Analysis, & Dissemination

Information Collection

Fatality Management Current Status Information	<ul style="list-style-type: none"> • Current situations – location, impact, extent • Number of reported injuries and fatalities • Location(s) of temporary morgue facilities • Other information needed for decision making
Resource Information	<ul style="list-style-type: none"> • Body retrieval resource needs • Availability of storage options • Availability of personnel, equipment, resources

Information Analysis

Resource Information	<ul style="list-style-type: none"> • Personnel needed for timely, efficient retrieval • Personnel needed as Deputy Coroners • Personnel for decedent affairs
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Chelan County Coroner Annex

Information Dissemination

Provide investigation findings and reports	<ul style="list-style-type: none"> Documented information for investigations or legal proceedings
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Responsibilities

Preparedness	Activity/Action	Organization(s) Involved
<p>Preparedness is the development of plans and activities that take place before an emergency or disaster occurs. Examples of preparedness activities include developing local and regional mass fatality plans, training and exercises, resource inventories, resource contacts, and mutual aid agreements.</p>		<p>CCEM CDHD EMS Hospitals</p>

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
<p>Response for fatality management is comprised of the coordination and management of resources (including personnel, equipment, and supplies) as a result of a natural or manmade disaster, a pandemic or other mass fatality emergency, It includes identification and disposition of the dead, and documentation of the number of confirmed dead.</p>			
Operational Coordination	Determining Priorities, Objectives, and Strategies		
	1	To work with law enforcement and other public safety agencies to determine mass fatality management resources needed.	CCEM CDHD EMS Hospitals
	1	To work with public safety and healthcare agencies to mobilize personnel, equipment and other resources to for mass fatality management of the incident.	CCEM CDHD EMS Hospitals
	1	Direct activities of workers conducting autopsies, performing pathological and toxicological analyses, and preparing documents for permanent records.	
Fatality Management	Body Recovery		
	1	Remove or supervise removal of bodies from death scenes, using the proper equipment and supplies, and arrange for transportation to morgues	Law CCEM



Chelan County Coroner Annex

Fatality Management	Mortuary Services		
	1	Establish CC mobile Morgue Trailer or other temporary morgues	
	1	Coordinate with hospital and local funeral homes to establish mortuary services.	Hospitals Funeral Homes
	2	Arrange for the next of kin to be notified of deaths	Law
	2	Collect wills, burial instructions, and other documentation needed for investigations and for handling of the remains.	
Fatality Management	Victim Identification		
	1	Perform medical legal examinations and autopsies, conducting preliminary examinations of the body to identify victims, locate signs of trauma, and identify factors that would indicate time of death.	
	2	Direct activities of workers conducting autopsies, performing pathological and toxicological analyses, and preparing documents for permanent records.	
	2	Establish positive identification of the deceased through finger prints, forensic odontology (dental records), DNA or other presumptive methods	
Fatality Management	Family Reunification		
	2	Notify the family members of the deceased.	Law
	2	Complete death certificates, including the assignment of cause and manner of death	
Situational Assessment	Assessing Hazard Impacts		
	1	To work with law enforcement and other public safety agencies to determine number of fatalities and resources required for body recovery	Law CCEM
	1	Inform individuals or organizations of status or findings.	



Chelan County Coroner Annex

Resource Requirements for EOC Operations

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.

Mobile Morgue Trailer Resource

See Appendix A – CC Mobile Morgue Trailer Features (p. 8).

References and Supporting Guidance

- Chelan County Sheriff's Office – Policy 329: Death Investigation
- Chelan/Douglas health District Emergency Operations Plan – Appendix J: Mass Fatality (2018)
- Region 7 – Regional Healthcare System Plan – Appendix G: Mass Fatality Plan (2018)

Appendix A CC Mobile Morgue Trailer Features



The exterior features of the mobile morgue trailer include:

- A tandem axil, spring suspension and a 9990 lb. GVW Rating.
- Exterior dimensions are: 24' 9" L, 8' 6" W, 10' H.
- A 2 5/16" adjustable height ball-style coupler / hitch.
- The HD commercial refrigeration unit provides 35-degrees F in 110-degree outside temperature.
- 50' HD shore line power cable.
- Generator backup power.
- Exterior circuit breaker box
- Transfer switches.
- Exterior scene lighting.



The interior features of the mobile morgue trailer include:

- Interior dimensions: 17' L, 6' 10" W, 7' 6" H.
- 16 HD aluminum cadaver trays: 23" x 78".
- Low-floor design for easy cart roll on/off.
- Aluminum rolling / folding wall rack system.
- LED motion-activated lighting.



Greater Wenatchee Emergency Medical Services Annex

Purpose

The Greater Wenatchee Emergency Medical Services (EMS) covers the Chelan County and South Douglas County areas. EMS agencies, providing ambulance services or paramedic services, are emergency care services that treat illnesses and injuries that require an urgent medical response and provide out-of-hospital treatment and transport to definitive care.

The purpose of this annex is to provide the EMS agencies of the Greater Wenatchee EMS with guidelines for effective coordination between emergency management and other public safety agencies for preparedness and response relating to the event of a natural or technological disaster, bioterrorism, epidemic disease, or other mass casualty incident occurring independently, or in addition to other disasters.

Core Capabilities

The Greater Wenatchee EMS agencies are considered to be **primary response agencies**, having significant authorities, roles, resources to provide the core capability of public health care and emergency medical services in response to emergency and disaster incidents.

Primary Core Capabilities	
Public Health, Healthcare, & Emergency Medical Services	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support and products to all affected populations.

The Greater Wenatchee EMS agencies are also **support agencies**, having specific capabilities or resources that support other agencies in executing the following core capabilities.

Support Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.



Greater Wenatchee Emergency Medical Services Annex

Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Fatality Management Services	Provide fatality management services, including decedent remains recovery and victim identification, and work with local, state, tribal, territorial, insular area, and Federal authorities to provide mortuary processes, temporary storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.
Logistics & Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

State authority and responsibilities

The **Washington EMS and Trauma Act of 1990** created three major groups of participants: the Department of Health’s Office of Emergency Medical Services and Trauma System, the EMS and Trauma Care Steering Committee and the eight EMS and Trauma Care Regions.

WA State Department of Health (DOH) responsibilities include coordination of injury prevention programs, regulation of EMS providers, standards for education of EMS personnel and training programs, standards and designation of trauma and rehabilitation services, management of a trauma registry and quality improvement programs, establishment of trauma triage criteria, patient care protocols, destination guidelines and administration of the Trauma Care Fund.



Greater Wenatchee Emergency Medical Services Annex

RCW 70.168 is the legislative authority for the Department of Health, Office of EMS and Trauma Prevention contracts with the eight Regional EMS and Trauma Care Councils in Washington state to provide funds for regional assessment, planning, and implementation of EMS and trauma system building activities.

RCW 18.71 is the legislative authority for Emergency Medical Care and Transportation Services relating to paramedics and training "...under the supervision of an approved medical program director according to training standards prescribed in rule to perform specific phases of advanced cardiac and trauma life support under written or oral authorization of an approved licensed physician."

RCW 18.73 is the legislative authority for Emergency Medical Care and Transportation Services. The intent of the legislature is to assure minimum standards and training for first responders and emergency medical technicians, and minimum standards for ambulance services, ambulances, aid vehicles, aid services, and emergency medical equipment.

Situation Overview

The EMS and fire services of the Greater Wenatchee area respond to numerous injuries and illnesses every day. Natural hazards, technological, pandemics, and human caused incidents such as terrorism, explosives and mass shootings can cause mass fatalities and casualties with life threatening injuries, as well as damage to infrastructure and essential services. Emergency care services that are normally available to treat illnesses and injuries and provide out-of-hospital treatment and transport will be difficult to obtain and utilize during and after a disaster because of massive disruption of communication, transportation, and utility systems.

Concept of Operations

RiverCom 911 Communications Center is the Public Safety Answering Point (PSAP) for emergency medical services in Chelan and Douglas Counties. The RiverCom Telecommunicators enter call information into a Computer Aided Dispatch (CAD) system and route the call to the appropriate EMS agencies for response. The Chelan/Douglas County Mass Casualty Incident Management Plan provides MCI emergency response plans based on the area fire district zones. Multiple EMS and other fire and public safety agencies are dispatched to meet the initial incident needs and requests for additional EMS patient care and transport units.



Greater Wenatchee Emergency Medical Services Annex

Functional Areas of Responsibility

Some functions of this Department may include, but are not limited to, the following:

- Allocating and Mobilizing Resources
- Analyzing Information
- Command, Control, and Coordination
- Delivering Situation Reports
- Delivery of Response Assets
- Determining Priorities, Objectives, and Strategies
- Emergency Medical Services
- Hospitals
- Infrastructure Site Assessments
- Interoperable Communications Between Responders
- Mortuary Services
- Private Resources
- Protecting Sensitive Information
- Resource Tracking
- Responder Safety
- Survivor Safety and Assistance
- Tracking response Activities
- Triage and Initial Stabilization

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.



Greater Wenatchee Emergency Medical Services Annex

Each of the Greater Wenatchee EMS agencies will address how LEP and AFN will be integrated into all phases of their organization and operations as applicable to its respective responsibilities. Other public safety organizations, such as RiverCom Dispatch Center and local law enforcement agencies help address critical safety issues, as well as equal access to communication assistance and services.

EMS Critical Tasks

Each of the Core Capabilities identified for the EMS agencies has one or more critical tasks that are listed in the following table. These critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Critical Task I.D.	Critical Task
Public Health, Healthcare, & Emergency Medical Services		
Response	2	Complete triage and initial stabilization of casualties, and begin definitive care for those likely to survive their injuries and illnesses.
Operational Coordination		
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Infrastructure Systems		
Response	4	Formalize partnerships with governmental and private sector cyber incident or emergency response teams to accept, triage, and collaboratively respond to cascading impacts in an efficient manner.
Critical Transportation		
Response	1	Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors.
Response	2	Ensure basic human needs are met, stabilize the incident, transition into recovery for an affected area, and restore basic services and community functionality.
Environmental Response/Health & Safety		
Response	1	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.
Response	2	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.
Fatality Management Services		
Response	1	Establish and maintain operations to recover a significant number of fatalities over a geographically dispersed area.
Response	2	Mitigate hazards from remains, facilitate care to survivors, and return remains for final disposition.



Greater Wenatchee Emergency Medical Services Annex

Mission Area	Critical Task I.D.	Critical Task
Logistics & Supply Chain Management		
Response	1	Mobilize and deliver governmental, nongovernmental, and private sector resources to save lives, sustain lives, meet basic human needs, stabilize the incident, and transition to recovery, to include moving and delivering resources and services to meet the needs of disaster survivors.
Response	2	Enhance public and private resource and services support for an affected area.
Operational Communications		
Response	1	Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between Federal, tribal, state, and local first responders.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.

Organization

The Washington EMS and Trauma Act of 1990 created three major groups of participants: the Department of Health’s Office of Emergency Medical Services and Trauma System, the EMS and Trauma Care Steering Committee and the eight EMS and Trauma Care Regions. The North Central Region EMS & Trauma Care includes the Chelan and Douglas Counties Emergency Medical Services (EMS) System (Greater Wenatchee EMS Council System).

The Greater Wenatchee EMS Council system facilitates the county’s transportation and pre-hospital medical needs. Chelan County consists of 11 licensed EMS agencies (primarily local fire departments) and 5 affiliated-level services. Douglas County has 5 EMS agencies. Coordination between licensed EMS agencies to meet the local EMS needs is facilitated through RiverCom 911 Dispatch and based on the Regional County Patient Care Operating Procedures and the Chelan and Douglas Counties Mass Casualty Incident Plan (MCI Run Cards).



Greater Wenatchee Emergency Medical Services Annex

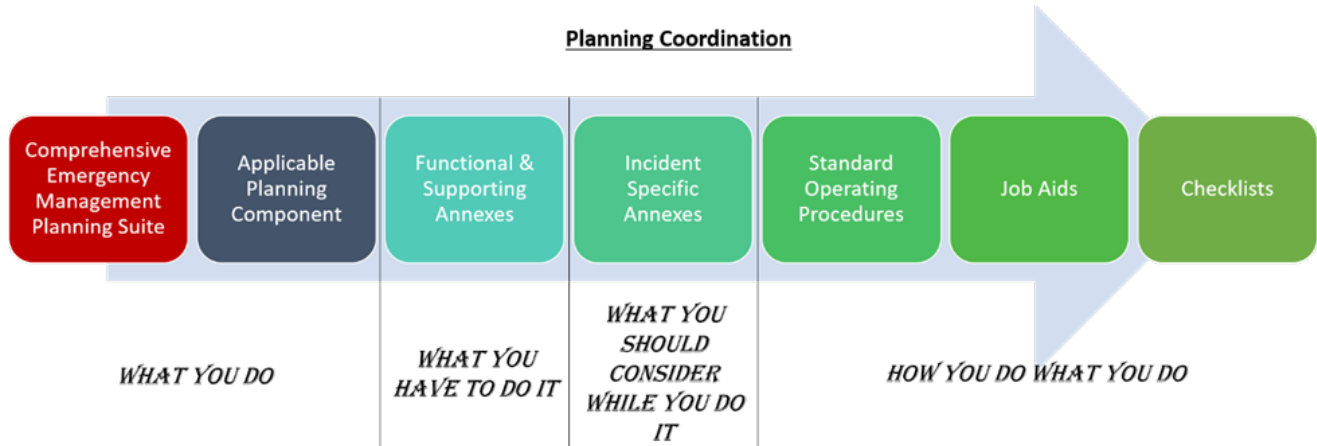
Direction, Control, & Coordination

The Greater Wenatchee EMS Council system Medical Program Director (MPD) is a licensed physician that provides medical control and direction of the EMS and Trauma Care system personnel in their prehospital medical duties. The MPD is responsible for development and adoption of prehospital patient care protocols and procedures, approving and supervising EMS training and auditing medical care performance, and approving recertification training.

Management of all mass casualty incidents will be conducted using the accepted concepts and principles of the Incident Command System (ICS), as set forth by National Incident Management System (NIMS), as the basis for all direction, control and coordination of emergency response and recovery efforts. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, local, private-sector, and nongovernmental organizations.

Planning Coordination

The following graph illustrates the relationship of the Chelan County Comprehensive Emergency Management Plan, Basic Plan with the Greater Wenatchee EMS Annex and the EMS agency operational procedures and guidelines that establish the local tactical direction and control activities.



Horizontal Integration

Chelan / Douglas County Mass Casualty Incident (MCI) Management Plan (2022)

This plan provides standard operating guidelines for emergency service personnel for the response and incident management of mass casualty incidents in Chelan and Douglas Counties.



Greater Wenatchee Emergency Medical Services Annex

Chelan / Douglas Area Emergency Services Mutual Aid Agreement

This mutual aid agreement provides the signature cities, fire districts and other public safety agencies with a mechanism for requesting mutual aid for fire protection, rescue, and other emergency situations.

Chelan / Douglas Health District Emergency Operations Plan (2018): Annex J

The purpose of this plan is to provide guidelines for coordinated preparedness and response to emergency incidents that fall under Emergency Support Function (ESF) 8, Public Health and Medical Services, or incidents that may have public health implications in Chelan & Douglas Counties.

Vertical Integration

The U.S. Department of Health and Human Services (HHS) Office of the Assistant Secretary for Preparedness and Response (ASPR)

This Federal doctrine established the capability for Health Care and Medical Readiness and State DOH objectives to develop the Eastern WA Regional Emergency and Disaster Healthcare Coalition (REDi).

The WA State Department of Health (DOH) Doctrine for Health and Medical Preparedness, Response, and Recovery (2016)

This plan established guidance for statewide response and recovery capabilities of mobilizing resources; setting priorities; coordinating preparedness, response, and recovery actions across jurisdictions.

Information Collection, Analysis, & Dissemination (Initial MCI Plan)

Information Collection

First arriving Unit (MCI Plan)	<ul style="list-style-type: none"> • Initial size-up – location, mechanism, approximate. number of patients, major hazards
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Information Analysis

First arriving officer	<ul style="list-style-type: none"> • Need for additional resources • Initiate Command
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Information Dissemination

Incident Command	<ul style="list-style-type: none"> • Establish Command • Initial response objectives • Information Action Plan (IAP) <ul style="list-style-type: none"> ○ Safety plan ○ Communications plan ○ Medical Branch Director ○ Establish transportation corridor
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Greater Wenatchee Emergency Medical Services Annex

Responsibilities

Preparedness	Activity/Action	Organization(s) Involved
Preparedness	Preparedness is the development of plans and activities that take place before an emergency or disaster occurs. . Examples of preparedness activities include developing local MCI plan and local & regional mass fatality plans, training and exercises, resource inventories, resource contacts, and mutual aid agreements.	EMS CCEM CDHD Hospitals

Response	Response includes those capabilities necessary to save lives, protect property and the environment, and meet basic human needs after an incident has occurred.	
Response	Critical Task I.D.	Activity/Action
Public Information & Warning	Protecting Sensitive Information	
	2	Adhere to HIPAA - provide data privacy and security provisions for safeguarding medical information
	2	Ensure that community member’s names are not used when delivering incident information. The release of this information may affect law enforcement activities or interfere with the family reunification process.
Operational Coordination	Command, Control, and Coordination	
	2	CCEM will conduct all emergency operations utilizing the accepted concepts and principals of the Incident Command System.
Operational Coordination	Allocating and Mobilizing Resources	
	1	Deploy apparatus, equipment and personnel to safely stabilize the incident
Operational Coordination	Determining Priorities, Objectives, and Strategies	
	1	Establish patient care strategies and coordination with fire and other healthcare and public safety agencies



Greater Wenatchee Emergency Medical Services Annex

Response	Critical Task I.D.	Activity/Action
Operational Coordination	Hospitals	
	2	Establish on-scene medical coordination with hospital, as appropriate
Infrastructure Systems	Infrastructure Site Assessments	
	2	Communicate EMS facility and other area damages to facilities, utilities, and transportation to CCEM for coordination of response and recovery efforts
Critical Transportation	Delivery of Response Assets	
	1	Provide transportation to deliver medical personnel, equipment and services to affected areas.
Environmental Response/ Health & Safety	Responder Safety	
	1	Provide health and safety equipment and guidance, based on local directives and protocols, to ensure personnel and response safety.
Environmental Response/ Health & Safety	Survivor Safety and Assistance	
	1	Provide EMS patient stabilization and transportation utilizing appropriate decontamination procedures to minimize exposure and impacts of hazardous materials and environment conditions.
Fatality Management	Mortuary Services	
	2	Provide transportation of fatalities and facilitate care of survivors.
Logistics & Supply Chain Management	Private Resources	
	2	Utilize and coordinate the use of both public and private resources and services to support for affected areas of the community.
Logistics & Supply Chain Management	Resource Tracking	
	1	Establish tracking and coordination of resource needs, distribution, and delivery for response and recovery efforts.



Greater Wenatchee Emergency Medical Services Annex

Operational Communications	Interoperable Communications Between Responders	
	1	Establish radio and cellular communications and coordination with incident healthcare and public safety agencies to maximize efficiency and coordination of response and emergency care.
Public Health, Healthcare, & EMS	Triage and Initial Stabilization	
	2	Establish triage and patient stabilization based on local MCI management plan.
Public Health, Healthcare, & EMS	Emergency Medical Services	
	2	Provide ambulance and paramedic response and emergency care services for urgent medical illnesses and injuries.
	2	Provide out-of-hospital treatment and transport to definitive care.
Situational Assessment	Delivering Situational Reports	
	1,2	EMS agencies deliver patient information to medical control for common operating picture and preparation for patient care according to local protocol and procedures.
Situational Assessment	Analyzing Information	
	1,2	EMS agencies will assess and communicate initial size-up (location, mechanism, approximate. number of patients, major hazards) to provide a common operating picture for multi-agency planning, resource deployment, and operational coordination.
Situational Assessment	Tracking Response Activities	
	1,2	EMS agencies should track response activities and expenses for possible reimbursement.

Resource Requirements for EOC Operations

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility, an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.



Greater Wenatchee Emergency Medical Services Annex

References and Supporting Guidance

Chelan / S. Douglas County (Greater Wenatchee) EMS County Protocols

The Greater Wenatchee EMS Council system Medical Program Director (MPD) is a licensed physician that provides medical control and direction of the EMS and Trauma Care system personnel in their prehospital medical duties. The MPD is responsible for development and adoption of prehospital patient care protocols and procedures.

The North Central Emergency Care Council website provides a summary of the Chelan / S. Douglas County (Greater Wenatchee) EMS County Protocols: <http://ncecc.net/chelan-s-douglas-county/county-protocols/>

County Protocols

[COVID-19 Pandemic EMS Response 6-22](#)

[COVID-19 Pandemic EMS Response](#)

[MPD Approved BLS IN Naloxone Protocol 2019-03-01](#)

[Overdose report form Public Health](#)

[Chelan S Douglas County Alternative Destination Patient Assessment Checklist](#)

[Excited Delirium ALS Protocol 2018-04](#)

[KETAMINE ALS Protocol Formulary 2018-04](#)

[Chelan-South Douglas EMT-P Protocols *2-2012*](#)

[Chelan-South Douglas County Cardiac Arrest Protocol *2-2014*](#)

[Pandemic Protocol](#)

[Protocol for Caring for Potentially Serious Infections, such as Ebola, 10-24-2014](#)

[Additions to ALS Protocols for Intranasal Fentanyl and Narcan](#)

[Addition of IN Fentanyl to ALS protocols 2017-09-01](#)

[Addition of IN Naloxone to ALS protocols 2017-09-01](#)

[Fire Fighter Rehab Protocol](#)

[Formal Fire Rehab Protocol 2016-08](#)

[Rehabilitation and Medical Monitoring](#)

[Fire Fighter Rehabilitation Monitoring Form](#)



Greater Wenatchee Emergency Medical Services Annex

Chelan – South Douglas County MPD Approved Rocuronium Protocol 2015-12-15

Long Spine Board Immobilization Protocol

Implementation Date: September 30, 2015

Please review with your agency personnel during training this month.

You may also attend the monthly EMS meeting on Sept. 29th, 9:00

Douglas County Fire District 2

[Long Spine Board Immobilization Guidelines 2015-09-28](#)

[Executive-Summary-Spine-Injury 2015-06-01](#)

TOURNIQUET PROTOCOL

Before use of the Tourniquet Protocol; all personnel must be trained with the MPD Approved training materials provided.

[Prezi Presentation pdf](#)

[ALS Tourniquet Protocol 2015-06](#)

[BLS Tourniquet Protocol 2015-06](#)

[Levophed Protocol July 2013](#)

CPAP Protocol and Training Materials

[Chelan- South Douglas CPAP Protocol July 2013](#)

[Chelan- South Douglas CPAP Training PowerPoint July 2013](#)

[Chelan-South Douglas ASA for Acute Coronary Syndrome](#)

this Protocol replaces the Aspirin Protocol in ALL EMT Protocols

[Chelan-South Douglas EMT-B Protocols](#)

[Chelan-South Douglas EMT-IV Protocols](#)

[Chelan-South Douglas EMT-IV/AW Protocols](#)

[Chelan-South Douglas EMT Standing Orders for Glucometry](#)



Greater Wenatchee Emergency Medical Services Annex

SPHERE Information and Supporting Documents for Training

[SPHERE Article](#)

[SPHERE-Alert Card FAQs](#)

[Aftercare Instructions Blood Pressure](#)

[Aftercare Instructions High Blood Sugar](#)

[Aftercare Instructions Low Blood Sugar](#)

[IM EPINEPHRINE FOR EMT, 8-2012](#)

EPI IM TRAINING MATERIALS:

[Epi Intramuscular Injection PPT](#)

[Epinephrine Administration For Experience EMT's](#)

[EPI IM Skill Evaluation Check Off Sheet](#)

[Protocol Change-Midazolam for seizures 6-2012](#)

[Intramuscular vs. Intravenous Therapy for Prehospital Status Epilepticus](#)

Ketamine protocol and PowerPoint presentation for Training

[Addition of Ketamine to ALS protocols 6-2012](#)

[Ketamine Introduction and Training PowerPoint](#)

Mass Casualty All-Hazards Protocols

ALL Chelan S. Douglas County Operating Procedures

Regional Patient Care Procedures



Greater Wenatchee Emergency Medical Services Annex

Terms and Definitions

RCW 18.73.030

1. "Advanced life support" means invasive emergency medical services requiring advanced medical treatment skills as defined by chapter [18.71](#) RCW.
2. "Aid service" means an organization that operates one or more aid vehicles.
3. "Aid vehicle" means a vehicle used to carry aid equipment and individuals trained in first aid or emergency medical procedure.
4. "Ambulance" means a ground or air vehicle designed and used to transport the ill and injured and to provide personnel, facilities, and equipment to treat patients before and during transportation.
5. "Ambulance service" means an organization that operates one or more ambulances.
6. "Basic life support" means noninvasive emergency medical services requiring basic medical treatment skills as defined in chapter [18.73](#) RCW.
7. "Communications system" means a radio and landline network which provides rapid public access, coordinated central dispatching of services, and coordination of personnel, equipment, and facilities in an emergency medical services and trauma care system.
8. "Council" means the local or regional emergency medical services and trauma care council as authorized under chapter [70.168](#) RCW.
9. "Department" means the department of health.
10. "Emergency medical service" means medical treatment and care which may be rendered at the scene of any medical emergency or while transporting any patient in an ambulance to an appropriate medical facility, including ambulance transportation between medical facilities.
11. "Emergency medical services medical program director" means a person who is an approved medical program director as defined by RCW [18.71.205](#)(4).
12. "Emergency medical technician" means a person who is authorized by the secretary to render emergency medical care pursuant to RCW [18.73.081](#) or, under the responsible supervision and direction of an approved medical program director, to participate in a community assistance referral and education services program established under RCW [35.21.930](#) if the participation does not exceed the participant's training and certification.



Greater Wenatchee Emergency Medical Services Annex

13. "First responder" means a person who is authorized by the secretary to render emergency medical care as defined by RCW [18.73.081](#).
14. "Patient care procedures" means written operating guidelines adopted by the regional emergency medical services and trauma care council, in consultation with the local emergency medical services and trauma care councils, emergency communication centers, and the emergency medical services medical program director, in accordance with statewide minimum standards. The patient care procedures shall identify the level of medical care personnel to be dispatched to an emergency scene, procedures for triage of patients, the level of trauma care facility to first receive the patient, and the name and location of other trauma care facilities to receive the patient should an interfacility transfer be necessary. Procedures on interfacility transfer of patients shall be consistent with the transfer procedures in chapter [70.170](#) RCW.
15. "Prehospital patient care protocols" means the written procedure adopted by the emergency medical services medical program director which direct the out-of-hospital emergency care of the emergency patient which includes the trauma care patient. These procedures shall be based upon the assessment of the patient's medical needs and what treatment will be provided for emergency conditions. The protocols shall meet or exceed statewide minimum standards developed by the department in rule as authorized in chapter [70.168](#) RCW.
16. "Secretary" means the secretary of the department of health.
17. "Stretcher" means a cart designed to serve as a litter for the transportation of a patient in a prone or supine position as is commonly used in the ambulance industry, such as wheeled stretchers, portable stretchers, stair chairs, solid backboards, scoop stretchers, basket stretchers, or flexible stretchers. The term does not include personal mobility aids that recline at an angle or remain at a flat position, that are owned or leased for a period of at least one week by the individual using the equipment or the individual's guardian or representative, such as wheelchairs, personal gurneys, or banana carts.

REDi Healthcare Coalition

Effective January 1, 2023, the Washington State Department of Health Agency Duty Officer Program has taken over the Eastern WA Regional Emergency and Disaster Healthcare Coalition (REDi HCC) Duty Officer responsibilities. The following REDi HCC plans may provide supporting guidance concerning patient tracking and patient placement in WA State.

REDi HCC Patient Tracking Annex (January 2020 Revision)

The purpose of this plan is to provide accurate and timely tracking of patients in a patient surge event, such as a Mass Causality Incident (MCI) or evacuation of healthcare facilities, that require coordination of patient tracking information for the purposes of patient care and family reunification.



Greater Wenatchee Emergency Medical Services Annex

REDi HCC Regional DMCC Patient Placement Annex (March 2020)

The purpose of this plan is to provide patient placement coordination structure and roles and responsibilities for the regional Disaster Medical Coordination Centers (DMCCs) to manage the distribution of patients around the region in the event of an emergency. In the event of an emergency that severely impacts one or more communities, a regional DMCC will be used to efficiently coordinate the distribution of all affected patients to appropriate points of care.

REDi HCC Definitions:

Coordination Call: A coordination call service is available to all coalition partners who participate in the region's situational awareness processes. The purpose of a coordination call serves as just-in-time coordination with peers to a healthcare systems response, and to find agreement and alignment on an issue affecting healthcare systems response.

Surge Capacity: The ability to evaluate and care for a markedly increased volume of patients—one that challenges or exceeds normal operating capacity.¹

DMCC (Disaster Medical Coordination Center): a regionally identified hospital which is responsible for all patient/resource coordination in a mass-casualty incident or disaster event.

WATrac: WATrac provides communication technology relied on for efficient and coordinated healthcare delivery throughout Washington State. It is the only system of its kind in Washington and enables users across healthcare disciplines to accurately track the availability of beds, surgical specialists, and agency status. Key features include:

- Tracking bed availability and surgical specialists;
- Status reports for individual agencies and for the region;
- Patient Tracking module;
- Data sharing and planning through a report writer, a virtual library, and a survey builder;
- Real-time communications using an alert manager, emergency contacts, and an online chat



Chelan County Facilities Maintenance Annex

Purpose

The Facilities Maintenance Department helps ensure the continued operation of local government during and after emergencies and disasters. The department provides post-incident assessments of County infrastructure to identify and assess the impact on campus utility systems (i.e. electricity, gas, water, telephone); and to restore any disruptions as quickly as possible to reduce the impact on Chelan County’s essential services and the continuity of government.

The following **Core Capabilities** of Response describe the important responsibilities and functions that the Facilities Maintenance Department provides or supports.

Primary Core Capabilities	
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Support Core Capabilities	
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

The Chelan County Board of County Commissioners is the legislative authority responsible for policy actions or decisions during an emergency or disaster, within the scope of their powers. This includes:

- Proclaim a local proclamation of emergency as prescribed in Chapter 36.40.180 Revised Code of Washington. This is usually a prerequisite for state and federal assistance.
- Issue, amend, or rescind necessary orders, rules and regulations to carry out emergency management operations.
- Emergency funding, transfers, and expenditures to support disaster operations that demand immediate action to preserve public health, protect life, protect public property, or to provide disaster relief.



Chelan County Facilities Maintenance Annex

- The activation of the Chelan County Continuity of Government and Operations Plan (COG/COOP) addresses the preservation and/or reconstruction of government to ensure that the legislative, administrative, and business continuity for Chelan County is maintained until normal operations and services can be restored.

Situation Overview

Natural, technological, or man-made disasters, as well as mass fatality incidents, pandemics or other emergencies can occur at any time, causing significant loss of life, damage to infrastructure systems, utilities, and loss of essential services. These include electric and water utilities, and telecommunications. Impacts from local as well as regional and out-of-area incidents may also have adverse effects on the local capabilities.

The 2019 Chelan County Multi-Jurisdictional Natural Hazard Mitigation Plan provides detailed information on natural hazards and the probability, impact, and risk ranking scores that these natural hazards pose to the people, property and economy in Chelan County.

Hazard Risk Ranking

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Severe Weather	45	High
2	Wildfire	36	High
3	Earthquake	34	High

The 2023 Threat and Hazard Identification and Risk Assessment Plan (THIRA) expands the scope of the mitigation plan by specifically addressing technological hazards, human-caused hazards, terrorism attacks, and cybersecurity attacks that may be the cause of significant damage or failures to infrastructure systems, utilities and services to Chelan County communities. Impacts from local, as well as regional and out-of-area incidents, may also have adverse effects on the local capabilities.

Many types of disasters and emergency events may threaten the functional capability of local government through the potential destruction of or harm to government personnel, facilities, critical systems, resources, staffing and vital records. Continuity of government and operations planning is necessary to provide for the continued protection and safety of the population and bring about the prompt and orderly restoration and recovery of public and private property and services.

Assumptions

- Even during disasters and emergencies, there is an expectation by the public that the government will continue to provide its normal services.
- Those services that directly impact the preservation of life, property, and the environment will be given the highest priorities for receiving resources.
- Communications will likely be disrupted. Telephone and cellular communications may be affected by the emergency.



Chelan County Facilities Maintenance Annex

- Internet service and network access may be unavailable for several days while an alternate work area or facility is set up.
- The Board of County Commissioners will declare an emergency if local emergency response resources are exhausted or nearing exhaustion.
- Many of the catastrophes that require activation of the County COG/COOP will cause extensive damage to more than just County facilities.

Concept of Operations

In the event of a major disaster, the potential destruction of facilities, critical systems, resources, and vital records may be significant. Facilities Maintenance will assess the overall damage to County property, utility systems (electricity, gas, water) and communication systems (phone system and internet) to help restore or mediate disruptions to government and essential services. Utility providers will facilitate restoration of utilities infrastructure and CC IT plays a critical role in emergency recovery to computer infrastructure, networks and equipment.

The Chelan County phone system is a server-based system that relies on both PUD and emergency power, supplied by both a generator and a UPS (Uninterruptable Power Supply) . The phones are a combination of analog, digital and I.P. (Internet Protocol).The system relies on a stable network originating within the county's own infrastructure managed by the I.T. department and Facilities. Buildings outside of the immediate campus are provided service by either an off-site line supplied by our telecom provider "Zipty Fiber" or via fiber supplied by the P.U.D... Most phones also require 120v power in order to function.

The Continuity of Government and Operations Plan (COG/COOP) will be activated upon notification of an emergency or disaster in the County that severely impacts the County's ability to continue normal operations and provide essential services . Facilities Maintenance will work with Emergency Management and Information Technology to identify alternative sites to provide work stations for County department and essential personnel.

The Chelan County Emergency Operations Center (EOC) will be activated to support County operations to an emergency or disaster for response, recovery and restoration. The CC EOC will also serve as the central coordination point for the implementation of the CC COG/COOP activation and the support for operations providing alternative work areas and facility sites.

Functional Areas of Responsibility

Some functions of this Department may include, but are not limited to, the following:

- Analyzing Information
- Communication Systems
- Ensuring Continuity of Government and Essential Services
- Ensuring Information Flow
- Infrastructure Site Assessment
- Power Restoration
- Public Recreation Facilities
- Public Safety Facilities
- Water Treatment and Provision



Chelan County Facilities Maintenance Annex

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

The Chelan County Facilities Maintenance does not serve the public directly, but will address how LEP and AFN will be integrated into all phases of their organization and operations as applicable to its respective responsibilities. This includes addressing how LEP and AFN will be integrated into all work areas or alternative work sites.

Facilities Maintenance Critical Tasks

Each of the Core Capabilities identified for the Chelan County Facilities Maintenance Department has one or more critical tasks that are listed in the following table. These critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Critical Task I.D.	Critical Task
Infrastructure Systems		
Response	1	Decrease and stabilize immediate infrastructure threats to the affected population, to include survivors in the heavily damaged zone, nearby communities that may be affected by cascading effects, and mass care support facilities and evacuation processing centers with a focus on life-sustainment and congregate care services.
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Response	4	Formalize partnerships with governmental and private sector or emergency response teams to accept, triage, and collaboratively respond to cascading impacts in an efficient manner.

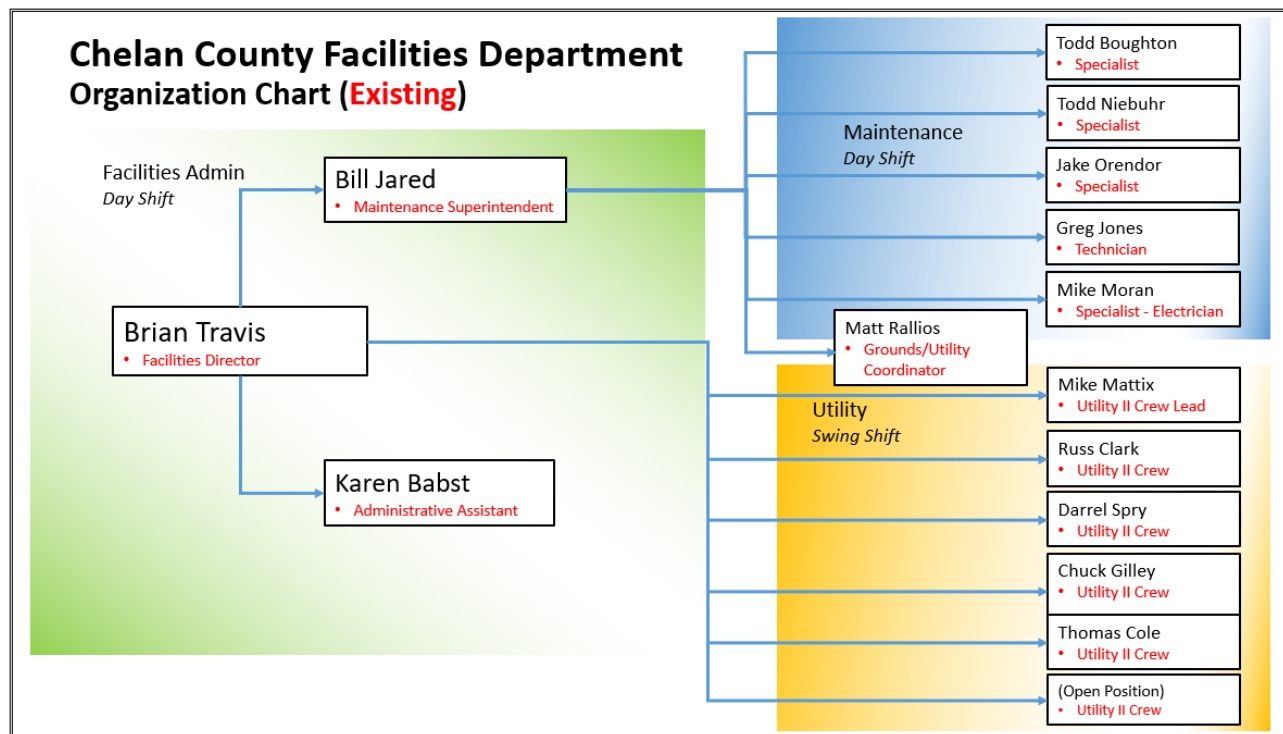


Chelan County Facilities Maintenance Annex

Mission Area	Critical Task I.D.	Critical Task
Operational Coordination		
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.

Organization

The following Organizational Chart illustrates the administrative and operational structure of Chelan County Facilities Maintenance Department.



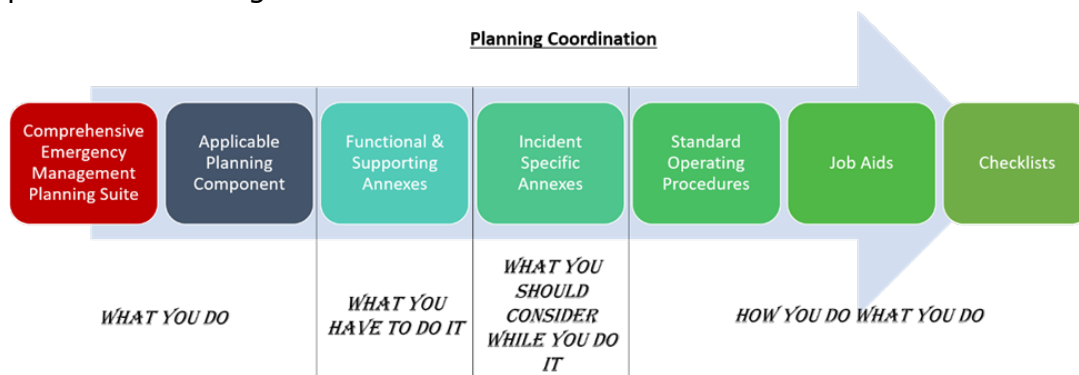


Chelan County Facilities Maintenance Annex

Direction, Control, & Coordination

The Incident Command System (ICS), as set forth by National Incident Management System (NIMS), is the basis for all direction, control and coordination of major emergency response and recovery efforts. ICS will be used to provide a common organizational structure and framework for multidepartment or agency and multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities. An example would be the activation of the County's Continuity of Government and Operations Plan following a disaster that causes significant damages to facilities and essential government services and operations.

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Facilities Maintenance Annex and the department's operation procedures and guidelines that establish the local tactical direction and control activities.



Horizontal Integration

Chelan County Code - The county code was reviewed for the full capability assessment and for identifying opportunities for action plan integration.

Chelan County Natural Hazard Mitigation Plan

The 2019 revision is a comprehensive document that evaluates and identifies natural hazards, potential risks from those hazards, and projects to mitigate for and respond to hazard events

Chelan County Continuity of Government and Operations Plan (COG/COOP)

The purpose of this plan is to prepare Chelan County to respond to disasters or a major emergency while continuing to provide essential services and to reduce or mitigate disruptions to operations from a disaster.

Vertical Integration

National Incident Management System (NIMS)

A system mandated by Homeland Security Presidential Directive 5 (HSPD-5) that provides a consistent nationwide approach for domestic disaster incidents.



Chelan County Facilities Maintenance Annex

Information Collection, Analysis, & Dissemination

Information Collection

Situation Status Information	Current situations – location, impact, extent Other information needed for decision making
Operational Information	Information on incident regarding people property, and status of emergency services Impact assessments: <ul style="list-style-type: none"> • Critical infrastructure and property threatened, damaged, or lost • Determining the status of transportation, utilities, communication systems, and fuel and water supplies. • The number of employees who have been displaced because of the event and the estimated extent of damage to their work areas.
Resource Information	Resource needs, including: <ul style="list-style-type: none"> • Types, Amounts, Locations, Estimated costs Resource availability Resource tracking, reporting, and accountability

Information Analysis

Situation Status Information Operational Information	Used to develop situation reports (sit-reps) as an incident progresses.
Resource Information	Analysis of information and planning for anticipated resources to support emergency response and damage assessment and recovery activities.

Information Dissemination

Situation Status Report (Sit-Rep) Operational Information	Information used to brief the Commissioners, Emergency Management and inform all involved County departments on the situation, strategies and restoration estimates (Decision Making Information)
Resource Information	Resource information will be used to identify, inventory, dispatch, mobilize, transport, and demobilize resources to ensure sustained operations.



Chelan County Facilities Maintenance Annex

Responsibilities

Preparedness	Activity/Action	Organization(s) Involved
<p>Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs.</p> <p>Public Works departments should:</p> <ul style="list-style-type: none"> • Maintain current inventories of resources. • Provide ongoing training to personnel on their roles and responsibilities during emergency operations • Develop SOPs in accordance with state and local regulations and this plan. • Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs. 		<p>All Chelan County Departments</p>

Mitigation	Activity/Action	Organization(s) Involved
<p>Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters and emergencies . Mitigation involves structural and non-structural measures taken to limit the impact of disasters and emergencies. Structural mitigation actions change the characteristics of buildings or the environment.</p>		<p>CC Community Development</p>

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Operational Coordination	Ensuring Information Flow		
	2	Conduct incident assessments of County infrastructure and campus utility systems to begin restoration and decision making.	Community Development IT
	2	Provide current sit-rep information to brief the Commissioners, Emergency Management and inform all involved County departments on the situation, strategies and restoration estimates (Decision Making Information).	



Chelan County Facilities Maintenance Annex

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Operational Coordination	Ensuring Continuity of Government and Essential Services		
	2	Restore any disruptions in Campus utility systems as quickly as possible to reduce the impact on Chelan County’s essential services.	IT
	2	Provide emergency repair of damaged infrastructure and critical facilities.	IT PUD
	2	Assist with identification of locations and sites for logistics and personnel worksite relocations.	IT CCEM
Infrastructure Systems	Water Treatment and Provision		
	2	Restore any disruptions in Campus utility systems as quickly as possible to reduce the impact on Chelan County’s essential services.	City Water
Infrastructure Systems	Power Restoration		
	2	Restore any disruptions in Campus utility systems as quickly as possible to reduce the impact on Chelan County’s essential services.	PUD
Infrastructure Systems	Communication Systems		
	2	Restore any disruptions in Campus phone system as quickly as possible to reduce the impact on Chelan County’s essential services.	IT PUD Ziplay Fiber
Infrastructure Systems	Government Facilities		
	2	Conduct incident assessments of County Government facilities, utilities, and communication to begin restoration and decision making.	Community Development IT PUD
Infrastructure Systems	Infrastructure Site Assessment		
	2	Conduct incident assessments of County facilities, utilities, and communications to begin restoration and decision making.	Community Development IT PUD



Chelan County Facilities Maintenance Annex

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Infrastructure Systems	Public Recreation Facilities		
	2	Conduct incident assessments of County recreational facilities and systems to begin restoration and decision making.	Community Development IT PUD
Infrastructure Systems	Public Safety Facilities		
	2	Conduct incident assessments of County Public Safety facilities, utilities, and communication systems to begin restoration and decision making.	Community Development IT PUD
	2	Restore any disruptions in Campus utility systems as quickly as possible to reduce the impact on Chelan County's essential services.	Community Development IT PUD
Situational Assessment	Assessing Hazard Impacts		
	2	Analysis of information and planning for anticipated resources to support emergency response and damage assessment and recovery activities	Community Development IT CCEM
Recovery	Activity/Action		Organization(s)/ Departments Involved
	Recovery consists of those activities that continue beyond the emergency period to restore critical infrastructure and community functions and begin to manage stabilization efforts . The recovery phase begins immediately after the threat to human life has subsided. The goal of the recovery phase is to bring the affected area back to some degree of normalcy.		CCEM IT Community Development



Chelan County Facilities Maintenance Annex

Resource Requirements for EOC Operations

When appropriate, Facilities Management will assign a representative to the EOC, as the circumstances dictate.

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.

References and Supporting Guidance

RCW 43.19.450 Supervisor of Engineering and Architecture

RCW 38.52.195 Emergency workers exemption from liability

Chelan County Continuity of Government and Operations Plan (April 2023 Revision)



Chelan County Fire Districts / Departments Annex

Purpose

To establish guidelines for effective coordination between fire agencies and units in detection and suppression of wildland, rural, and urban fires, whether occurring independently, or in addition to other disasters. These guidelines also address the coordination of fire agencies and units for the performance of specialized rescue operations and emergency medical services, coordination between fire service and other agencies such as law enforcement, and any other events requiring fire response.

Core Capabilities

Chelan County Fire Districts and Departments are considered to be **primary response agencies**, having significant authorities, roles, resources to provide the following core capabilities in response to emergency and disaster incidents.

Primary Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Fire Management & Suppression	Provide structural, wildland, and specialized firefighting capabilities to manage and suppress fires of all types, kinds, and complexities while protecting the lives, property, and environment in the affected area.

The Chelan County Fire Districts and Departments are also **support agencies**, having specific capabilities or resources that support other agencies in executing the following core capabilities.

Support Core Capabilities	
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.
Mass Search & Rescue Operations	Deliver traditional and atypical search and rescue capabilities, including personnel, services, animals, and assets to survivors in need, with the goal of saving the greatest number of endangered lives in the shortest time possible.



Chelan County Fire Districts / Departments Annex

Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Public Health, Healthcare, & Emergency Medical Services	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support and products to all affected populations.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

1. Local fire departments and districts function under the applicable portions of RCW 38.52, RCW 52.02, RCW 70.136, WAC 212, other State and local ordinances, and their own Standard Operating Procedures (SOPs). Fire departments within Chelan County have signed mutual aid agreements with the other departments in the county and with Douglas County agencies. It is understood that emergencies and disasters can overwhelm local resources, or in other ways prevent agencies and jurisdictions from fulfilling all their roles and responses to requests for assistance.
2. Fire mobilization will be requested by the proper authority within the affected fire department through their pre-established procedures. The State Emergency Management Division has the authority to mobilize jurisdictions under the WA State Fire Services Resource Mobilization Plan (RCW 38.54.030).
3. Direction and control of a multi-agency, multi-jurisdictional incident will follow the concepts of the National Incident Management System (NIMS).
4. Individual fire protection districts must ensure that their home district is adequately protected before responding to mutual aid or fire mobilization requested.
5. Per Chapter 76.04 RCW, the Department of Natural Resources (DNR) has the responsibility for wildland fire suppression on state- and privately-owned forestland. The DNR, Resource Protection Division, has the authority to respond to wildland fire suppression efforts, as well as the responsibility to respond to requests from other agencies for assistance for non-fire emergencies or disasters.
6. National support for forest fires shall be accomplished through the Northwest Coordination Center (NWC) (federal multi-coordinating agency comprised of Dept. of Forestry, Bureau of Land Management, Fish and Wildlife, Indian Affairs, etc.) who will coordinate with the National Interagency Coordination Center.



Chelan County Fire Districts / Departments Annex

Situation Overview

The 2019 Chelan County Multi-Jurisdictional Natural Hazard Mitigation Plan provides detailed information on the following natural hazards and the probability, impact, and risk ranking scores that these natural hazards pose to the people, property and economy in Chelan County.

Hazard Risk Ranking

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Severe Weather	45	High
2	Wildfire	36	High
3	Earthquake	34	High
4	Landslide	33	High
5	Flooding	18	Medium
6	Dam Failure	12	Low
7	Drought	9	Low

The high rating for severe weather and wildfire is based on the past history and high frequency of weather events and large fires throughout the county. The potential for earthquake and landslide is high based on USGS data and the steepness of the mountain terrain.

The rating for flooding varies throughout the county. Some areas are high, based on the location within flood zones or associated with runoff from fire-damaged terrain.

The 2023 Chelan County Threat and Hazard Identification and Risk Assessment (THIRA/SPR) expands the scope of the 2019 Chelan County Natural Hazard Mitigation Plan by addressing technological hazards and human-caused hazards, as well as natural hazards that may have significant risks and impacts to Chelan County communities.

Natural hazards, as well as technological incidents, human caused incidents, pandemics or mass fatality incidents can occur at any time, causing significant loss of life, damage to infrastructure and loss of essential services.

A significant natural, technological, or human caused event may result in many urban, rural, and wildland fires. Ignition sources could cause hundreds of fires, both during and after an earthquake or other disaster. The damage potential from fires in urban areas, both during and after a major earthquake, exceeds that of all other causes. Urban fire departments not incapacitated by an earthquake or other disaster may be totally committed to fires and other emergencies in their jurisdictions. Numerous fires are anticipated in rural and wildland settings as well. These fires have the potential to spread rapidly, cause extensive damage, and pose a serious threat to life, property and the environment. Firefighting resources that are normally available will be difficult to obtain and utilize during and after a disaster because of massive disruption of communication, transportation, utilities and water systems.



Chelan County Fire Districts / Departments Annex

Concept of Operations

RiverCom 911 Communications Center is the Public Safety Answering Point (PSAP) for fire and emergency medical services in Chelan and Douglas Counties. The RiverCom telecommunicators enter call information into a Computer Aided Dispatch (CAD) system and route the call to the appropriate fire and EMS agencies for response.

On-scene fire related operations within Chelan County are managed by concepts of the National Incident Management System (NIMS).

Designation of the incident command agency, and assumption of incident coordination, is based on the specific or implied authority or responsibility within the applicable jurisdiction.

Incident management priorities include saving lives, stabilizing the incident, and protecting property and the environment. To achieve these priorities, incident personnel apply and implement NIMS components in accordance with the principles of flexibility, standardization, and unity of effort.

Emergency response and supporting agencies and organizations agree to carry out their objectives in support of the incident command structure to the fullest extent possible.

Fire Service mutual-aid agreements provide for additional local personnel and resources in the event individual Chelan County jurisdictions are unable to contain a given situation with existing resources and personnel.

Each agency assisting under the mutual-aid agreement retains its own autonomy, with overall direction provided by the Chief (Incident Commander) of the affected jurisdiction. In the event of a multi-agency fire response, direction, control and coordination may be established from the county Emergency Operations Center, or a Command Post at the scene. Incoming units may receive assignments from either location or from designated staging areas.

Established firefighting and support organizations, processes, and procedures as listed in the WA State Fire Services Resource Mobilization Plan will be utilized. State and Federal Mobilization Guides will be used in support of firefighting activities. Responsibility for situation assessment and determination of resource needs lies primarily with local jurisdiction Incident Commanders in coordination with the State and Chelan County EOC, if activated.

Staff from the WSP will support the allocation of fire resources during mobilization for fires, emergencies or disasters. These activities will be coordinated by the WSP Emergency Mobilization Section Commander or designee.



Chelan County Fire Districts / Departments Annex

Fire agencies have the right to have a representative at the county EOC. As a matter of practice, a non-affected area or agency, will assign a fire coordinator to be available to represent the affected region at the EOC.

Fire Services provide limited emergency medical services, based on individual department's abilities and training. Emergency medical response is not a requirement of local Fire Services. However, those agencies that do provide emergency medical services, do so under the direction of the local Medical Program Director (MPD).

Law Enforcement agencies and Public Works departments can support Fire Service agencies by performing their normal functions of traffic control, area security, road blocks, evacuation notification and heavy equipment, as appropriate.

Fire Service agencies' personnel can be used for the dissemination of information and warnings, as conditions and available resources allow.

Fire Service agencies provide limited response to hazardous materials incidents. Their response is in a defensive manner, commensurate with their level of training.

Functional Areas of Responsibility

Fire service functions involve managing and coordinating a variety of activities, and providing personnel, equipment and supplies in support of the emergency response. This coordination may be for a local, Chelan County, or regional emergency or disaster. The specific actions required following an emergency or disaster would be determined by the event.

Under the best of conditions, the management of a large firefighting operation is complex, often involving large numbers of personnel, departments, agencies and jurisdictions. Fires resulting from, or independent of, but coinciding with a man-made or natural disaster, will place extraordinary demands on available resources and support systems.

Some functions of this Department may include, but are not limited to, the following:

- Allocating and Mobilizing Resources
- Assessing Hazard Impacts
- Command, Control, and Coordination
- Data Communications
- Decontamination
- Determining Priorities, Objectives, and Strategies
- Emergency Medical Services
- Environmental Impact Analysis
- Establishing a Common Operating Picture



Chelan County Fire Districts / Departments Annex

- Establishing Lines of Communication
- Extended Attack Firefighting
- Hazardous Materials Clean-Up
- Health and Safety Monitoring and Assessment
- Infrastructure Site Assessments
- Initial Attack Firefighting
- Interoperable Communications Between Responders
- Predictive Modeling
- Public Safety Facilities
- Rescue Operations
- Responder Safety
- Specialized Firefighting
- Specialized Operations
- Structural Firefighting
- Survivor Safety and Assistance
- Tracking Response Activities
- Triage and Initial Stabilization
- Wildland Firefighting

Whole Community Involvement & Non-Discrimination

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

Each Chelan County fire district or department will address how LEP and AFN will be integrated into all phases of their organization and operations as applicable to its respective responsibilities. Public safety organizations, such as RiverCom Dispatch Center and local law enforcement agencies help address critical safety issues, as well as equal access to communication assistance and services.



Chelan County Fire Districts / Departments Annex

Fire Service Critical Tasks

Each of the Core Capabilities identified for the Chelan County fire districts and departments has one or more critical tasks that are listed in the following table. These critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Critical Task I.D.	Critical Task
Operational Coordination		
Response	1	Mobilize all critical resources and establish command, control, and coordination structures within the affected community, in other coordinating bodies in surrounding communities, and maintain as needed throughout the duration of an incident.
	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Environmental Response/Health & Safety		
Response	1	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.
	2	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.
	3	Detect, assess, stabilize, and clean up releases of oil and hazardous materials into the environment, including buildings/structures, and properly manage waste.
	4	Identify, evaluate, and implement measures to prevent and minimize impacts to the environment, natural and cultural resources, and historic properties from all-hazard emergencies and response operations.
Fire Management & Suppression		
Response	1	Provide traditional first response or initial attack firefighting services.
	2	Conduct expanded or extended attack firefighting and support operations through coordinated response of fire management and specialized fire suppression resources.
	3	Ensure the coordinated deployment of appropriate local, regional, national, and international fire management and fire suppression resources to reinforce firefighting efforts and maintain an appropriate level of protection for subsequent fires.



Chelan County Fire Districts / Departments Annex

Mission Area	Critical Task I.D.	Critical Task
Infrastructure Systems		
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Critical Transportation		
Response	1	Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors.
Mass Search & Rescue Operations		
Response	1	Conduct search and rescue operations to locate and rescue persons in distress.
Operational Communications		
Response	1	Ensure the capacity to communicate with both the emergency response community and establish interoperable voice and data communications between state, and local first responders.
Public Health, Healthcare, & Emergency Medical Services		
Response	2	Complete triage and initial stabilization of casualties, and begin definitive care for those likely to survive their injuries and illnesses.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.



Chelan County Fire Districts / Departments Annex

Organization

Fire protection within Chelan County is provided by Fire Districts 3,5,6,7,8,9,10, the Wenatchee Valley Fire Department (Regional Fire Authority), and the Cashmere Fire Department. The departments are a combination of paid and volunteer personnel. Each fire agency is an independent agency reporting to elected representatives. Within each agency is an identified chain of command which oversees the operational portion of the agency.

Local agencies and jurisdictions will be managed under the Incident Command System while performing firefighting, rescue, and EMS activities as outlined in state and local regulations, SOPs and this plan. The Incident Commander, regardless of rank, has the authority to request support and assistance from Chelan County EOC or Emergency Management staff. The Incident Commander/Unified Command will coordinate with the EOC or Emergency Management staff on requests for assistance and resources from outside of the county.

Fire mobilization will be requested by the proper authority within the affected fire department through their pre-established procedures. The State Emergency Management Division has the authority to mobilize jurisdictions under the WA State Fire Services Resource Mobilization Plan (RCW 38.54.030).

Direction, Control, & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this annex. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating fire service-related operations, actions, resources, and activities with other local fire districts, as well as, federal, state, county, regional, private-sector, and nongovernmental organizations.

The direction, control, and coordination of the initial response activities are provided by local jurisdictions and their automatic or mutual aid public safety partners. The local incident commander leads tactical direction and control activities on-site.

The ICS responsibilities of an Incident Commander or Unified Command include:

1. Establishing a single Incident Command Post (ICP) for the incident
2. Establishes incident objectives to drive incident operations toward the desired outcomes.
3. Establishing an Incident Action Plan (IAP) to coordinate and guide incident operations and activities, through unity of effort, to accomplish the desired outcomes of the incident objectives.

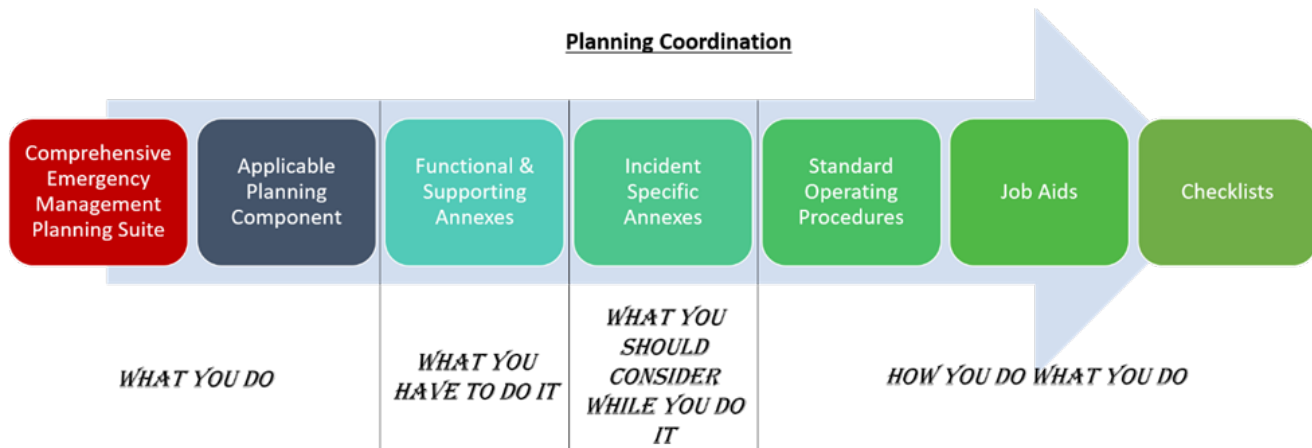


Chelan County Fire Districts / Departments Annex

The complexity of emergency response operations during a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.

When local and regional mutual aid response resources are not able to contain and control an incident, activation of the Washington Fire Services Resource Mobilization Plan can be requested.

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Fire Districts / Department Annex, and the district's or department operation procedures and guidelines that establish the local tactical direction and control activities.



Horizontal Integration

Chelan / Douglas Area Emergency Services Mutual Aid Agreement

Based on the provisions of Chapter 39.34 RCW, RCW 35.84.040, and RCW 52.12.111, this mutual aid agreement provides the signature cities, fire districts and other public safety agencies with a mechanism for requesting mutual aid for fire protection, rescue, and other emergency situations.

Chelan County Natural Hazard Mitigation Plan

The 2019 revision is a comprehensive document that evaluates and identifies natural hazards, potential risks from those hazards, and projects to mitigate for and respond to hazard events.

Chelan County Threat and Hazard Identification and Risk Assessment (THIRA/SPR)

The 2023 THIRA/SPR expands the scope of the 2019 Chelan County Natural Hazard Mitigation Plan by addressing technological hazards and human-caused hazards, as well as natural hazards that may have significant risks and impacts to Chelan County communities.



Chelan County Fire Districts / Departments Annex

Chelan County Community Wildfire Protection Plan

The purpose of the Chelan County Community Wildfire Protection Plan (CWPP) is to reduce the impact of wildfire on Chelan County residents, landowners, businesses, communities, local governments, and state and federal agencies while maintaining appropriate emergency response capabilities and sustainable natural resource management policies. The CWPP identifies high risk areas as well as recommend specific projects that may help prevent wildland fires from occurring altogether or, at the least, lessen their impact on residents and property.

Chelan / Douglas LEPC Hazardous Materials Emergency Response Plan (2023) This plan replaced Emergency Support Function (ESF 10), Oil and Hazardous Materials Response, of the 2014 Chelan County CEMP. The plan establishes the policies and procedures under which the County of Chelan will operate in the event of a hazardous materials incident, oil spill, or other release.

Chelan / Douglas County Mass Casualty Incident (MCI) Management Plan (2022)

This plan provides standard operating guidelines for emergency service personnel for the response and incident management of mass casualty incidents in Chelan and Douglas Counties.

Vertical Integration

WA State Fire Services Resource Mobilization Plan

Under [RCW 43.43.961](#), the Fire Service Resource Mobilization Plan is implemented to provide personnel, equipment, and other logistical resources when a wildland fire or other emergency exceeds the firefighting capacity of local jurisdictions.

Northwest Area Contingency Plan (2011)

The Northwest Area Contingency Plan (NWACP) has been adopted as Washington State’s Oil and hazardous Substance Spill Prevention and Response Plan, as required by statute (RCW 90.56.060). This plan is intended for use as a guideline for coordination of spill response actions and to ensure consistency in response to spills.

Information Collection, Analysis, & Dissemination

Information Collection

Hazardous Materials	<ul style="list-style-type: none"> • Type and status of hazardous materials-related deployments • Status of significant oil or hazardous material releases • Number of oil and hazardous materials leaks, spills, or releases or threatened releases from facilities, vessels, pipelines, rail and any other sources • Extent of oil and hazardous materials facilities or mobile facilities damaged, destroyed, or without power
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Chelan County Fire Districts / Departments Annex



Hazardous Materials <i>(cont.)</i>	<ul style="list-style-type: none"> • Nature and extent of actual or potential environmental contamination and its environmental contamination and impacts, as appropriate • Limiting factors or shortfalls
Firefighting	<ul style="list-style-type: none"> • Number of firefighting staff deployed to the field, EOC, etc. • Current or expected mission assignments • Number, location, and role of pre-positioned firefighting resources • Number, location, and role of deployed firefighting resources • Limiting factors or shortfalls
Search & Rescue	<ul style="list-style-type: none"> • Type, assignment, resources, and status of SAR resources • Status of SAR missions, including number of recues, number of areas completed, and number of current areas of operations • Limiting factors and shortfalls
Situation Status Information	<p>Potential hazards Current situations – location, impact, extent Other information needed for decision making</p>
Operational Information	<p>Information on incident regarding people property, and status of emergency services Impact assessments:</p> <ul style="list-style-type: none"> • Injuries and fatalities • Critical infrastructure and property threatened, damaged, or lost • Agencies involved and numbers of units on the scene and responding. <p>Threats to responders and to the public</p>
Resource Information	<p>Resource typing and inventory Resource needs, including:</p> <ul style="list-style-type: none"> • Types, Amounts, Locations, Estimated costs <p>Resource availability Resource tracking, reporting, and accountability</p>
Public Information	<p>Alert system notices and other predictive information Information about degrees of threat to the general public, areas to avoid, and similar information. Information on protective measures, such as evacuation routes, shelter-in-place or other lifesaving measures</p>



Chelan County Fire Districts / Departments Annex

Information Analysis

Monitoring Hazard Information	Public safety risks of potential hazards
Situation Status Information Operational Information	Used to develop situation reports (sit-reps) as an incident progresses.
Operational Information Public Information	To determine alerts and notifications to provide credible and actionable messages to inform emergency services and the public
Resource Information	Analysis of information and planning for anticipated resources to support emergency response and damage assessment and recovery activities.

Information Dissemination

Monitoring Hazard Information	Emergency alerts and forecasting of potential hazards or risk
Situation Status Report (Sit-Rep) Operational Information	Information will be used to brief the Mayor (and Policy Group) and inform all involved city departments and agencies on the situation, initial response, and for planning purposes.
Resource Information	Resource information will be used to identify, inventory, dispatch, mobilize, transport, and demobilize human and material resources to ensure sustained operations.
Public Information	Alert system notices and other predictive information Information about degrees of threat to the general public, areas to avoid, and similar information. Information on protective measures, such as evacuation routes, shelter-in-place or other lifesaving measures

Responsibilities

Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs. All fire service agencies and support agencies:

- Develop, maintain and continue to refine the local National Incident Management System and other operational procedures to effect full utilization of resources.
- Maintain current inventories of resources.
- Provide ongoing training to personnel on their roles and responsibilities in fire operations.
- Participate in local mutual aid agreements.



Chelan County Fire Districts / Departments Annex



Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs. All fire service agencies and support agencies:

- Participate in the state Fire Mobilization Plan.
- Provide trained personnel and resources for assignment to the Emergency Operations Center, as appropriate.
- Support the efforts of the state regional Fire Service Training Council.
- Develop SOPs in accordance with state and local regulations and this plan. Maintain interagency disaster response training through participation in emergency / disaster exercises and drills to test and update, as needed, written SOPs.
- Maintain activation and alerting procedures and ensure that all personnel are trained.

Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters and emergencies. All fire service agencies and support agencies:

- Keep response equipment in good condition.
- Conduct fire safety inspections and public education for property owners on how to reduce their fire potential.
- Local schools and businesses that conduct fire and evacuation drills are participating in mitigation.
- Work to ensure compliance with the Uniform Fire Code and the Uniform Building Code.
- Support or help establish local codes and ordinances that help reduce the threats of major conflagrations, such as restrictions on combustible roofing materials.

Response includes those capabilities necessary to save lives, protect property and the environment, and meet basic human needs after an incident has occurred.

Response	Critical Task I.D.	Activity/Action
Operational Coordination	Command, Control, and Coordination	
	2	Conduct all emergency operations utilizing the accepted concepts and principals of the Incident Command System.
	1	Establish command, control, and coordination of emergency operations
Operational Coordination	Allocating and Mobilizing Resources	
	1	Deploy apparatus, equipment and personnel to safely stabilize the incident



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Response	Critical Task I.D.	Activity/Action
Operational Coordination	Determining Priorities, Objectives, and Strategies	
	1	Coordinate incident action plan with other fire and public safety agencies
Operational Coordination	Establishing a Common Operating Picture	
	2	Fire districts/departments will establish an incident action plan with common strategies, objectives to provide a common operating picture for all responding agencies.
Operational Coordination	Establishing Lines of Communication	
	2	Fire districts/departments will establish an incident action plan with common strategies, objectives and radio communications.
Infrastructure Systems	Public Safety Facilities	
	4	Fire districts/departments will assess and report damage assessments of local public safety facilities.
Environmental Response/Health & Safety	Hazardous Material Clean-up	
	3	Fire districts/departments will provide a limited response and stabilization of hazards, based on responder level of training.
		Fire districts/departments will assist in clean-up of hazards, if appropriate, based on level of training and expertise.
Environmental Response/Health & Safety	Decontamination	
	1	Fire districts/departments will coordinate with healthcare providers to provide field decontamination, as needed, based on responder training and expertise.
Environmental Response/Health & Safety	Health and Safety Monitoring and Assessment	
	1	Fire districts/departments will provide assessment and limited air monitoring to minimize exposure to the public and response personnel.



Chelan County Fire Districts / Departments Annex

Response	Critical Task I.D.	Activity/Action
Environmental Response/Health & Safety	Predictive Modeling	
	1	Fire districts/departments will use available information and predictive modeling resources, based on level of training, to establish isolation and evacuation zones and other public and responder safety measures.
Environmental Response/Health & Safety	Responder Safety	
	1	Fire districts/departments will identify, assess, and mitigate worker health and safety hazards, and disseminate safety guidance and resources to response and recovery workers.
Fire Management & Suppression	Structural Firefighting	
	1	Fire districts/departments will respond and perform a variety of structural suppression activities, such as hose streams, ventilation techniques, and shutting off utilities, as they control and extinguish a structure fire to protect lives and property, and prevent further extension of the fire.
Fire Management & Suppression	Extended Attack Firefighting	
	2	Fire districts/departments will provide an extended attack when a wildland fire has not been contained or controlled by initial <i>attack</i> forces and for which more <i>firefighting</i> resources are arriving, .
Fire Management & Suppression	Initial Attack Firefighting	
	1	Fire districts/departments will respond, perform an initial size-up and perform actions, as the first resources to a wildfire, to protect lives and property, and prevent further extension of the fire.
Fire Management & Suppression	Specialized Firefighting	
	2	Fire districts/departments will respond and perform initial specialized firefighting, such as high-rise firefighting, airport firefighting, and HazMat firefighting based on levels of training.



Chelan County Fire Districts / Departments Annex

Response	Critical Task I.D.	Activity/Action
Fire Management & Suppression	Wildland Firefighting	
	1	Fire districts/departments will respond and provide initial wildland fire fighting operations to level of training.
	2	Fire districts/departments will provide mutual-aid wildland firefighting resources and personnel, based on level of training.
Search & Rescue	Rescue Operations	
	1	Fire districts/departments will respond and conduct local and mutual aid search and rescue operations based of level of training.
Search & Rescue	Specialized Operations	
	1,2	Fire districts/departments will respond and perform specialized operations, such as vehicle extrication, HazMat operations, water rescue, and rope rescue based on levels of training.
Operational Communications	Interoperable Communications Between Responders	
	1	Fire command structure will establish an interoperable radio communications plan, appropriate for the size and complexity of the incident, for all responding public safety agencies.
Public Health, Healthcare & EMS	Triage and Initial Stabilization	
		Fire districts/department will utilize the START triage system for trauma patients.
Public Health, Healthcare & EMS	Emergency Medical Services	
	2	Fire districts/departments will perform EMS care based on level of training
Situational Assessment	Assessing Hazard Impacts	
	1,2	Fire districts/departments will assess and communicate hazards and impacts to provide a common operating picture for multi-agency planning, resource deployment, and operational coordination.
Situational Assessment	Tracking Response Activities	
	1,2	Fire districts/departments will track response activities and expenses for possible reimbursement.



Chelan County Fire Districts / Departments Annex

Recovery	Activity/Action
	<p>Each department, agency and individual shall maintain accurate records of the incident. They will be responsible for maintaining disaster and recovery expense records for future possible reimbursement. Financial issues such as supplies used, equipment lost or damaged, wages for hours worked including overtime and other costs require documentation before reimbursement is issued. If emergency vehicles, communications equipment, or stations are damaged, special contracts may be needed for their quick repair or replacement, and temporary or long-term arrangements may be needed. During the Recovery phase, it is imperative to maintain communication and coordination with the EOC. Fire departments and districts may provide public information regarding safety issues as people return to their homes and businesses. Departments, districts, and individuals involved in the emergency or disaster should participate in post event reviews and critiques, and contribute to written reports regarding observations and recommendations.</p> <p>Support for the fire/EMS personnel is also part of recovery and returning to normal operations. This support may include counseling or Critical Incident Stress Management.</p> <p>Fire Departments will continue to communicate with the EOC and coordinate recovery activities as priorities and resources allow. They will continue to assist with damage assessment reports and other requirements necessary for obtaining financial assistance for the county and involved cities and towns.</p>

Resource Requirements

When appropriate, Chelan County Fire Districts assign a representative to the EOC or command post, as the circumstances dictate.

All District and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.



Chelan County Hospitals Annex

Purpose

Chelan County has three hospitals that provide patient treatment and varying levels of specialized medical and nursing staff and medical equipment.

Central Washington Hospital (Wenatchee) is the Regional and County Control Hospital, providing the highest level of acute care trauma services (Level II) in the county and region (Region 7) It provides coordination of patient & medical staff / resource distribution for mass casualty incidents (MCI) and disaster incidents.

Cascade Medical Center (trauma services level 5 - Leavenworth) and Lake Chelan Community Hospital (trauma services level 4 - Chelan) provide direct care to casualties of all hazards disaster, triage of casualties in conjunction with regional plans, and stabilization and transfer of casualties to county/regional facility (Central Washington Hospital)

The purpose of this annex is to provide the county hospitals with guidelines for effective coordination between emergency management and other public safety agencies for preparedness and response relating to the event of a natural or technological disaster, bioterrorism, epidemic or pandemic disease, or other mass casualty incident occurring independently, or in addition to other disasters.

Core Capabilities

Chelan County hospitals are **primary response agencies**, having significant authorities, roles, resources to provide the core capability of public health care and emergency medical services in response to emergency and disaster incidents. Hospital services and levels of patient care are based on the Washington State Department of Health (DOH) Trauma Services designation level of acute care trauma services. These designations limit the medical care capabilities and services that are provided by hospitals.

Primary Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Public Health, Healthcare, & Emergency Medical Services	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support and products to all affected populations.



Chelan County Hospitals Annex

Chelan County hospitals are also **support agencies**, having specific capabilities or resources that support other agencies in executing the following core capabilities.

Support Core Capabilities	
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.
Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Fatality Management Services	Provide fatality management services, including decedent remains recovery and victim identification, and work with local, state, tribal, territorial, insular area, and Federal authorities to provide mortuary processes, temporary storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.
Logistics & Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

RCW 70.41 provides the authorities for the WA State Department of Health

RCW 70.41 provides the authorities for hospital licensing and regulation



Chelan County Hospitals Annex

Concept of Operations

When a disaster event occurs, Central Washington Hospital will activate its Hospital Emergency Incident Command Center (HEICS) for the facility as appropriate for the level of emergency or disaster and will be responsible for the coordination of the overall operations of the hospital in any disaster situation. CWH will have primary responsibility for staffing the hospital and will assist with any auxiliary areas created to manage the medical needs of the public during an emergency (i.e., mass casualties, quarantine and isolation, etc.). CWH will support an alternate care facility (ACF), if necessary and possible, through provision of medical expertise and resources.

As the Region's Disaster Medical Coordination Center (DMCC), Central Washington Hospital will coordinate the response of hospitals in the region, and take the lead in communicating with hospitals outside our region, using WATrac (see below for more on WATrac) and other resources to do so. It will provide situational updates to CDHD and Region 7 public health response coordinators through the Regional Emergency Response Coordinator (RERC) or the RERC's designee.

CWH will also provide emergency storage for CDHD's vaccine through an Interlocal Cooperative Agreement for emergency storage of vaccine in the event of power or equipment failure at CDHD.

WATrac, hosted and managed by the Washington State DOH is Washington's web-based healthcare resource tracking and alert system for statewide collaboration on a daily basis and during emergency responses. WATrac allows healthcare and public health partners to:

- View real-time data related to the status of healthcare in Washington
- Post and share documents internally and externally
- Conduct on-line chat 24/7; inviting WATrac users from all healthcare sectors and in all parts of the state
- Send emergency alert notifications via email, text message, or pager
- Use standard and ad hoc reporting to turn data into actionable information

Chelan and Douglas Counties Emergency Medical Services (EMS) System will facilitate the county's transportation and pre-hospital medical needs. The system consists of 11 licensed EMS agencies (primarily local fire departments) and 5 affiliated-level ambulance services. Coordination between licensed EMS agencies to meet the local EMS needs will be facilitated through RiverCom and based on the Regional County Patient Care Operating Procedures and the Chelan and Douglas Counties Mass Casualty Incident Plan (MCI Run Cards).



Chelan County Hospitals Annex

Functional Areas of Responsibility

Some functions of Chelan County hospitals may include, but are not limited to, the following:

- Allocating and Mobilizing Resources
- Bereavement Counseling
- Command, Control, and Coordination
- Data Communications
- Decontamination
- Definitive Care
- Determining Priorities, Objectives, Strategies
- Ensuring Continuity of Government and Essential Services
- Ensuring Information Flow
- Ensuring Unity of Effort
- Establishing Lines of Communication
- Evacuation
- Family Reunification
- Infrastructure Site Assessment
- Interoperable Communications Between Responders
- Mortuary Services
- Protecting Sensitive Information
- Re-Establishing Communications Infrastructure
- Re-Establishing Critical Information Networks
- Relocation Assistance
- Resource Management
- Resource Tracking
- Responder Safety
- Survivor Safety and Assistance
- Triage and Initial Stabilization
- Voice Communications

Whole Community Involvement

The "Whole Community" approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial



Chelan County Hospitals Annex

assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

Each of the Chelan County hospitals will address how LEP and AFN issues, such as critical safety and equal access to communication assistance and services, will be integrated into all phases of their organization and operations as applicable to its respective responsibilities.

Hospital - Critical Tasks

Each of the Core Capabilities identified for the hospital agencies has one or more critical tasks that are listed in the following table. These critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Critical Task I.D.	Critical Task
Operational Coordination		
Response	1	Mobilize all critical resources and establish command, control, and coordination structures within the affected community, in other coordinating bodies in surrounding communities, and across the Nation, and maintain as needed throughout the duration of an incident.
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Public Health, Healthcare, & Emergency Medical Services		
	1	Deliver medical countermeasures to exposed populations.
Response	2	Complete triage and initial stabilization of casualties, and begin definitive care for those likely to survive their injuries and illnesses.
Response	3	Return medical surge resources to pre-incident levels, complete health assessments, and identify recovery processes.
Infrastructure Systems		
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Response	4	Formalize partnerships with governmental and private sector or emergency response teams to accept, triage, and collaboratively respond to cascading impacts in an efficient manner.
Critical Transportation		
Response	2	Ensure basic human needs are met, stabilize the incident, transition into recovery for an affected area, and restore basic services and community functionality.



Chelan County Hospitals Annex

Mission Area	Critical Task I.D.	Critical Task
Environmental Response/Health & Safety		
Response	1	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.
Response	2	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.
Response	3	Detect, assess, stabilize, and clean up releases of oil and hazardous materials into the environment, including buildings/structures, and properly manage waste.
Fatality Management Services		
Response	1	Establish and maintain operations to support a significant number of fatalities over a geographically dispersed area.
Response	2	Mitigate hazards from remains, facilitate care to survivors.
Logistics & Supply Chain Management		
Response	1	Mobilize and deliver governmental, nongovernmental, and private sector resources to save lives, sustain lives, meet basic human needs, stabilize the incident, and transition to recovery, to include moving and delivering resources and services to meet the needs of disaster survivors.
Operational Communications		
Response	1	Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between state, regional, and local first responders.
Response	2	Re-establish sufficient communications infrastructure within the affected areas to support ongoing life-sustaining activities, provide basic human needs, and a transition to recovery.
Response	3	Re-establish critical information networks, including cybersecurity information sharing networks, to inform situational awareness, enable incident response, and support the resilience of key systems.



Chelan County Hospitals Annex

Mission Area	Critical Task I.D.	Critical Task
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.

Organization

Central Washington Hospital (CWH) is part of the healthcare services of Confluence Health, a private non-profit organization that contracts with the physicians of Wenatchee Valley Medical Group to provide medical services.

Cascade Medical Center (Leavenworth) and Lake Chelan Community Hospital (Chelan) are both Public Hospital Districts that are critical access hospitals and offer emergency medical services.

Direction, Control, & Coordination

Management of all mass fatality and mass causality incidents will be conducted using the accepted concepts and principles of the Incident Command System (ICS), as set forth by National Incident Management System (NIMS), as the basis for all direction, control and coordination of emergency response and recovery efforts. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, local, private-sector, and nongovernmental organizations.

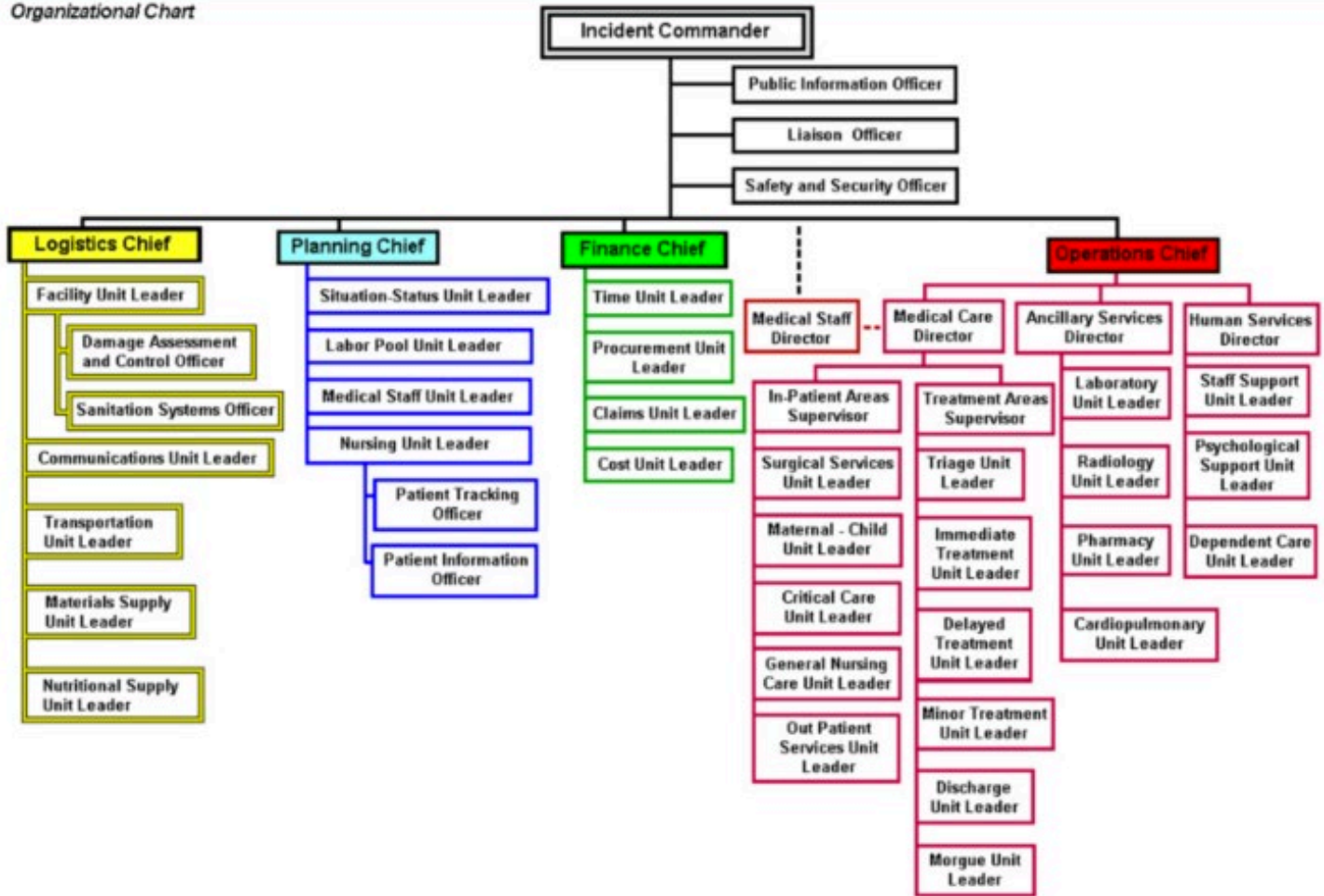
Each of the Chelan County hospitals has adopted HEICS, a hospital/healthcare incident management system based on principles of the *Incident Command System (ICS)*, which assists *hospitals* and healthcare organizations in improving their emergency management planning, response, and recovery capabilities for unplanned and planned events.



Chelan County Hospitals Annex

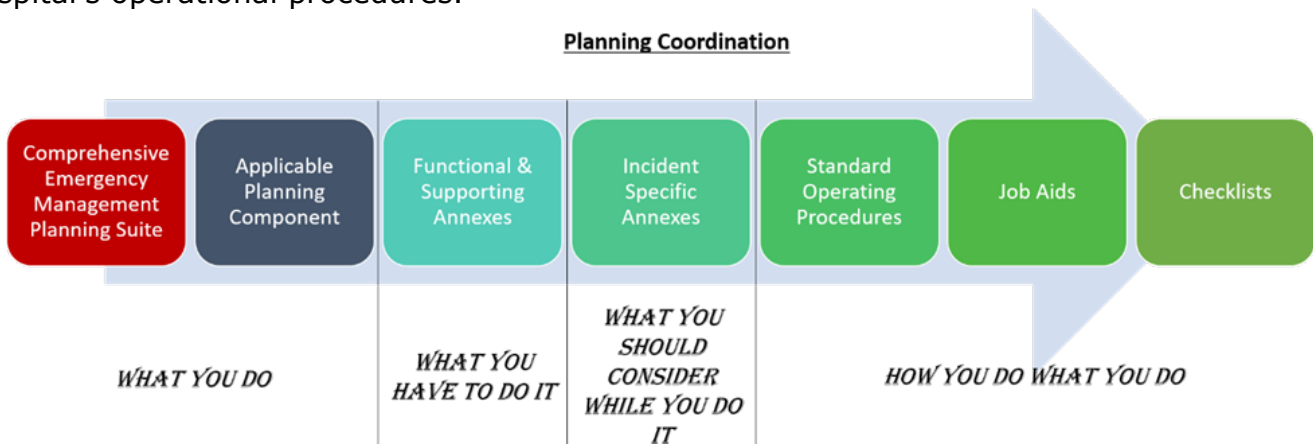
The Hospital Emergency Incident Command System (HEICS)

Organizational Chart



Planning Coordination

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Chelan County Hospitals Annex and each of the county hospital's operational procedures.





Chelan County Hospitals Annex

Horizontal Integration

Chelan / Douglas County Mass Casualty Incident (MCI) Management Plan (2019)

This plan provides standard operating guidelines for emergency service personnel for the response and incident management of mass casualty incidents in Chelan and Douglas Counties.

Chelan / Douglas Health District Annex to the CC CEMP

The Chelan / Douglas Health District (CDHD) is the primary agency for the public health core capabilities in Chelan County.

Chelan / Douglas Health District Emergency Operations Plan

The purpose of this plan is to provide guidelines for coordinated preparedness and response to emergency incidents that fall under Emergency Support Function (ESF) 8, Public Health and Medical Services, or incidents that may have public health implications in Chelan & Douglas Counties.

Chelan / Douglas County Mass Casualty Incident (MCI) Management Plan (2019)

This plan provides standard operating guidelines for emergency service personnel for the response and incident management of mass casualty incidents in Chelan and Douglas Counties.

Vertical Integration

The U.S. Department of Health and Human Services (HHS) Office of the Assistant Secretary for Preparedness and Response (ASPR)

This Federal doctrine established the capability for Health Care and Medical Readiness and State DOH objectives to develop the Eastern WA Regional Emergency and Disaster Healthcare Coalition (REDi).

The WA State Department of Health (DOH) Doctrine for Health and Medical Preparedness, Response, and Recovery (2016)

This plan established guidance for statewide response and recovery capabilities of mobilizing resources; setting priorities; coordinating preparedness, response, and recovery actions across jurisdictions.

Responsibilities

Preparedness	Activity/Action	Organization(s) Involved
Preparedness	Preparedness is the development of plans and activities that take place before an emergency or disaster occurs. . Examples of preparedness activities include developing local and regional mass fatality plans, training and exercises, resource inventories, resource contacts, and mutual aid agreements.	CCEM CDHD EMS Hospitals



Chelan County Hospitals Annex

Response	Response includes those capabilities necessary to save lives, protect property and the environment, and meet basic human needs after an incident has occurred.
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Resource Requirements for EOC Operations

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.

References and Supporting Guidance

REDi Healthcare Coalition

Effective January 1, 2023, the Washington State Department of Health Agency Duty Officer Program has taken over the Eastern WA Regional Emergency and Disaster Healthcare Coalition (REDi HCC) Duty Officer responsibilities. The following REDi HCC plans may provide supporting guidance concerning patient tracking and patient placement in WA State.

REDi HCC Patient Tracking Annex (January 2020 Revision)

The purpose of this plan is to provide accurate and timely tracking of patients in a patient surge event, such as a Mass Casualty Incident (MCI) or evacuation of healthcare facilities, that require coordination of patient tracking information for the purposes of patient care and family reunification.

REDi HCC Regional DMCC Patient Placement Annex (March 2020)

The purpose of this plan is to provide patient placement coordination structure and roles and responsibilities for the regional Disaster Medical Coordination Centers (DMCCs) to manage the distribution of patients around the region in the event of an emergency. In the event of an emergency that severely impacts one or more communities, a regional DMCC will be used to efficiently coordinate the distribution of all affected patients to appropriate points of care.



Chelan County Information Technology Annex

REDi HCC Definitions:

Coordination Call: A coordination call service is available to all coalition partners who participate in the region's situational awareness processes. The purpose of a coordination call serves as just-in-time coordination with peers to a healthcare systems response, and to find agreement and alignment on an issue affecting healthcare systems response.

Surge Capacity: The ability to evaluate and care for a markedly increased volume of patients—one that challenges or exceeds normal operating capacity.¹

DMCC (Disaster Medical Coordination Center): a regionally identified hospital which is responsible for all patient/resource coordination in a mass-casualty incident or disaster event.

WATrac: WATrac provides communication technology relied on for efficient and coordinated healthcare delivery throughout Washington State. It is the only system of its kind in Washington and enables users across healthcare disciplines to accurately track the availability of beds, surgical specialists, and agency status. Key features include:

- Tracking bed availability and surgical specialists;
- Status reports for individual agencies and for the region;
- Patient Tracking module;
- Data sharing and planning through a report writer, a virtual library, and a survey builder;
- Real-time communications using an alert manager, emergency contacts, and an online chat



Chelan County Information Technology Annex

Purpose

The Information Technology (IT) department helps ensure the continued operation of local government during and after emergencies and disasters. IT plays a critical role in emergency recovery by providing computer system infrastructure, networks, and equipment for disrupted or displaced Chelan County government services.

The following **Core Capabilities** of Response describe the important responsibilities and functions that the Information Technology Department provides or supports.

Primary Core Capabilities	
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Cybersecurity	Protect (and, if needed, restore) electronic communications systems, information, and services from damage, unauthorized use and exploitation.

Support Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

The Chelan County Board of County Commissioners (BOCC) is the legislative authority responsible for policy actions or decisions during an emergency or disaster, within the scope of their powers. This includes:

- Proclaim a local proclamation of emergency as prescribed in Chapter 36.40.180 Revised Code of Washington. This is usually a prerequisite for state and federal assistance.



Chelan County Information Technology Annex

- Issue, amend, or rescind necessary orders, rules and regulations to carry out emergency management operations.
- Emergency funding, transfers, and expenditures to support disaster operations that demand immediate action to preserve public health, protect life, protect public property, or to provide disaster relief.
- The activation of the Chelan County Continuity of Government and Operations Plan (COG/COOP) addresses the preservation and/or reconstruction of government to ensure that the legislative, administrative, and business continuity for Chelan County is maintained until normal operations and services can be restored.

IT will work with Facilities to restore computing services and partner with Facilities and CCEM to provide information updates to the BOCC and local officials to facilitate decision making, restoration and recovery efforts.

Situation Overview

Natural, technological, or man-made disasters may threaten the functional capability of local government through the potential destruction of or harm to government personnel, facilities, critical systems, resources, and vital records.

The 2019 Chelan County Multi-Jurisdictional Natural Hazard Mitigation Plan provides detailed information on natural hazards and the probability, impact, and risk ranking scores that these natural hazards pose to the people, property and economy in Chelan County.

Hazard Risk Ranking

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Severe Weather	45	High
2	Wildfire	36	High
3	Earthquake	34	High

The 2023 Threat and Hazard Identification and Risk Assessment Plan (THIRA) expands the scope of the mitigation plan by specifically addressing technological hazards, human-caused hazards, terrorism attacks, and cybersecurity attacks that may be the cause of significant damage or failures to infrastructure systems, utilities and services to Chelan County communities. Impacts from local, as well as regional and out-of-area incidents, may also have adverse effects on the local capabilities.

Continuity of government and operations planning is necessary to provide for the continued protection and safety of the population and bring about the prompt and orderly restoration and recovery of public and private property and services.

Assumptions

- Even during disasters and emergencies, there is an expectation by the public that the government will continue to provide its normal services.
- Those services that directly impact the preservation of life, property, and the environment will be given the highest priorities for receiving resources.
- Communications will likely be disrupted. Telephone and cellular communications may be affected by the emergency.



Chelan County Information Technology Annex

- Internet service and network access may be unavailable for several days while an alternate work area or facility is set up.
- The Board of County Commissioners will declare an emergency if local emergency response resources are exhausted or nearing exhaustion.
- Many of the catastrophes that require activation of the County COG/COOP will cause extensive damage to more than just County facilities.

Concept of Operations

The Chelan County IT department protects and maintains the County computer system's infrastructure, networks and equipment with the implementation of technology standards and procedures to limit cybersecurity threats against malware and external hacking attempts.

In the event of a major disaster, Information Technology will assess the overall damage to computer system infrastructure, networks and equipment for damaged or disrupted services to help restore, initiate repairs or provide backup systems to mediate disruptions to government and essential services. The county backup systems maintain copies of information on alternate servers that are used to restore data to servers in the event of hardware or software malfunction.

The Continuity of Government and Operations Plan (COG/COOP) will be activated upon notification of an emergency or disaster in the county that severely impacts the ability to continue normal operations and provide essential services. Information Technology will work with Facilities Maintenance and Emergency Management to identify alternative sites to provide work stations for county department and essential personnel.

The Chelan County Emergency Operations Center (EOC) will be activated to support county and/or city operations to an emergency or disaster for response, recovery and restoration. The CC EOC will also serve as the central coordination point for the implementation of the CC COG/COOP activation and the support for operations providing alternative work areas and facility sites.

Functional Areas of Responsibility

Some functions of this Department may include, but are not limited to, the following:

- Assessing Hazard Impacts
- Communications Systems
- Cybersecurity Standards & Training
- Cybersecurity Technology & Detection
- Data Communications
- Ensuring Continuity of Government and Essential Services
- Ensuring Information Flow
- Establishing Lines of Communications
- Infrastructure Site Assessments
- Interoperable Communications Between Responders
- Re-Establishing Communications Infrastructure
- Re-Establishing Critical Information Networks
- Traditional Communications Mechanisms
- Voice Communications



Chelan County Information Technology Annex

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

The Chelan County Information Technology Department does not serve the public directly, but will address how LEP and AFN will be integrated into all phases of their organization and operations as applicable to its respective responsibilities. This includes addressing how LEP and AFN will be integrated into all work areas or alternative work sites.

Information Technology Critical Tasks

Each of the Core Capabilities identified for the Chelan County Information Technology Department has one or more critical tasks that are listed in the following table. These critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Critical Task I.D.	Critical Task
Operational Communications		
Response	1	Establish voice and data communications between Federal, tribal, state, and local first responders.
Response	2	Re-establish sufficient communications infrastructure within the affected areas to support ongoing life-sustaining activities, provide basic human needs, and a transition to recovery.
Response	3	Re-establish critical information networks, including cybersecurity information sharing networks, to inform situational awareness, enable incident response, and support the resilience of key systems.



Chelan County Information Technology Annex

Mission Area	Critical Task I.D.	Critical Task
Cybersecurity		
Protection	1	Implement risk-informed guidelines, regulations, and standards to ensure the security, reliability, integrity, and availability of critical information, records, and communications systems and services through collaborative cybersecurity initiatives and efforts.
Protection	2	Implement and maintain procedures to detect malicious activity and to conduct technical and investigative-based countermeasures, mitigations, and operations against malicious actors to counter existing and emerging cyber-based threats, consistent with established protocols.
Operational Coordination		
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Infrastructure Systems		
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Response	4	Formalize partnerships with governmental and private sector cyber incident or emergency response teams to accept, triage, and collaboratively respond to cascading impacts in an efficient manner.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.



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Organization

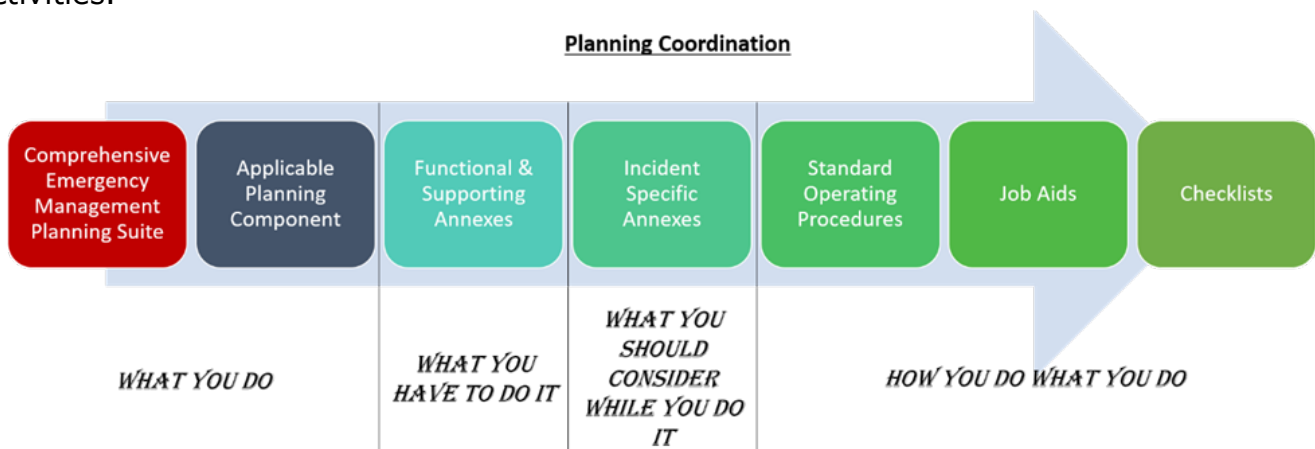
The Chelan County Information Technology Department is staffed with eight (8) employees. This includes the IT Director, a System Administrator, three (3) System Analyst III personnel, two (2) System Analyst II personnel, and one Public Records Officer\Systems Analyst I.

- | | | |
|--|---|-----------------|
| 1. Director | - | Fred Hart |
| 2. System Administrator | - | Larry Dittel |
| 3. System Analyst III | - | Penny Miller |
| 4. System Analyst III | - | Jeff Godfrey |
| 5. System Analyst III | - | Jesse Laya |
| 6. System Analyst II | - | Robert Scoville |
| 7. System Analyst II | - | Mark McLean |
| 8. Public Records Officer\Systems Analyst I- | - | Derek Corder |

Direction, Control, & Coordination

The Incident Command System (ICS), as set forth by National Incident Management System (NIMS), is the basis for all direction, control and coordination of major emergency response and recovery efforts. ICS will be used to provide a common organizational structure and framework for multidepartment or agency and multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities. An example would be the activation of the County's Continuity of Government and Operations Plan following a disaster that causes significant damages to facilities and essential government services and operations.

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Information Technology Annex and the department's operational procedures and guidelines that establish the local tactical direction and control activities.





Chelan County Information Technology Annex

Horizontal Integration

Chelan County Code - The county code was reviewed for the full capability assessment and for identifying opportunities for action plan integration.

Chelan County Natural Hazard Mitigation Plan

The 2019 revision is a comprehensive document that evaluates and identifies natural hazards, potential risks from those hazards, and projects to mitigate for and respond to hazard events

Chelan County Continuity of Government and Operations Plan (COG/COOP)

The purpose of this plan is to prepare Chelan County to respond to disasters or a major emergency while continuing to provide essential services and to reduce or mitigate disruptions to operations from a disaster.

Vertical Integration

National Incident Management System (NIMS)

A system mandated by Homeland Security Presidential Directive 5 (HSPD-5) that provides a consistent nationwide approach for domestic disaster incidents.

Information Collection, Analysis, & Dissemination

Information Collection

Situation Status Information	Current situations – location, impact, extent Other information needed for decision making
Operational Information	Information on incident regarding people property, and status of emergency services Impact assessments: <ul style="list-style-type: none"> • Critical infrastructure and property threatened, damaged, or lost • Determining the status of computer systems, networks, communication systems. • The number of employees who have been displaced because of the event and the estimated extent of damage to their work areas.
Resource Information	Resource needs, including: Types, Amounts, Locations, Estimated costs Resource availability Resource tracking, reporting, and accountability



Chelan County Information Technology Annex

Information Analysis

Situation Status Information Operational Information	Used to develop situation reports (sit-reps) as an incident progresses.
Resource Information	Analysis of information and planning for anticipated resources to support emergency response and damage assessment and recovery activities.

Information Dissemination

Situation Status Report (Sit-Rep) Operational Information	Information used to brief the Commissioners, Emergency Management and inform all involved County departments on the situation, strategies and restoration estimates (Decision Making Information)
Resource Information	Resource information will be used to identify, inventory, dispatch, mobilize, transport, and demobilize resources to ensure sustained operations.

Responsibilities

Protection means the capabilities to secure against acts of violence and manmade or natural disasters. Information Technology protection focuses on ongoing actions to protect the County infrastructure system equipment and networks against cybersecurity threats.

Cybersecurity	<p>Implement risk-informed guidelines, regulations, and standards to ensure the security, reliability, integrity, and availability of critical information, records, and communications systems and services through collaborative cybersecurity initiatives and efforts.</p> <p>Implement and maintain procedures to detect malicious activity and to conduct technical and investigative-based countermeasures, mitigations, and operations against malicious actors to counter existing and emerging cyber-based threats, consistent with established protocols.</p>
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Protection	Critical Task I.D.	Activity/Action	Organization(s) Involved
Cybersecurity	Guidelines, Regulations, Standards		
	1	Implement and follow standard and required procedures to limit cybersecurity threats including software and hardware solutions. Implement annual training for end users in cybersecurity awareness.	



Chelan County Information Technology Annex

Protection	Critical Task I.D.	Activity/Action	Organization(s) Involved
Cybersecurity	Procedures to Detect Malicious Activity		
	2	Implement technology solutions that monitor and alert to possible malicious activity including malware and external hacking attempts.	

Mitigation is the effort to reduce or lessen the impact of disasters and emergencies. Mitigation involves structural and non-structural measures taken to limit the impact of disasters and emergencies

The IT department is involved in continuous strategic planning for updating and improving the infrastructure system and equipment, network back-up facilities, cybersecurity, and system redundancy.

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Public Information & Warning	Traditional Communications Mechanisms		
	2	Conduct incident assessments of County infrastructure and campus computer systems to begin restoration.	Facilities Maintenance
Operational Coordination	Ensuring Information Flow		
	2	Conduct incident assessments County computer systems to begin restoration and recovery.	
	2	Provide current sit-rep information to brief the Commissioners, Emergency Management and inform all involved County departments on the situation, strategies and restoration estimates (Decision Making Information)	Facilities Maintenance CCEM



Chelan County Information Technology Annex

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Operational Coordination	Ensuring Continuity of Government and Essential Services		
	2	Restore any disruptions in computer systems as quickly as possible to reduce the impact on Chelan County's government and essential services.	
	2	Assist with identification of locations and sites for department or personnel worksite relocations.	Facilities Maintenance CCEM
Infrastructure Systems	Communications Systems		
	2	Restore any disruptions in County computer systems as quickly as possible to reduce the impact on Chelan County's essential services.	Facilities Maintenance
Infrastructure Systems	Infrastructure Site Assessments		
	2	Conduct incident assessments of County facilities, computer systems and hardware to begin restoration and recovery.	Facilities Maintenance
Operational Communications	Interoperable Communications Between Responders		
	2	Restore any disruptions in computer systems as quickly as possible to reduce the impact on Chelan County's essential services.	
Operational Communications	Data Communications		
	2	Restore any disruptions in computer systems as quickly as possible to reduce the impact on Chelan County's essential services.	
Operational Communications	Re-Establishing Communications Infrastructure		
	2	Restore any disruptions in computer systems as quickly as possible to reduce the impact on Chelan County's essential services.	
Operational Communications	Re-Establishing Critical Information Networks		
	2	Restore any disruptions in computer systems as quickly as possible to reduce the impact on Chelan County's essential services.	



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Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Situational Assessment	Assessing Hazard Impacts		
	2	Analysis of information and planning for anticipated resources to support emergency response and damage assessment and recovery activities	Facilities Maintenance CCEM

Recovery	Activity/Action	Organization(s)/ Departments Involved
	Recovery consists of those activities that continue beyond the emergency period to restore critical infrastructure and community functions and begin to manage stabilization efforts. The recovery phase begins immediately after the threat to human life has subsided. The goal of the recovery phase is to bring the affected area back to some degree of normalcy.	CCEM Facilities Maintenance

Resource Requirements for EOC Operations

When appropriate, Information Technology will assign a representative to the EOC, as the circumstances dictate.

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.



Chelan County Sheriff's Office Annex

Purpose

To provide efficient organizational structure for the public safety, law enforcement, and security services to the citizens of Chelan County and the coordination of law enforcement operations and resources during emergency or disaster situations.

Core Capabilities

The Chelan County Sheriff's Office (CCSO) is one of the **primary agencies**, having significant authorities, roles, resources to provide the following core capabilities in response to emergency and disaster incidents.

Primary Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
On-scene Security, Protection, & Law Enforcement	Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and also for response personnel engaged in lifesaving and life-sustaining operations.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.

The Sheriff's Office is also a **support agency**, having specific capabilities or resources that support primary agencies in executing the following core capabilities.

Support Core Capabilities	
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.



Chelan County Sheriff's Office Annex

Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Fatality Management Services	Provide fatality management services, including decedent remains recovery and victim identification, and work with local, state, tribal, territorial, insular area, and Federal authorities to provide mortuary processes, temporary storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

RCW 10.93: The Chelan County Sheriff's Office is a General Authority Washington Law Enforcement Agency.

RCW 10.31.100: This RCW provides the arrest authority for the Chelan County Sheriff's Office.

RCW 10.93: Coordination between the Chelan County Sheriff's Office, the City of Wenatchee Police Department, and other law enforcement agencies is facilitated by the Washington Mutual Aid Peace Officers Powers Act City of Wenatchee Police Department personnel sent to assist other jurisdictions will maintain their own supervision and chain of command.

RCW 43.101.095(1); RCW 43.101.200(1): It is the policy of the Chelan County Sheriff's Office (CCSO) to authorize peace officer powers pursuant to applicable state law. All sworn deputies employed by CCSO shall receive certification by CJTC prior to assuming law enforcement duties and responsibilities

RCW 10.93: Coordination between the Chelan County Sheriff's Office and other law enforcement agencies is facilitated by the Washington Mutual Aid Peace Officers Powers Act CCSO personnel sent to assist other jurisdictions will maintain their own supervision and chain of command.

The Chelan County Sheriff's Office Policy Manual provides the policies directions and guidelines for the operation of the CCSO organization.

NIMS and ICS: The County and Sheriff's Office have adopted the Incident Command System (ICS) established by the National Incident Management System (NIMS) as the standard incident organizational structure for the management of major emergency and disaster operations.



Chelan County Sheriff's Office Annex

Situation Overview

Law enforcement operations during emergencies and disasters include a wide range of public safety and security functions. These may include warning and evacuation, scene security, criminal investigation, access control and emergency traffic regulation enforcement. Law enforcement operations may include multiple agencies or jurisdictions.

The 2019 Chelan County Multi-Jurisdictional Natural Hazard Mitigation Plan provides detailed information on the following natural hazards and the probability, impact, and risk ranking scores that these natural hazards pose to the people, property and economy in Chelan County.

Chelan County Natural Disasters – Hazard Risk Rankings

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Severe Weather	45	High
2	Wildfire	36	High
3	Earthquake	34	High
4	Landslide	33	High
5	Flooding	18	Medium

The 2023 Threat and Hazard Identification and Risk Assessment Plans (THIRA) expands the scope of the mitigation plan by specifically addressing technological hazards, human-caused events, pandemics, terrorism attacks, and cybersecurity attacks that may be the cause of significant damage or failures to infrastructure systems, utilities and services to Chelan County communities. Impacts from local, as well as regional and out-of-area incidents, may also have adverse effects on the local capabilities.

Technological emergencies are defined as manmade events such as dam failures, hazardous materials releases, terrorism acts, transportation accidents and urban fires. The impact of these potential hazards may threaten or cause injury and loss of life along with property and environmental damage in the city.

- Normal response will be hampered by such occurrences as bridge failures, landslides, fallen debris, flooding or fire. Response times will be delayed and response to incidents may need to be prioritized.
- Mutual Aid agencies and other resources normally available to support law enforcement operations may be unavailable as a result of the incident.

Due to the topography of Chelan County and the geographical separation of some of the populated areas, response concepts must account for the potential of isolation in some areas. Available resources and capabilities may be limited for a period of time and operational decisions need to reflect the needs of each community and also maintain countywide coordination in order to ensure effective and efficient resource management. Chelan County usually has several declared emergencies each year, most often pertaining to wildland fires and flooding. Often the declared emergencies are for specific areas of the county, and not declared for the entire county.



Chelan County Sheriff's Office Annex

These natural hazards, as well as other emergencies and disasters, pandemics or mass fatality emergencies can occur at any time, causing significant loss of life, as well as damage to the infrastructure and loss of essential services.

Concept of Operations

The Sheriff is the Chelan County Emergency Management Director. During major emergencies, or disasters, the CCSO is responsible for essential emergency management functions, including command and control, emergency information and communications, and coordination of support and recovery efforts.

Upon notification of an incident, the Chelan County Sheriff's Office will mobilize appropriate resources to:

- Reduce loss of life and property damage
- Reduce and/or mitigate disruptions to operations and essential community services
- Protect critical facilities, equipment, vital records, and other assets
- Maintain clear lines of authority and delegation of authority
- Stabilize the incident in conjunction with other resources

The Sheriff's Office is responsible for delivering law enforcement services for the County during emergencies or disasters. Essential functions of the Sheriff's Office defined in the Continuity of Operations Plan (COOP) include:

- Department Administration Division – for command, control and administrative functions
- Patrol Division Operations - for calls of service, traffic control, criminal investigations, serving court processes, and preserving the peace
- Investigations Division – for the investigation of major felony crimes;
- Civil Division - providing the mandated responsibilities of civil process service;
- Records Division – for processing criminal reports and provide support for emergency management and other divisions.

Mobilization and recall of department personnel will be accomplished in accordance with the CCSO Policy Manual (Policy 202.2 – Recall of Personnel). All department deputies and most support staff will be required to report to work. Mobilization and demobilization will be conducted to maintain effective staffing to cover these areas and additional assignments provided through mutual aid agreements.



Chelan County Sheriff's Office Annex

Functional Areas of Responsibility

Some functions of this Department may include, but are not limited to, the following:

- Allocating and Mobilizing Resources
- Analyzing Information
- Assessing Hazard Impacts
- Bereavement Counseling
- Body Recovery
- Command, Control, and Coordination
- Communication Between Responders and the Affected Population
- Data Communications
- Delivery of Response Assets
- Determining Priorities, Objectives, and Strategies
- Ensuring Continuity of Government and Essential Services
- Ensuring Information Flow
- Ensuring Unity of Effort
- Establishing a Common Operating Picture
- Establishing Access
- Establishing Lines of Communication
- Evacuation
- Family Reunification
- Infrastructure Site Assessments
- Interoperable Communications Between Responders
- Law Enforcement
- Protecting Response Personnel
- Protecting Sensitive Information
- Public Safety Facilities
- Reentering Affected Area
- Responder Safety
- Securing Disaster Areas
- Survivor Safety and Assistance
- Tracking Response Activities
- Transportation Safety and Condition Assessments
- Victim Identification
- Voice Communications



Chelan County Sheriff's Office Annex

Whole Community Involvement

The "Whole Community" approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

The Chelan County Sheriff's Office will address how LEP and AFN will be integrated into all phases of emergency management as applicable to its respective responsibilities. The Department is service oriented, providing equal access to communication assistance and services, and encourages community-based partnerships to address safety issues and public outreach.

Primary Core Capabilities and Critical Tasks

Each of the Core Capabilities identified for the CCSO has one or more critical tasks that are listed in the following table. These operationally focused critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Critical Task I.D.	Critical Task
Operational Coordination		
Response	1	Mobilize all critical resources and establish command, control, and coordination structures within the affected community, in other coordinating bodies in surrounding communities, and across the Nation, and maintain as needed throughout the duration of an incident.
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.



Chelan County Sheriff's Office Annex

Mission Area	Critical Task I.D.	Critical Task
Critical Transportation		
Response	1	Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors.
Response	2	Ensure basic human needs are met, stabilize the incident, transition into recovery for an affected area, and restore basic services and community functionality.
On-scene Security, Protection, & Law Enforcement		
Response	1	Establish a safe and secure environment in an affected area.
Response	2	Provide and maintain on-scene security and meet the protection needs of the affected population over a geographically dispersed area while eliminating or mitigating the risk of further damage to persons, property, and the environment.
Operational Communications		
Response	1	Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between Federal, tribal, state, and local first responders.
Response	2	Re-establish sufficient communications infrastructure within the affected areas to support ongoing life-sustaining activities, provide basic human needs, and a transition to recovery.
Response	3	Re-establish critical information networks, including cybersecurity information sharing networks, to inform situational awareness, enable incident response, and support the resilience of key systems.
Infrastructure Systems		
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Response	4	Formalize partnerships with governmental and private sector cyber incident or emergency response teams to accept, triage, and collaboratively respond to cascading impacts in an efficient manner.
Environmental Response/Health & Safety		
Response	1	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.



Chelan County Sheriff's Office Annex

Mission Area	Critical Task I.D.	Critical Task
Fatality Management Services		
Response	1	Establish and maintain operations to recover a significant number of fatalities over a geographically dispersed area.
Response	2	Facilitate care to survivors.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.

Organization

The Sheriff is responsible for administering and managing the Chelan County Sheriff's Office. There are five divisions in the Sheriff's Office:

- Administration Division
- Patrol Division
- Special Operations Division
- Investigation Division
- Records Division

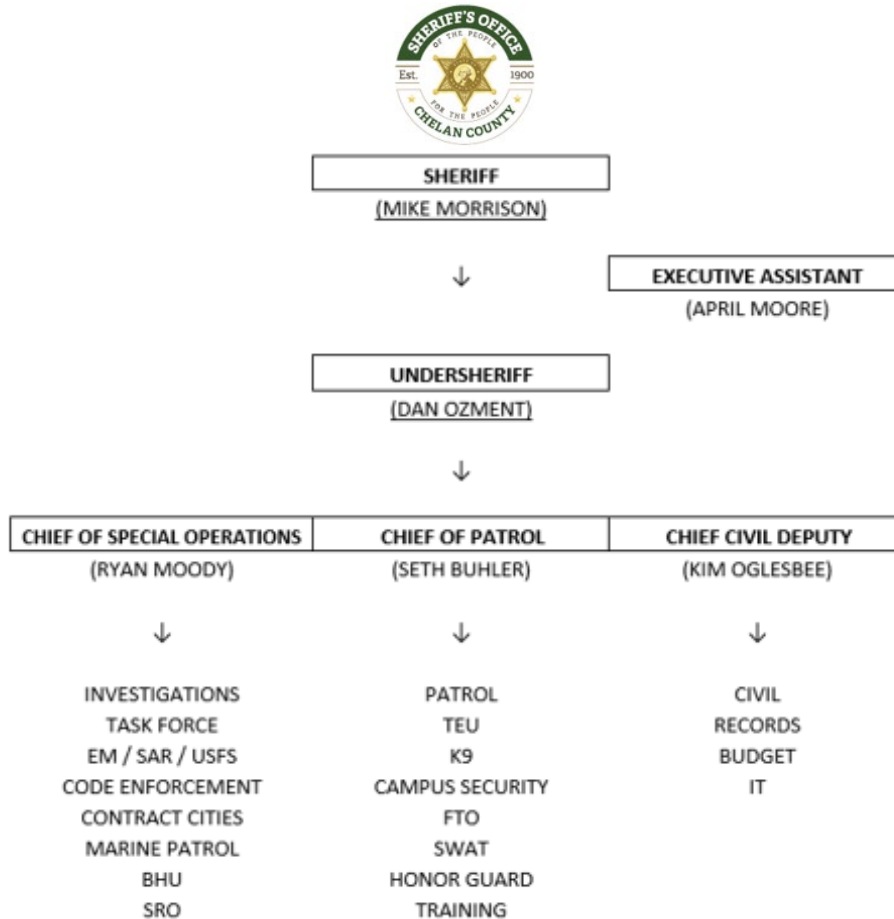
The structure and responsibilities of each division are defined in the CCSO Policy Manual (Policy 200).

Emergency Management is in the Special Operations Division. It is structured with the Sheriff as the Director of Emergency Management, a Sergeant who is the Assistant Director and staff consisting of commissioned and/or non-commissioned personnel. Day-to-day administration of the Emergency Management function is handled by the Assistant Director (Policy 202)



Chelan County Sheriff's Office Annex

Chelan County Sheriff's Office Organization Chart



Direction, Control, & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

The operations of the emergency management within Chelan County are established by the Inter-local Agreement between the County of Chelan and the Cities of Cashmere, Chelan, Entiat, Leavenworth and Wenatchee.

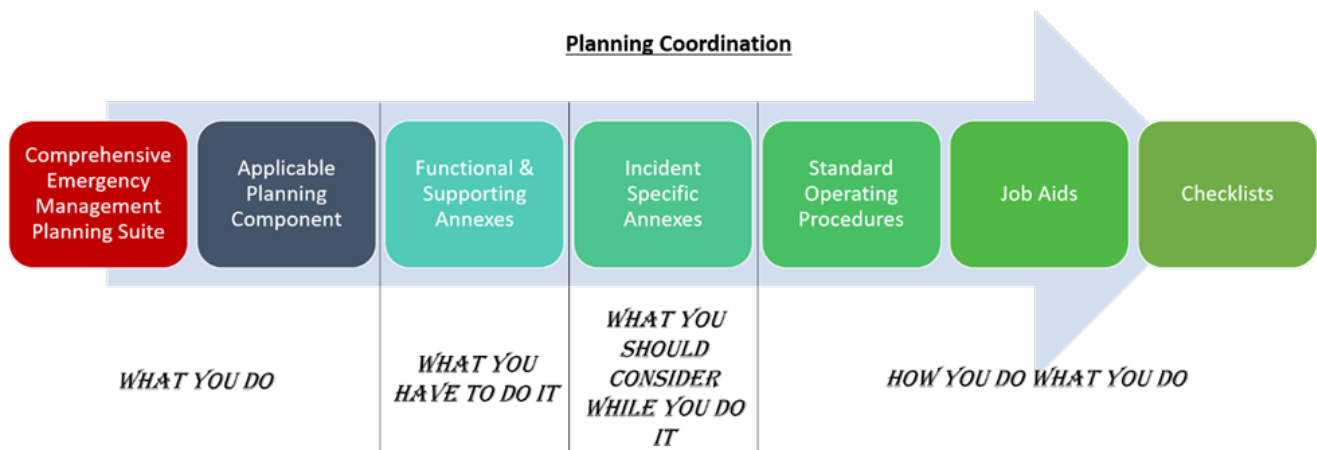
All disasters and emergencies begin locally, and local jurisdictions working in collaboration with county and other local public safety agencies to provide initial response. The complexity of emergency response operations during a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.



Chelan County Sheriff's Office Annex

Local incident commanders lead tactical direction and control activities. Incident commanders report as specified in their chain of command and request resources through the Chelan County Emergency Operations Center (EOC). When public, private, and mutual aid or inter-local agreement resources from adjacent political subdivisions are exhausted, the county EOC requests assistance from the State Emergency Operations Center (SEOC).

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Emergency Management Annex and Appendices, and the department's operation procedures and guidelines that establish the local tactical direction and control activities.



Horizontal Integration

Chelan County Code

The Chelan County Code is current through Resolution 2020-51, and legislation passed through May 18, 2020.

Chelan County Terrorism Annex

The purpose of this Terrorism Annex (Plan) is to describe the Chelan County concept of operations used to respond to terrorist incidents within Chelan County and the surrounding area.

Chelan County Natural Hazard Mitigation Plan

The 2019 revision is a comprehensive document that evaluates and identifies natural hazards, potential risks from those hazards, and projects to mitigate for and respond to hazard events.



Chelan County Sheriff's Office Annex

Chelan / Douglas LEPC Hazardous Materials Emergency Response Plan (December 2018)

This plan replaced Emergency Support Function (ESF 10), Oil and Hazardous Materials Response, of the 2014 Chelan County CEMP. The plan establishes the policies and procedures under which the County of Chelan will operate in the event of a hazardous materials incident, oil spill, or other release.

Chelan / Douglas Area Emergency Services Mutual Aid Agreement

Based on the provisions of Chapter 39.34 RCW, RCW 35.84.040, and RCW 52.12.111, this mutual aid agreement provides the signature cities, fire districts and other public safety agencies with a mechanism for requesting mutual aid for fire protection, rescue, and other emergency situations.

Vertical Integration

Washington Association of Sheriffs & Police Chiefs (WASPC)

The WASPC Association is a legal entity under RCW 36.28A.010 that provides materials and services to all law enforcement agencies in WA State.

National Incident Management System (NIMS)

A system mandated by Homeland Security Presidential Directive 5 (HSPD-5) that provides a consistent nationwide approach for domestic disaster incidents.

Information Collection, Analysis, & Dissemination

Information Collection

Monitoring Hazard Information	WA Crime Information Center WA State Fusion Center
Situation Status Information	Potential hazards Current situations – location, impact, extent Other information needed for decision making
Operational Information	Information on incident regarding people property, and status of emergency services Impact assessments: <ul style="list-style-type: none"> • Injuries and fatalities • Critical infrastructure and property threatened, damaged, or lost • Agencies involved and numbers of units on the scene and responding. Threats to responders and to the public



Chelan County Sheriff's Office Annex

Resource Information	Resource typing and inventory Resource needs, including: Types, Amounts, Locations, Estimated costs Resource availability Resource tracking, reporting, and accountability
Public Information	Alert system notices and other predictive information Information about degrees of threat to the general public, areas to avoid, and similar information. Information on protective measures, such as evacuation routes, shelter-in-place or other lifesaving measures

Information Analysis

Monitoring Hazard Information	Credible threats for terrorism activities Public safety risks of potential hazards
Situation Status Information Operational Information	Used to develop situation reports (sit-reps) as an incident progresses.
Operational Information Public Information	To determine alerts and notifications to provide credible and actionable messages to inform emergency services and the public
Resource Information	Analysis of information and planning for anticipated resources to support emergency response and damage assessment and recovery activities.

Information Dissemination

Monitoring Hazard Information	Emergency alerts and forecasting of potential hazards or risk
Situation Status Report (Sit-Rep) Operational Information	Information will be used to brief the Mayor (and Policy Group) and inform all involved city departments and agencies on the situation, initial response, and for planning purposes.
Resource Information	Resource information will be used to identify, inventory, dispatch, mobilize, transport, and demobilize human and material resources to ensure sustained operations.
Public Information	Alert system notices and other predictive information Information about degrees of threat to the general public, areas to avoid, and similar information. Information on protective measures, such as evacuation routes, shelter-in-place or other lifesaving measures



Chelan County Sheriff's Office Annex

Responsibilities

Preparedness

Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs.

CCSO should:

- Maintain current inventories of resources.
- Provide ongoing training to personnel on their roles and responsibilities during emergency operations
- Provide trained personnel and resources for assignment to the EOC, as appropriate.
- Develop SOPs in accordance with state and local regulations and this plan.
- Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs.

Response

Response is comprised of the coordination and management of resources (including personnel, equipment, and supplies) utilizing the Incident Command System in an all-hazards approach; and measures taken for life/property/environmental safety. The response phase is a reaction to the occurrence of a catastrophic disaster or emergency.

Response	Critical Task I.D.	Activity/Action
Public Information & Warning	Protecting Sensitive Information	
	2	CCSO will ensure that community member's names are not used when delivering incident information. The release of this information may affect law enforcement activities or interfere with the family reunification process.
Operational Coordination	Command, Control, and Coordination	
	2	CCSO will conduct all emergency operations utilizing the accepted concepts and principals of the Incident Command System.
Operational Coordination	Allocating and Mobilizing Resources	
	2	CCSO resource includes the provision of personnel and resources to provide law enforcement services to the county and cities within the county during the response and recovery phases of an emergency or disaster.



Chelan County Sheriff's Office Annex

Response	Critical Task I.D.	Activity/Action
Operational Coordination	Determining Priorities, Objectives, and Strategies	
	1,2	Participate in Unified Command to establish common priorities, objectives, and strategies
Operational Coordination	Ensuring Information Flow	
	1,2	Establishing command and tactical radio frequencies for all incident operations
	1,2	Establish interoperable radio channels when working with other jurisdictions or agencies
	1,2	Maintain a constant flow of information during incident
Operational Coordination	Ensuring Unity of Effort	
	1,2	Establishing or participating in unified command to establish common objectives and coordinate activities
Operational Coordination	Ensuring Continuity of Government and Essential Services	
	2	Assist with activation of continuity of Government and Operations plan.
Operational Coordination	Establishing a Common Operating Picture	
	1	Provide size-up and impact of on-scene incident threats and information to facilitate a common operation picture.
Operational Coordination	Establishing Lines of Communication	
	1,2	Establish radio communications with Command and other public safety responders to facilitate incident operations.
Infrastructure Systems	Infrastructure Site Assessments	
	2	Provide size-up and impact of on-scene incident threats and information to facilitate a common operation picture.
Infrastructure Systems	Public Safety Facilities	
	2	Provide size-up and impact of on-scene incident threats and information to facilitate a common operation picture



Chelan County Sheriff's Office Annex

Response	Critical Task I.D.	Activity/Action
Critical Transportation	Evacuation	
		Provide emergency traffic road blocks and traffic control to assist evacuation efforts.
Critical Transportation	Establishing Access	
	1	Provide traffic control and scene security to protect the public and responders
Critical Transportation	Delivery of Response Assets	
	1	Provide emergency traffic road blocks and traffic control to assist emergency response efforts of Fire and EMS to save lives and assist disaster survivors
Critical Transportation	Reentering Affected Area	
	1	Provide emergency traffic road blocks and traffic control to assist emergency response efforts of Fire and EMS to save lives and assist disaster survivors
Critical Transportation	Transportation Safety and Condition Assessments	
	1	Provide emergency traffic road blocks and traffic control to assist Public Works and DOT efforts to restore traffic safety conditions
Environmental Response/ Health & Safety	Responder Safety	
	1	Provide traffic control and scene security to protect the public and responders
Environmental Response/ Health & Safety	Survivor Safety and Assistance	
	2	Initiate and/or assist with evacuation efforts, shelter in place and other public protection actions
Fatality Management	Body Recovery	
	1	Protect and secure the scene during operations
	2	Provide Initial stabilization of disaster scene casualties



Chelan County Sheriff's Office Annex

Response	Critical Task I.D.	Activity/Action
Fatality Management	Family Reunification	
	2	Notify the family members of the deceased.
On-scene Security, Protection, & Law Enforcement	Law Enforcement	
	1,2	Provide law enforcement, security, and protection for people and community involved.
On-scene Security, Protection, & Law Enforcement	Protecting Response Personnel	
	2	Provide on-scene security
	1	Establish a safe and secure environment in affected area.
On-scene Security, Protection, & Law Enforcement	Securing Disaster Areas	
	2	Protect and secure the scene during operations
Operational Communications	Interoperable Communications Between Responders	
	1	Establish radio communications with Command and other public safety responders to facilitate incident operations.
Operational Communications	Communication Between Responders and the Affected Population	
	1	Initiate and/or assist with communication to the public of life safety information, such as hazardous materials incidents or evacuation information.
Operational Communications	Data Communications	
	1	Maintain data communications (MDTs) with RiverCom and other public safety agencies.



Chelan County Sheriff's Office Annex

Response	Critical Task I.D.	Activity/Action
Operational Communications	Voice Communications	
	1	Maintain radio communications (MDTs) with RiverCom and other public safety agencies
Public Information & Warning	Delivering Actionable Guidance	
	1,2	Assist with providing the community with the most up-to-date information on current hazards and potential secondary hazards. Included with information will be information regarding shelter-in-place guidance, evacuation routes, shelter locations, and assistance services.
Public Information & Warning	Culturally and Linguistically Appropriate Messaging	
	2	Disseminate all information in English and Spanish. Also provide interpreters and closed captioning services when messages are relayed and conducted verbally.
Public Information & Warning	Protecting Sensitive Information	
	2	Ensure that community member's names are not used when delivering incident information. The release of this information may affect law enforcement activities or interfere with the family reunification process
Public Information & Warning	Traditional Communications Mechanisms	
	1	Assist with providing the community with accurate and timely information and warning through a public information officer (PIO). May include radio and television broad casting media, social media, and press releases.
Situational Assessment	Analyzing Information	
	1,2	Analyze information to determine credible threats to public safety and protection.
Situational Assessment	Assessing Hazard Impacts	
	1,2	Provide size-up and impact of on-scene incident threats and information to facilitate a common operation picture.



Chelan County Sheriff's Office Annex

Response	Critical Task I.D.	Activity/Action
Situational Assessment	Tracking Response Activities	
	1,2	Track all response activities for disaster response expenses and potential reimbursement.

Resource Requirements for EOC Operations

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.

Reference and Supporting Guidance

CCSO Policy Manual



Chelan / Douglas Health District Annex

Purpose

The Chelan / Douglas Health District (CDHD) is the primary agency for the public health core capabilities in Chelan County. The CDHD's Emergency Operation Plan (EOP) is a stand-a-alone document that compliments this Chelan County Public Health Annex. It provides guidelines for coordinated preparedness and response to emergency incidents that fall under Public Health or incidents that may have public health implications in Chelan & Douglas Counties.

Primary Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Public Health, Healthcare, & Emergency Medical Services	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support and products to all affected populations.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Support Core Capabilities	
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Logistics & Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Mass Care Services	Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.



Chelan / Douglas Health District Annex

Authorities and Policies

The primary statutes governing public health include:

- Revised Code of Washington (RCW)
- Washington Administrative Code (WAC)
- Chelan and Douglas Health District Sanitary Code (CDHD Code)

RCW 70.05 is the legislation covering Local Health Departments, Boards, Officers, and Regulations.

RCW 70.46 is the legislation covering Health Districts.

RCW 43.70 is the legislation covering the State Board of health

Under Washington State laws and regulations, the Local Health Officer has authority to take action to control diseases that are threats to public health. RCW 70.05.070(3); WAC 246-100-036; WAC 246-101-505. Typically, persons who have been infected with or exposed to a communicable disease voluntarily comply with the Local Health Officer's instructions. If necessary, however, the Local Health Officer may initiate involuntary detention for purposes of isolation and/or quarantine. WAC 246-100-040.

The Governor is authorized in RCW 43.06.220 to proclaim a state of emergency which restricts assemblage on public or private property, imposes curfews or prohibits use of highways and other modes of travel as is necessary to preserve and maintain life and health. If CDHD moves toward a community-wide quarantine (*cordon sanitare*), the agency will consult with the Governor's office as well as Department of Health (DOH).

Revised Code of WA (RCW) 43.20.050(5) in part states that all police officers, sheriffs, constables and all other officers and employees of the state or any county, city or township thereof, shall enforce all rules adopted by the State Board of Health.

RCW 70.05.070 outlines the powers and duties of the local health officer. In part, it states that the local health officer shall control and prevent the spread of any dangerous, contagious, or infectious disease that may occur in his/her jurisdiction.

Washington Administrative Code (WAC) 246-101-505 outlines the duties of the local health officer or local health department. In part, it states that local health officers shall review and determine the appropriate action for instituting disease prevention and infection control, isolation, detention, and quarantine measures necessary to prevent the spread of communicable disease, invoking the powers of the courts to enforce these measures when necessary

WAC 246-101- 425 outlines the responsibilities of the general public. In part, it states that members of the general public shall cooperate with public health authorities in the investigation of cases and suspected cases, and cooperate with the implementation of infection control measures including isolation and quarantine.



Chelan / Douglas Health District Annex

Situation Overview

A large disaster could pose a variety of public health threats, including problems related to food, disease vectors, water, wastewater, solid waste and mental health effects. Pets, livestock, and wild animals may also be affected and could create health and safety problems.

Disasters such as fires and floods do not typically result in large numbers of casualties. However, there may be a noticeable impact on health due to evacuation, shelters, vector control, and returning water, wastewater and solid waste facilities to operation.

The Chelan Douglas Health District has responsibility for situations dealing with communicable diseases, terrorist incidents involving nuclear, biological and chemical elements, and all other issues dealing with public health. This includes, but is not limited to public information, health advisories, and disease prevention measures to be taken during a disaster.

CDHD does not have adequate staff to respond to a community wide epidemic. CDHD expects to receive assistance from local emergency management located within the Chelan and Douglas Counties Sheriff's Office (CCSO AND DCSO), in addition to partners within Region 7 and elsewhere. In the event of a pandemic or large incident, local response will be quickly overwhelmed and require mutual aid, state, and possibly federal assistance. If an incident results in the need for equipment or personnel, requests are made to the Chelan and Douglas Counties Emergency Operation Center (EOC).

Concept of Operations

CDHD works with various partners to ensure rapid detection and response of public health emergencies, including but not limited to the Chelan and Douglas Counties Sheriff's Office, Region 7 Partners along with Region 7 epidemiologist, and Washington State Department of Health. Mutual Aid Agreements and Memoranda of Understanding documents are attached in Annex L. Notification of a potential incident or epidemic disease could happen in several ways:

- Notification from regional, state, or national level authorities.
- Notification by healthcare provider.
- Notification by general public.
- Notification by a law enforcement agency.
- Detection by CDHD staff.
- CDHD staff will notify Washington State Department of Health (DOH) in a timely manner of events or disease findings indicative of an emergency incident or an epidemic.
- Increased surveillance may be necessary to confirm existence of an incident and CDHD will use local healthcare providers, regional partners and State DOH as needed.
- If indicated, CDHD may activate its Emergency Coordination Center (ECC) to coordinate activities. The Incident Commander will be responsible for coordinating a response within the Health District in an emergency. The Incident Commander will determine the appropriate activation level, staffing, and roles.



Chelan / Douglas Health District Annex

Functional Areas of Responsibility

Some functions of this Department may include, but are not limited to, the following:

- Alerts and Warning
- Allocating and Mobilizing Resources
- Analyzing Information
- Assessing Hazard Impacts
- Clinical Laboratory Testing
- Command, Control, and Coordination
- Culturally and Linguistically Appropriate Messaging
- Delivering Actionable Guidance
- Delivering Situation Reports
- Determining Priorities, Objectives, and Strategies
- Ensuring Information Flow
- Ensuring Unity of Effort
- Environmental Impact Analysis
- Establishing a Common Operating Picture
- Establishing Lines of Communication
- Feeding
- Food Production and Delivery
- Hazardous Material Clean-Up
- Health and Safety Monitoring Assessment
- Health Assessments
- Hydration
- Medical Countermeasures
- Medical Surge
- Pets
- Predictive Modeling
- Protecting Sensitive Information
- Public Health Interventions
- Resource Delivery
- Resource Management
- Responder Safety
- Sanitation
- Sheltering
- Supply Chain Restoration
- Tracking Response Activities
- Water Treatment and Provision



Chelan / Douglas Health District Annex

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Access and Functional Needs: Access and functional needs (AFN) refers to individuals who have physical, developmental or intellectual disabilities, chronic conditions or injuries. The term Access and Functional Needs (AFN) has replaced “special needs,” “vulnerable,” “high-risk,” and similar terms.

People with access or functional needs are those who may have additional needs before, during or after an incident in functional areas including, but not limited to: maintaining health, independence, communication, transportation, support, services, self-determination, and medical care. Individuals in need of additional response assistance may include people who have disabilities, who live in institutionalized settings, who are older adults, who are children, who are from diverse cultures, who have limited English proficiency or who are non-English speaking, or who are transportation disadvantaged

Functional needs support services (FNSS) are services that enable individuals with access and functional needs to maintain their independence in a general population shelter. Examples of support services include durable medical equipment (DME), consumable medical supplies (CMS), and personal assistance services (PAS).

Essential Needs of Children: The unique needs of children have been addressed in disaster planning and preparedness to help ensure that children are safe and protected from harm. These essential needs include:

- Reliance On Caregivers
- Communication and Identification
- Mobility
- Safety and Protection
- Physical Needs
- Nutritional Needs
- Emotional Needs

Essential Needs of Household Pets and Service Animals: The Pets Evacuation and Transportation Standards (PETS) Act amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act to ensure state and local emergency preparedness operational plans address the needs of individuals with household pets and service animals following a major disaster or emergency.



Chelan / Douglas Health District Annex

Community disaster and emergency plans should include provisions for individuals who own household pets or have responsibility for service and other animals. Planning factors should include resources and processes for the rescue, transportation, care, shelter, and essential needs of animals.

The Chelan/Douglas Public Health will address how LEP and AFN will be integrated into all phases of emergency management as applicable to its respective responsibilities.

Public Health Critical Tasks

Critical tasks are the distinct elements required to perform a core capability. These Critical Task Identifiers are pre-assigned to each core capability based on Federal guidance documents. They are operationally focused tasks that are necessary to ensure success and execution of core capabilities. They generally include the activities, resources, and responsibilities required to fulfill capability targets. Capability targets and critical tasks are based on operational plans, policies, and procedures.

Mission Area	Critical Task I.D.	Critical Task
Public Information and Warning		
Response	1	Inform all affected segments of society of critical lifesaving and life-sustaining information by all means necessary, including accessible tools, to expedite the delivery of emergency services and aid the public to take protective actions.
Response	2	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.
Operational Coordination		
Response	1	Mobilize all critical resources and establish command, control, and coordination structures within the affected community, in other coordinating bodies in surrounding communities, and across the Nation, and maintain as needed throughout the duration of an incident.
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.



Chelan / Douglas Health District Annex

Mission Area	Critical Task I.D.	Critical Task
Environmental Response/Health & Safety		
Response	1	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.
Response	2	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.
Response	3	Detect, assess, stabilize, and clean up releases of hazardous materials (e.g., biohazards) into the environment, including buildings/structures, and properly manage waste.
Public Health, Healthcare, & Emergency Medical Services		
Response	1	Deliver medical countermeasures to exposed populations.
Response	3	Return medical surge resources to pre-incident levels, complete health assessments, and identify recovery processes.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.
Infrastructure Systems		
Response	1	Decrease and stabilize immediate infrastructure threats to the affected population, to include survivors in the heavily damaged zone, nearby communities that may be affected by cascading effects, and mass care support facilities and evacuation processing centers with a focus on life-sustainment and congregate care services.
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Response	4	Formalize partnerships with governmental and private sector or emergency response teams to accept, triage, and collaboratively respond to cascading impacts in an efficient manner.



Chelan / Douglas Health District Annex

Mission Area	Critical Task I.D.	Critical Task
Logistics & Supply Chain Management		
Response	1	Mobilize and deliver governmental, nongovernmental, and private sector resources to save lives, sustain lives, meet basic human needs, stabilize the incident, and transition to recovery, to include moving and delivering resources and services to meet the needs of disaster survivors.
Response	2	Enhance public and private resource and services support for an affected area.
Mass Care Services		
Response	1	Move and deliver resources and capabilities to meet the needs of disaster survivors, including individuals with access and functional needs.
Response	2	Establish, staff, and equip emergency shelters and other temporary housing options (including accessible housing) for the affected population.

Organization

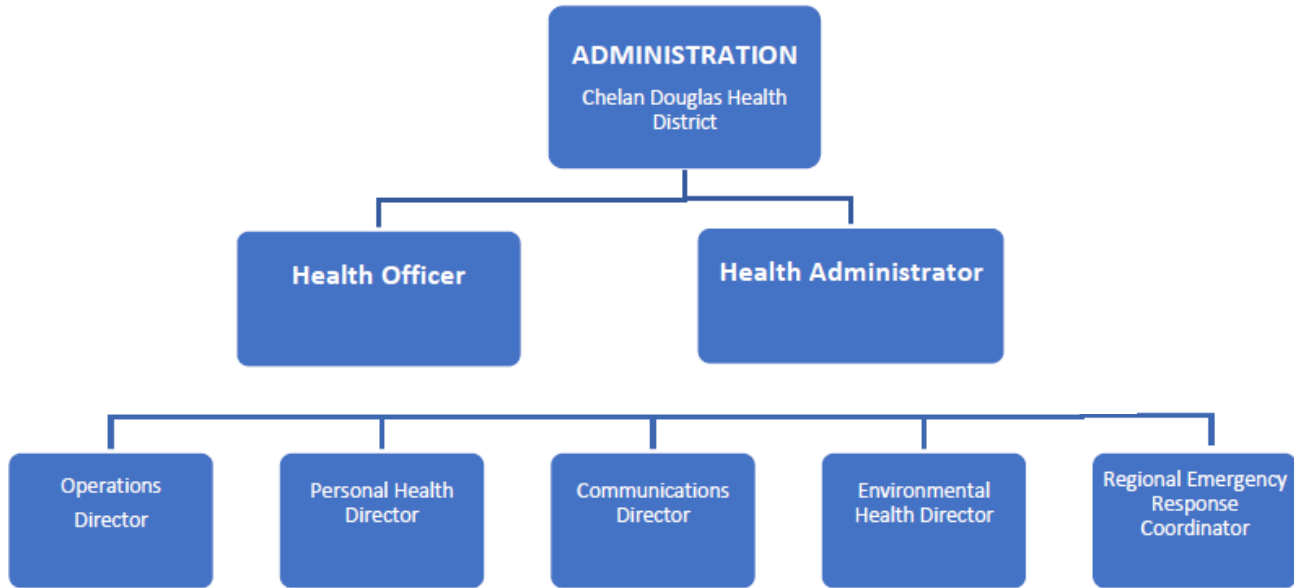
The Chelan Douglas Health District coordinates health and medical responses to an incident. The Health District may also provide public health services and response and will operate under the Chelan Douglas Health District Administrator. The Chelan Douglas Health District will coordinate their activities through the Chelan County EOC. The Chelan Douglas Health District will be the lead agency on any major event which is primarily a public health issue, such as an epidemic. Response by health professionals other than through the hospitals such as veterinarians, pharmacists, and mental health care providers will be coordinated through the Health District.

In the absence of the CDHD Administrator, delegation of authority within CDHD has been determined below specific to function and assigned personnel in order to continue the performance of critical functions. Ultimate delegation of authority resides with the Board of Health (BOH). If BOH is absent, then delegation of authority would follow the Chelan and Douglas Counties plan via Emergency Management.



Chelan / Douglas Health District Annex

Chelan-Douglas Health District Organizational Chart 2022 (2023 organizational chart is under revision)



Chelan / Douglas Health District Annex

Direction, Control, & Coordination

Incident Command System (ICS), as set forth by National Incident Management System (NIMS), as the basis for all direction, control and coordination of emergency response and recovery efforts. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, local, private-sector, and nongovernmental organizations.

During a bioterrorism, chemical, or radiological incident; communicable disease outbreak or other public health emergency, CDHD will respond based on the complexity of the incident.

CDHD may activate its Emergency Coordination Center (ECC), which is located in its basement classroom space adjacent to kitchen facilities and restrooms. However, there may be situations where CDHD ECC is not activated because the Chelan and Douglas Counties EOC (located at 5th and Western in Wenatchee) is activated, in which case CDHD will work through the county EOC. Even in events of that kind, CDHD's ECC will be available if needed as a coordinating point for the public health aspects of the response.



Chelan / Douglas Health District Annex

All communications with the general public will be distributed through the Public Information Officer (PIO). If the EOC is activated, the PIO will coordinate messaging via the EOC and any JIC it may activate.

Shifts during operation of Chelan Douglas Health District ECC will normally be 12 hours during activation.

Security for the ECC will be provided by the Douglas County Sheriff's Office or East Wenatchee Police if needed.

CDHD will provide support to, and take guidance from, the Chelan and Douglas Counties EOC in public health emergencies. All public health activities will be coordinated with the Chelan and Douglas Counties EOC so long as it is activated.

Chelan Douglas Health District Representation in On Scene Incident Command System

On-scene Incident Command representation will depend on which agency will have the lead in the incident, and on the nature of the incident.

If the incident is an actual bioterrorism incident or other public health emergency where a crime is suspected, law enforcement will be the lead agency. In this case, CDHD will be represented on the Command Staff by the County Health Officer/Public Health Administrator, or a designee, who will be involved in various aspects of the response.

Coordination with Region 7 Public Health Agencies

Other public health jurisdictions in Region 7 will notify Chelan-Douglas Health District, as lead LHM for Region 7 Public Health Agencies, when a bioterrorism incident is suspected or confirmed in their jurisdiction. The Administrator of CDHD (or designee) will coordinate with the reporting jurisdiction in determining when support personnel from the regional partners may be needed immediately. If the incident requires ICS activation at CDHD the IC will designate staff to serve as liaison with other public health jurisdictions.

Coordination with Region 7 Hospital Network

As Region 7's Disaster Medical Coordination Center (DMCC), Central Washington Hospital (Confluence Health) will coordinate the response of hospitals in Region 7, and take the lead in communicating with hospitals outside our region, using WATrac and other resources to do so. It will provide situational updates to CDHD and Region 7 public health response coordinators through the Region 7 RERC (Regional Emergency Response Coordinator) or the RERC's designee

Coordination with Chelan and Douglas Counties Emergency Medical Services

Chelan and Douglas Counties falls under the South-Central Region (SCR) Trauma Plan for regional planning and coordination. The request for resources from outside the Health District will be made through RIVERCOM.



Chelan / Douglas Health District Annex

Coordination with Chelan and Douglas Counties EOC

Requests for assets to support a local emergency response are made through the Chelan and Douglas Counties' EOC. If the County EOC has not been activated, requests should be made directly to the Chelan and Douglas Counties Emergency Management Department via the Chelan and Douglas Counties Sheriff's Office. Requests can be made via phone, email, or in person. If the request cannot be handled locally, or through mutual aid, they are then sent to the Washington State Emergency Operations Center at the Washington State Emergency Management Division, Camp Murray, Washington.

If the request is specific to Emergency Support Function (ESF) 8, Public Health and Medical, that desk will then address the issue as appropriate, working with the requisition agency to best meet that need. Washington State Department of Health serves as the lead for ESF 8 along with other state agencies in a supporting role.

The Chelan and Douglas Counties Emergency Management Department (CCSO AND DCSO) must be aware of any potential requests for assistance in order to determine the need for a declaration of emergency within the county.

Health Officer

The Health Officer or designee may assume the role of Incident Commander during an epidemic disease or bioterrorism incident. The Health Officer, Public Health Administrator, and Board of Health will consult as needed to decide policy pertaining to health and medical decisions during emergencies. The Health Officer in consultation with the Board of County Commissioners will make decisions if there is a financial implication to public health policy decisions during an emergency. The Health Officer may also maintain contact with other agencies, develop public health priorities, lead incident response, and delegate tasks.

Volunteers

The Health Office or designee will assure management of spontaneous volunteers who may request to support the public health agency's response either by incorporation or triaging to other volunteer resources.

CDHD may utilize trained volunteers or spontaneous volunteers for incidents that exceed our response capacity. The use of spontaneous volunteers will be coordinated with Chelan and Douglas Counties Emergency Management. All medical personnel must be verified using WAServ prior to accepting the volunteer for a medical role. All volunteers will be required to sign and submit an Emergency Worker Registration Card and a Chelan and Douglas Counties Emergency Management Certificate of Authorization and Photograph and Media Consent form.

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Chelan/Douglas health District Annex and the department's operational procedures and guidelines that establish the local tactical direction and control activities.





Chelan / Douglas Health District Annex

Horizontal Integration

Chelan / Douglas Health District Emergency Operations Plan (2018)

The purpose of this plan is to provide guidelines for coordinated preparedness and response to emergency incidents that may have public health implications in Chelan & Douglas Counties.

Washington State Regional Emergency and Disaster Healthcare Coalition (REDi HCC) Preparedness Plan (2019)

This plan documents how the REDi HCC coordinates and works collectively with members to promote communication, information sharing, resource coordination, and operational response and recovery to emergencies and disasters.

Regional Emergency and Disaster Healthcare Coalition (REDi HCC) Response Plan

This plan outlines the roles and responsibilities of the coalition, members, and partners during a community-based incident or event. The plan supports strategic planning, information sharing, and resource management.

Vertical Integration

The WA State Department of Health (DOH) Doctrine for Health and Medical Preparedness, Response, and Recovery (2016)

This plan established guidance for statewide response and recovery capabilities of mobilizing resources; setting priorities; coordinating preparedness, response, and recovery actions across jurisdictions.

The U.S. Department of Health and Human Services (HHS) Office of the Assistant Secretary for Preparedness and Response (ASPR)

This Federal doctrine established the capability for Health Care and Medical Readiness and State DOH objectives to develop the Eastern WA Regional Emergency and Disaster Healthcare Coalition (REDi).

Information Collection, Analysis, & Dissemination

Critical information that will be collected for situational awareness will include functionality of public health operations, healthcare facilities and infrastructure, along with the nature of the health threat involved, its status as a suspected or confirmed threat, and the number of disease cases and/or fatalities attributed to the incident. Additional information may include client or patient identification, location of clients or patients, the potential of the health threat to spread, any related symptoms associated with the potential or identified disease, as well as individuals who may have been exposed. Sources of information may include local law enforcement, local healthcare providers, laboratories, RiverCom, a complaint from the general public, national, state, or regional partner.

Collected information will be used only for the investigation and response of any identified disease threats or health risks. Information will be shared in accordance with the Health Insurance Portability and Accountability Act (HIPAA) regulations. Only emergency responders who are required to comply with HIPAA regulations will receive confidential medical information relating to the investigation or response.



Chelan / Douglas Health District Annex

Responsibilities

Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs.

- Maintain current inventories of supplies and resources.
- Provide ongoing training to personnel on their roles and responsibilities during emergency operations.
- Develop local emergency operations plans and guidelines in accordance with state and regional regulations and guidance.
- Participate in emergency / disaster exercises and drills to test and update emergency operations plans, as needed.

Response

Response	Critical Task I.D.	Activity/Action
Public Information & Warning	Alerts and Warning	
	1	Deliver public health and safety alerts such as: air quality or contaminated water supplies.
	1	Deliver all public health and safety alerts in both English and Spanish
	1	Delivering public health and safety alerts through a variety of media sources (broadcast, print, and social media)
Public Information & Warning	Delivering Actionable Guidance	
	1,2	Deliver public health and safety information that promotes protective actions, such as staying inside or wearing masks during an air quality alert from the smoke of wildfires; or the use of masks and social distancing to reduce the risk of catching COVID-19.
	1	Provide information to the public on the health effects of, and how to avoid contamination from a hazardous materials release as needed.
	1	Deliver all public health and safety alerts in both English and Spanish
	1	Delivering public health and safety alerts through a variety of media sources (broadcast, print, and social media)



Chelan / Douglas Health District Annex

Response	Critical Task I.D.	Activity/Action
Public Information & Warning	Culturally and Linguistically Appropriate Messaging	
	1	Deliver all public health and safety alerts in both English and Spanish
	1	Delivering public health and safety alerts through a variety of media sources (broadcast, print, and social media)
Public Information & Warning	Protecting Sensitive Information	
	1	Adhere to HIPAA - provide data privacy and security provisions for safeguarding medical information.
	1	Ensure that community member's names are not used when delivering incident information. The release of this information may affect law enforcement activities or interfere with the family reunification process.
Operational Coordination	Command, Control, and Coordination	
	2	CDHD will conduct emergency response activities and operations utilizing the accepted concepts and principals NIMS and the Incident Command System.
	2	The Incident Commander will be responsible for coordinating a response within the Health District in an emergency.
Operational Coordination	Allocating and Mobilizing Resources	
	2	The Incident Commander will determine the appropriate activation level, staffing, and roles to stand up testing, vaccination or triage sites within disease affected area.
Operational Coordination	Determining Priorities, Objectives, and Strategies	
	1,2	If indicated, CDHD may activate its Emergency Coordination Center (ECC) to coordinate activities.
	1,2	The Incident Commander will coordinate with Confluence Health (CH), other medical providers as needed depending on the locations involved, and Emergency Medical Service providers to determine the ability of the local community to respond to the emergency. If community resources are about to be or are already overwhelmed, the Incident Commander may request assistance.



Chelan / Douglas Health District Annex

Response	Critical Task I.D.	Activity/Action
Operational Coordination	Ensuring Information Flow	
	2	CDHD will activate their Emergency Communications Plan to issue information and respond to requests in a timely manner and provide information 24/7 during an emergency.
Operational Coordination	Ensuring Unity of Effort	
	2	CDHD will coordinate activities among various agencies and organizations to achieve common objective that support emergency operations
Operational Coordination	Establishing a Common Operating Picture	
	2	The Incident Commander will coordinate with Confluence Health (CH), other medical providers as needed depending on the locations involved, and Emergency Medical Service providers to determine priorities, objectives and strategies.
	2	CDHD will coordinate and maintain situation reports (SitReps) to provide current information used to provide a common operating picture and for planning and decision-making.
Operational Coordination	Establishing Lines of Communication	
	2	CDHD will activate their Emergency Communications Plan to issue information and respond to requests in a timely manner and provide information 24/7 during an emergency.
Infrastructure Systems	Water Treatment and Provision	
	4	CDHD will coordinate with disaster response agencies to prevent the spread of disease with inspections and testing for wells and public water systems.
Infrastructure Systems	Sanitation	
	4	CDHD will coordinate with disaster response agencies to prevent the spread of disease with inspections for waste disposal, and sanitary provisions.



Chelan / Douglas Health District Annex

Response	Critical Task I.D.	Activity/Action
Infrastructure Systems	Food Production and Delivery	
	4	CDHD will coordinate with disaster response agencies to prevent the spread of disease with recommendations or inspections of food production facilities, agricultural facilities, restaurants, and other food delivery venues.
Environmental Response/ Health & Safety	Hazardous Material Clean-Up	
	2	In conjunction with the Washington State Departments of Ecology and Health, assist water and sewer utilities in the investigation and mitigation of impacts from the effects of a hazardous materials incident.
Environmental Response/ Health & Safety	Environmental Impact Analysis	
	2	CDHD will coordinate with partner agencies to ensure environmental hazards are not accessible to the public and will help assess the severity of hazard and overall health and safety of the situation and ensure mitigation of the environmental hazard.
Environmental Response/ Health & Safety	Health and Safety Monitoring Assessment	
		Direct the closure of contaminated sites, as necessary, in collaboration with other agencies.
	3	Make a final determination on when contamination no longer poses a public health risk in collaboration with other agencies.
	3	Initiate actions to reopen contaminated sites, in collaboration with other agencies, when the threat is properly mitigated.



Chelan / Douglas Health District Annex

Response	Critical Task I.D.	Activity/Action
Environmental Response/ Health & Safety	Predictive Modeling	
	1,2,4	CDHD utilizes emergency surveillance and predictive modeling to identify and determine the extent and impact of diseases and health problems; to monitor the health trends of the community; to determine the priority of health interventions; and to evaluate the impact of health responses and programs.
Environmental Response/ Health & Safety	Responder Safety	
	1	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.
Logistics & Supply Chain Management	Resource Management	
	2	CDHD utilizes NIMS resource management guidance to coordinate and manage resources (personnel, teams, facilities, equipment, and supplies)
	1	When CDHD resources are not sufficient to support response activities, they will contact local emergency management and REDi HHC to obtain additional resources through partner entities.
Logistics & Supply Chain Management	Resource Delivery	
	1,2	CDHD will activate personnel and resources based on the need and activation level determined for an incident.
	1	When additional resources are required to manage an incident, CDHD may use local healthcare providers, regional partners and State DOH as needed.
Logistics & Supply Chain Management	Supply Chain Restoration	
	1	CDHD will coordinate transition to recovery during an incident and participate in the restoration of the impacted supply chains.



Chelan / Douglas Health District Annex

Response	Critical Task I.D.	Activity/Action
Mass Care Services	Sheltering	
	2	CDHD will be responsible for assessing conditions of emergency shelter facilities during disasters, which include shelters for displaced individuals or for emergency workers responding to the incident in order to protect the occupants of the shelter.
	2	CDHD utilizes a comprehensive environmental health assessment tool for shelters to inspect and evaluate essential human services of the facility, food, drinking water, sanitation, medical care, and companion animals for health and safety conditions during disasters.
	2	CDHD will provide for, or assist other health care providers with isolation and quarantine sheltering needed to house individuals which are identified as carrying a communicable disease needing isolation from the general population.
Public Health, Healthcare & EMS	Clinical Laboratory Testing	
	1	<p>CDHD is responsible for a variety of laboratory services, including</p> <ul style="list-style-type: none"> • Initiating the use of laboratory services. • Choosing the appropriate laboratory site to utilize for testing. • Coordinating with the laboratory regarding supplies, shipping, and results. • CDHD staff may collect samples or coordinate collecting of samples. • Ensuring staff are trained in providing testing services
Public Health, Healthcare & EMS	Health Assessments	
	3	CDHD utilizes emergency surveillance and healthcare partner reporting to develop appropriate and adequate data to identify and determine the extent and impact of diseases and health problems that can be used to develop a community health assessment.



Chelan / Douglas Health District Annex

Response	Critical Task I.D.	Activity/Action
Public Health, Healthcare & EMS	Medical Countermeasures	
	1	CDHD delivers a variety of immunizations to organizations and the general public.
Public Health, Healthcare & EMS	Medical Surge	
	3	CDHD staff may be expected to respond to provide surge capacity and will be provided relevant safety information and instructions
Public Health, Healthcare & EMS	Public Health Interventions	
	1	CDHD promotes and protects the health in our community by preventing illness and injury through a variety of personal health programs covering communicable diseases, chronic diseases, immunizations, parent and child programs; environmental health programs; and emergency preparedness programs.
	1	CDHD will promote and protect the community by offering both pharmaceutical and non-pharmaceutical interventions to prevent illness.
	1	The health district offers a variety of personal health programs covering communicable diseases, chronic diseases, immunizations, parent and child programs; environmental health programs; and emergency preparedness programs.
	1	CDHD will coordinate testing sites for communicable disease throughout the region.
Situational Assessment	Delivering Situation Reports	
	1,2	CDHD will coordinate and maintain situation reports (SitReps) to provide current information used to provide a common operating picture and for planning and decision-making.



Chelan / Douglas Health District Annex

Response	Critical Task I.D.	Activity/Action
Situational Assessment	Analyzing Information	
	1	CDHD gathers and analyzes public health information through a variety of sources to identify and determine the extent and impact of diseases and health problems; to monitor the health trends of the community; to determine the priority of health interventions; and to evaluate the impact of health responses and programs.
Situational Assessment	Assessing Hazard Impacts	
	1	CDHD will respond with other public safety agencies to assess public health hazards and impacts and collaborate with local emergency response agencies provide protective measures to mitigate public exposure.1
Situational Assessment	Tracking Response Activities	
	1	CDHD will track all response activities and adhere to department policies for financial records, reporting, and tracking resources.

Recovery consists of those activities that continue beyond the emergency period to restore critical community functions and begin to manage stabilization efforts. The recovery phase begins immediately after the threat to human life has subsided. The goal of the recovery phase is to bring the affected area back to some degree of normalcy.

Resource Requirements for EOC Operations

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.



Chelan County Public Utility District Annex

Purpose

To provide for the effective use of available electric power and other essential utilities required to meet essential needs, and to facilitate restoration of energy and utility systems affected by an emergency or disaster.

Scope

The Chelan County PUD operates electric, water, wastewater, and fiber-optic network utilities. The electric service utility includes generating stations (three hydroelectric dams) and distribution facilities (transmission lines, switchyards, and ancillary equipment). The PUD water systems and wastewater systems provide utility services to several rural communities. The fiber-optic network includes an extensive fiber-optic infrastructure throughout most communities in the county. The open-access fiber-optic network transports cable TV, telephone service, and internet data services.

Core Capabilities

The Chelan County PUD is one of the **primary agencies**, having significant authorities, roles, resources to provide the following core capabilities in response to emergency and disaster incidents.

<i>Primary Core Capabilities</i>	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.



Chelan County Public Utility District Annex

The Chelan County PUD is also a **support agency**, having specific capabilities or resources that support other agencies in executing the following core capabilities.

Support Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.
Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Logistics & Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.

Authorities and Policies

1. Local energy and utility providers’ policies. With the assistance of Emergency Management, the legislative authorities shall prepare and update contingency plans for implementation in the event of energy shortages or emergencies
2. Applicable state and federal laws and regulations. In the event of the entire state being affected, RCW 43.21G shall apply which deals with energy emergencies and alerts and establishes necessary emergency powers for the governor.
3. WA State Comprehensive Emergency Management Plan (CEMP), ESF 12 – Energy
4. The legislative authorities will determine energy priorities during a disaster.

Situation Overview

The 2019 Chelan County Multi-Jurisdictional Natural Hazard Mitigation Plan provides detailed information on natural hazards and the probability, impact, and risk ranking scores that these natural hazards pose to the people, property and economy in Chelan County. The three natural hazards with the highest risk include severe weather, wildfires and earthquakes. The high rating for severe weather and wildfire is based on the past history and high frequency of weather events and large fires throughout the county. The potential for earthquakes is high based on USGS data.



Chelan County Public Utility District Annex

Hazard Risk Ranking

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Severe Weather	45	High
2	Wildfire	36	High
3	Earthquake	34	High

The 2023 Chelan County Threat and Hazard Identification and Risk Assessment (THIRA/SPR) expands the scope of the 2019 Chelan County Natural Hazard Mitigation Plan by addressing technological hazards and human-caused hazards, as well as natural hazards that may have significant risks and impacts to Chelan County communities.

Natural hazards, technological incidents, or human caused incidents can occur at any time, causing significant damage to the infrastructure of utilities, loss of essential services to businesses and homes, and disruption of governmental entities. These include electric power, water, and telecommunications. Impacts from local as well as regional and out-of-area incidents may also have adverse effects on the local capabilities.

Concept of Operations

Local priorities will be established, based on the damage and complexity of the emergency or disaster, and coordinated to provide the most efficient utilization of available restoration resources, services and supplies.

If local control measures are necessary, the Chelan County PUD will work with Chelan County Emergency Management and the legislative authorities in the establishment and activation of control measures.

If an additional resources, outside of established mutual aid or other agreements, these requests for assistance will be coordinated through CCEM and the WA State Emergency Management Division.

Functional Areas of Responsibility

Some functions of this Department may include, but are not limited to, the following:

- Alerts and Warning
- Analyzing Information
- Assessing Hazard Impacts
- Communication Between Responders and the Affected Population
- Culturally and Linguistically Appropriate Messaging
- Dams
- Data Communication
- Delivering Actionable Guidance
- Delivering Situation Reports
- Delivery of Response Assets
- Emergency Power Provision



Chelan County Public Utility District Annex

- Ensuring Information Flow
- Environmental Impact Analysis
- Hazardous Materials Debris Removal
- Infrastructure Site Assessments
- Interoperable Communication Between Responders
- Power Restoration
- Predictive Modeling
- Private Resources
- Public Recreation Facilities
- Re-Establishing Critical Information Networks
- Resource Tracking
- Responder Safety
- Tracking Response Activities

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

Chelan County PUD will address how LEP and AFN will be integrated into all phases of their organization and operations as applicable to its respective responsibilities. The PUD is service oriented, providing equal access to communication assistance and services, and encourages community-based partnerships to address safety issues and public outreach.



Chelan County Public Utility District Annex

Chelan County Public Utility District Critical Tasks

Each of the Core Capabilities identified for the Chelan County Public Utility District has one or more critical tasks that are listed in the following table. These critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Critical Task I.D.	Critical Task
Public Information & Warning		
Response	1	Inform all affected segments of society of critical lifesaving and life-sustaining information by all means necessary, including accessible tools, to expedite the delivery of emergency services and aid the public to take protective actions.
Response	2	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.
Infrastructure Systems		
Response	1	Decrease and stabilize immediate infrastructure threats to the affected population, to include survivors in the heavily damaged zone, nearby communities that may be affected by cascading effects, and mass care support facilities and evacuation processing centers with a focus on life-sustainment and congregate care services.
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Response	4	Formalize partnerships with governmental and private sector cyber incident or emergency response teams to accept, triage, and collaboratively respond to cascading impacts in an efficient manner.
Operational Communications		
Response	1	Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable data communications between state, and local first responders.
Response	2	Re-establish sufficient communications infrastructure within the affected areas to support ongoing life-sustaining activities, provide basic human needs, and a transition to recovery.
Response	3	Re-establish critical information networks, including cybersecurity information sharing networks, to inform situational awareness, enable incident response, and support the resilience of key systems.



Chelan County Public Utility District Annex

Mission Area	Critical Task I.D.	Critical Task
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.
Operational Coordination		
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Critical Transportation		
Response	3	Clear debris from any route type (i.e., road, rail, airfield, port facility, waterway) to facilitate response operations.
Environmental Response/Health & Safety		
Response	1	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.
Response	2	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.
Response	4	Identify, evaluate, and implement measures to prevent and minimize impacts to the environment, natural and cultural resources, and historic properties from all-hazard emergencies and response operations.
Logistics & Supply Chain Management		
Response	1	Mobilize and deliver governmental, nongovernmental, and private sector resources to save lives, sustain lives, meet basic human needs, stabilize the incident, and transition to recovery, to include moving and delivering resources and services to meet the needs of disaster survivors.



Chelan County Public Utility District Annex

Organization

The Chelan County PUD is administered by a Board of five Commissioners. The Commission establishes policy, approves plans, budgets, and expenditures, and reviews the District's operations. The legal responsibilities and powers of the District are exercised through the Commission.

The General Manager reports directly to the Commission and is responsible for the overall operation of the utility. The PUD Organization Chart illustrates the management Divisions and general responsibility of the of the Senior Management Team leaders. The current organization employs approximately 830 personnel.

The Chelan County PUD operates electric, water, wastewater, and fiber-optic network utilities.

The electric service utility includes generating stations (three hydroelectric dams; Rocky Reach Dam, Chelan Falls generating plant, and Rock Island Dam) and distribution facilities (transmission lines, switchyards, and ancillary equipment), as well as a limited amount of solar power. The District maintains diesel generators for emergencies. This independent power generation capability allows for the ability to generate power locally without using the Northwest Power Pool. Many end users with high reliability needs (e.g., hospitals, public safety) have their own in-house power generation capability.

The fiber-optic network includes an extensive fiber-optic infrastructure throughout most communities in the county. The open-access fiber-optic network transports cable TV, telephone service, and internet data services.

The PUD water systems and wastewater systems provide utility services to several rural communities.

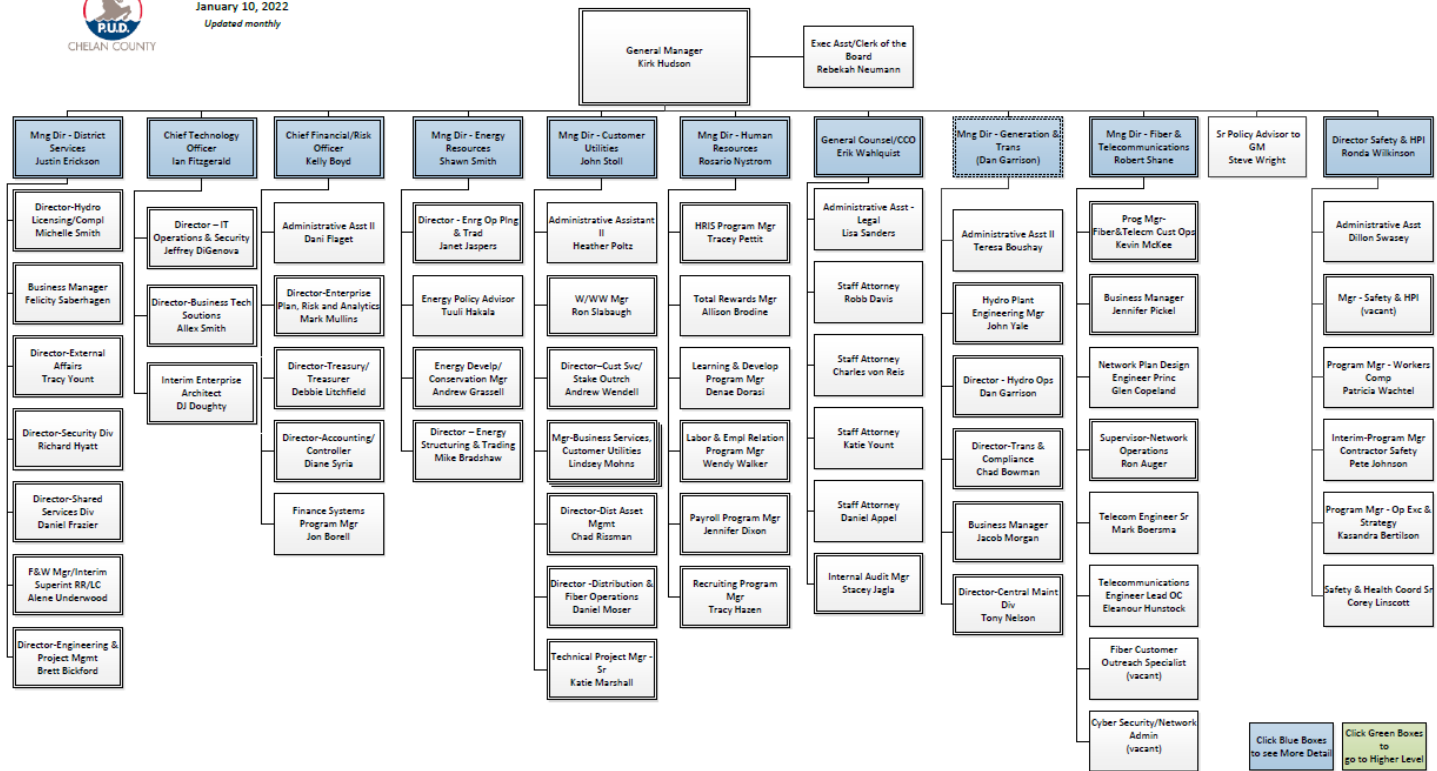


Chelan County Public Utility District Annex

Chelan County PUD Organizational Chart



Organizational Chart
January 10, 2022
Updated monthly



The following Chelan County PUD Organizational pdf link can be opened and the blue and green boxes can provide additional information on the organization Divisions and their areas of responsibility for operations and services.



Chelan_PUD_Organizational_Charts.pdf

Direction, Control, & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

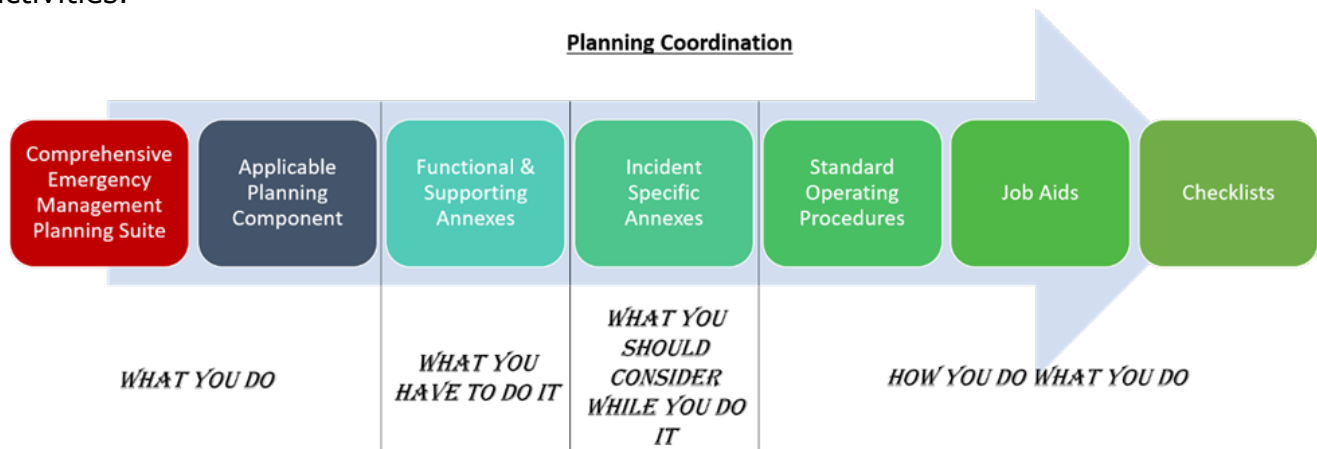
All disasters and emergencies begin locally, and local jurisdictions working in collaboration with county and other local public safety agencies to provide initial response. The complexity of emergency response operations during a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.



Chelan County Public Utility District Annex

Local incident commanders lead tactical direction and control activities. Incident commanders report as specified in their chain of command and request resources through the Chelan County Emergency Operations Center (EOC). When public, private, and mutual aid or inter-local agreement resources from adjacent political subdivisions are exhausted, the county EOC requests assistance from the State Emergency Operations Center (SEOC).

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Chelan County PUD Annex and the department's operation procedures and guidelines that establish the local tactical direction and control activities.



Horizontal Integration

The District has (49) business units and each department has developed their own business continuity plan that ensures that the District still operates and provides utility services to Chelan County. The District has an over-arching business continuity plan along with an Incident Management Team that responds to all internal and external emergencies.

Vertical Integration

The District operates under several regulatory agencies with operating and compliance responsibilities. The North American Electricity Reliability Corporation (NERC) requires us to follow Department of Energy requirements for power generation, transmission and distribution of electricity. We also operate all of the Hydro-electric facilities under the Federal Energy Regulatory Commission (FERC) to ensure environmental stewardship with operating practices.



Chelan County Public Utility District Annex

Information Collection, Analysis, & Dissemination

Information Collection

Essential Elements of Information include:

- Gather information of damage assessment to critical facilities
- Gather as much information regarding road conditions
- Identify personnel and equipment needed to maintain, repair or clear roadways
- Gather geographical information and special referencing (GIS)

Information Analysis

Information will be analyzed to assess hazard impacts and determining priorities, objectives, and strategies.

Information Dissemination

All public information and news release information regarding the Chelan County PUD will be coordinated with Chelan County Emergency Management.

Responsibilities

Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs.

Public Works departments should:

- Maintain current inventories of resources.
- Provide ongoing training to personnel on their roles and responsibilities during emergency operations
- Provide trained personnel and resources for assignment to the EOC, as appropriate.
- Develop SOPs in accordance with state and local regulations and this plan.
- Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs.

Preparedness

Activity/Action

The District conducts an annual Business Continuity Exercise and a separate Wild Fire Preparedness meeting is held every spring with all operational departments.



Chelan County Public Utility District Annex

Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters and emergencies. Mitigation involves structural and non-structural measures taken to limit the impact of disasters and emergencies. Structural mitigation actions change the characteristics of buildings or the environment; examples include flood control projects, raising building elevations, and clearing areas around structures. Non-structural mitigation most often entails adopting or changing building codes.

Response is comprised of the coordination and management of resources (including personnel, equipment, and supplies) utilizing the Incident Command System in an all-hazards approach; and measures taken for life/property/environmental safety. The response phase is a reaction to the occurrence of a catastrophic disaster or emergency.

Response	Critical Task I.D.	Activity/Action
Public Information & Warning	Delivering Actionable Guidance	
	1,2	The District has an External Affairs and Communication department that strategizes any action that will be taken
Public Information & Warning	Alerts and Warning	
	1,2	The District will provide emergency alert and warning public information in a variety of formats: <ul style="list-style-type: none"> Social Media to update the public Press Releases to Media Radio and Television Interviews
Public Information & Warning	Culturally and Linguistically Appropriate Messaging	
	1,2	The District has bilingual staff that work in the Communications department and all alerts and warnings are issued in both English and Spanish.
Operational Coordination	Ensuring Information Flow	
	1	District Liaison to County Incident Command System – Information sharing by our Communications department to external stakeholders.



Chelan County Public Utility District Annex

Response	Critical Task I.D.	Activity/Action
Infrastructure Systems	Power Restoration	
	2	The District has several departments that are responsible for Power Restoration and are supported by the internal Incident Management Team.
Infrastructure Systems	Dams and Flood Control	
	4	The District is required to have Emergency Action Plans (EAPs) by FERC to deal with Dam and Flood Control issues.
Infrastructure Systems	Infrastructure Site Assessments	
	2	The District departments will perform damage assessments to critical facilities.
Infrastructure Systems	Public Recreation Facilities	
	1	The District has a Parks department that is staffed by upper management personnel.
Critical Infrastructure	Delivery of Response Assets	
	2	The District has several operational departments that support our Critical Infrastructure as well as an Incident Management Team that functions on the Incident Command System platform.
Environmental Response/ Health & Safety	Environmental Impact Analysis	
	1,2,3	The District has several departments responsible for dealing with an environmental issue involving the Hydro-electric facilities and the Columbia River.
Environmental Response/ Health & Safety	Responder Safety	
	1	The District has a Health and Safety Division to respond to or support any incident within the County.



Chelan County Public Utility District Annex

Response	Critical Task I.D.	Activity/Action
Logistics & Supply Chain Management	Emergency Power Provision	
	1	The District has an Incident Management Team responsible for restoral and recovery efforts.
Logistics & Supply Chain Management	Resource Tracking	
	1	For internal or external emergencies that the District gets involved in, an ICS is stood up and a Logistics and Financial Chief are appointed for this responsibility.
Operational Communications	Interoperable Communication Between Responders	
	1	The District will have staff that will be a liaison to the Incident Command System.
Operational Communications	Communication Between Responders and the Affected Population	
	1	The District will communicate field reports and estimated recovery to the affected populations
Operational Communications	Data Communication	
	2,3	The District will restore internal and external data
Operational Communications	Re-Establishing Critical Information Networks	
	2,3	The District will restore critical infrastructure systems and information networks
Situational Awareness	Delivering Situation Reports	
	1,2	The District provides hazard damage assessments, and resource response information for situational reporting both internally and in coordination with the Chelan County EOC.



Chelan County Public Utility District Annex

Response	Critical Task I.D.	Activity/Action
Situational Awareness		Analyzing Information
	1,2	The District analyzes all response and damage information to support decision-making, resource management and recovery operations.
Situational Awareness		Assessing Hazard Impacts
	1,2	The District gather current incident information to provide situation reports to provide a common operating picture for operations and decision making
Situational Awareness		Tracking Response Activities
	1,2	The District maintains all emergency operational response information, infrastructure damage assessments and other resource information through Logistics and Finance to facilitate recovery efforts and potential reimbursements.

Recovery consists of those activities that continue beyond the emergency period to restore critical infrastructure and community functions and begin to manage stabilization efforts. The recovery phase begins immediately after the threat to human life has subsided. The goal of the recovery phase is to bring the affected area back to some degree of normalcy.

Resource Requirements for EOC Operations

When appropriate, Chelan County PUD assign a representative to the EOC or command post, as the circumstances dictate.

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.

References and Supporting Guidance

Chelan County PUD website: www.chelanpud.org

Chelan County PUD Wildfire Mitigation Program

<https://www.chelanpud.org/learning-center/wildfire-mitigation-program>



Chelan County Public Utility District Annex

The Chelan County PUD Wildfire Mitigation Plan was developed to protect communities and increase the resiliency of the electrical grid. Chelan County is a geographically diverse county with forested mountains, wetlands and shrub-steppe foothills. The tools used to address wildfire risk are specific and backed by detailed fire risk studies and industry best practices.

Terms and Definitions

- DHS** – Department of Homeland Security
- DOE** – Department of Energy
- EAP** – Emergency Action Plan
- FERC** – Federal Energy Regulatory Commission
- NERC** – North American Reliability Corporation
- IMT** – Incident Management Team
- ICS** – Incident Command System



Chelan County Public Works Annex

Purpose

To ensure effective utilization and coordination of all available public works resources during an emergency or disaster.

To provide public works and engineering support to assist the county in meeting needs related to response and recovery.

To provide demolition of unsafe structures, debris and wreckage clearance, protection and temporary repair of essential facilities, emergency traffic safety signs, the inspection of bridges and roads for damage or safety problems, and taking actions to keep critical streets and roads open.

Core Capabilities

The Chelan County Public Works Department is one of the **primary departments**, having significant authorities, roles, resources to provide the following core capabilities in response to emergency and disaster incidents.

Primary Core Capabilities	
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.

The Chelan County Public Works is also a **support agency**, having specific capabilities or resources that support primary agencies in executing the following core capabilities.

Support Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.



Chelan County Public Works Annex

Support Core Capabilities	
Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

The Chelan County Public Works Departments will follow RCW 36.80 and applicable local county ordinances.

The Chelan County Commissioners have the authority to declare an emergency (RCW 36). Transportation resources, engineering services and support and the movement of passengers or cargo will follow all applicable Laws of the State of Washington and local ordinances.

RCW 38.52.195 provides emergency workers exemption from liability while providing construction, equipment or work.

Situation Overview

During an emergency or disaster, a variety of hazards and disruptions to services could occur. Streets, roads, and bridges could be damaged or destroyed, covered with water, mud or deep snow, or blocked by debris. Signs may be destroyed or not be visible due to the event. Water systems and/or wastewater facilities may be damaged or threatened, storm drains may be damaged or plugged, and many structures may be damaged. Portions of the county may be physically isolated because of the event. Public Works facilities or equipment may be damaged or inaccessible, and some employees may not be able to report for work. Normal communication systems may be damaged or overloaded. There will be a significant need for damage assessment information. Damaged structures may pose a grave safety risk to emergency workers and the public. There could be scattered or large areas affected by power outages, loss of water, or loss of sewage collection and treatment facilities. A limited number of resources will be available at the onset of an emergency or disaster. Local resources will be utilized first but the need for public works and engineering services may exceed resources within the county. If additional resources are needed, they will be requested through the State of Washington Military Department, Emergency Management Division or coordinated as part of a Mutual Aid Agreement.



Chelan County Public Works Annex

The Chelan County Natural Hazard Mitigation Plan (2019), volume 2, illustrates the natural hazards of Unincorporated Chelan County. The hazard ranking involves an assessment of the likelihood of occurrence for each hazard, along with its potential impacts on people, property, and the economy.

Table 1-11. Hazard Risk Ranking

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Severe Weather	45	High
2	Wildfire	36	High
3	Earthquake	34	High
4	Landslide	33	High
5	Flooding	18	Medium
6	Dam Failure	12	Low
7	Drought	9	Low
8	Avalanche	n/a	Low

Due to the unique geography of the Chelan County area, transportation routes and the ability to move the population could be affected by the following hazards disrupting the ability to use roads:

- Wildfires
- Floods
- Severe weather
- Earthquakes
- Landslides
- Hazardous Materials incidents
- Terrorism Events

The 2023 Threat and Hazard Identification and Risk Assessment Plan (THIRA) expands the scope of the mitigation plan by specifically addressing technological hazards, human-caused events, pandemics, terrorism attacks, and cybersecurity attacks that may be the cause of significant damage or failures to infrastructure systems, utilities and services to Chelan County communities. Impacts from local, as well as regional and out-of-area incidents, may also have adverse effects on the local capabilities.



Chelan County Public Works Annex

Concept of Operations

In the event of a major emergency or disaster, Chelan County Public Works will activate engineering/public works services, and mobilize all necessary equipment and personnel. Activities that Public Works may provide during an emergency or disaster situation are:

- Damage assessments of critical facilities and roadways
- Debris clearance from roadway / right-of-way.
- Restoration of essential facilities / roadways
- Heavy equipment resources
- Evacuation route identification/coordination support
- Transportation resource coordination
- Provide signage equipment/road blocks and other resources as needed (i.e. sand, etc.)

Chelan County Public Works will provide a representative to the Chelan County EOC, or will maintain direct contact with the EOC. Prioritization, coordination, and support of response and recovery efforts will take place at the EOC. A Transportation Coordinator will be appointed to coordinate transportation activities, such as an evacuation of a large number of people from or within the county. CCPW may be assigned to support cargo transportation. The priority of transportation resources will be assigned based on protection of:

- Life and Safety
- Property
- The Environment
- Economic Vitality

If needs exceed local resources the Chelan County EOC can contact the State of WA Emergency Management Office/EOC for assistance. The federal government may render assistance if needs exceed the capabilities of the county and state, provided the event has received a presidential declaration of disaster.

Some functions of Chelan County Public Works may include, but are not limited to, the following:

- Allocating and Mobilizing Resources
- Analyzing Information
- Assessing Hazard Impacts
- Debris Removal
- Delivering Actionable Guidance
- Delivery of Response Assets
- Determining Priorities, Objectives, and Strategies
- Ensuring Information Flow
- Establishing Access
- Establishing Lines of Communication
- Flood Control



Chelan County Public Works Annex

- Government Facilities
- Infrastructure Site Assessments
- Responder Safety
- Transportation Infrastructure
- Transportation Safety and Condition Assessments

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

The Chelan County Public Works Department will address how LEP and AFN will be integrated into all phases of emergency management as applicable to its respective responsibilities. The Department is service oriented, providing equal access to communication assistance and services, and encourages community-based partnerships to address safety issues and public outreach.

Public Works Core Capabilities and Critical Tasks

Each of the Core Capabilities identified for the Chelan County Public Works Department has one or more critical tasks that are listed in the following table. These critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.



Chelan County Public Works Annex

Primary Core Capabilities

Mission Area	Critical Task I.D.	Critical Task
Infrastructure Systems		
Response	1	Decrease and stabilize immediate infrastructure threats to the affected population, to include survivors in the heavily damaged zone, nearby communities that may be affected by cascading effects, and mass care support facilities and evacuation processing centers with a focus on life-sustainment and congregate care services.
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Response	3	Provide for the clearance, removal, and disposal of debris.
Critical Transportation		
Response	1	Establish physical access through appropriate transportation corridors and deliver required resources to support management of critical transportation routes.
Response	3	Clear debris from any route type (i.e., road, rail, airfield, port facility, waterway) to facilitate response operations.

Support Core Capabilities

Mission Area	Critical Task I.D.	Critical Task
Public Information and Warning		
Response	2	To support the delivery of credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.
Operational Coordination		
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.



Chelan County Public Works Annex

Mission Area	Critical Task I.D.	Critical Task
Environmental Response/Health & Safety		
Response	2	Minimize public exposure to environmental hazards through assessment of the hazards and support implementation of public protective actions.
Response	4	Assist and support measures to prevent and minimize impacts to the environment, natural and cultural resources, and historic properties from all-hazard emergencies and response operations.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.

Organization

Chelan County Public Works is responsible for the unincorporated areas of the county. It provides a variety of services through six departments:

- Addressing
- Development
- Road Maintenance
- Solid Waste
- Storm Water
- Oversight of Flood Control Zone District

Chelan County Public Works will follow their own internal Standard Operating Procedures when responding to an incident. When appropriate, agencies will assign a representative to the EOC or command post, as the circumstances dictate.

The Chelan County Public Works coordinates with CCEM, private contractors, and other departments and agencies as necessary to obtain resources and assets to provide Public works and Engineering Services.

Organizational Chart

The Chelan County Public Works organizational structure is illustrated in Addendum 1: Chelan County Public Works -Table of Organization.



Chelan County Public Works Annex

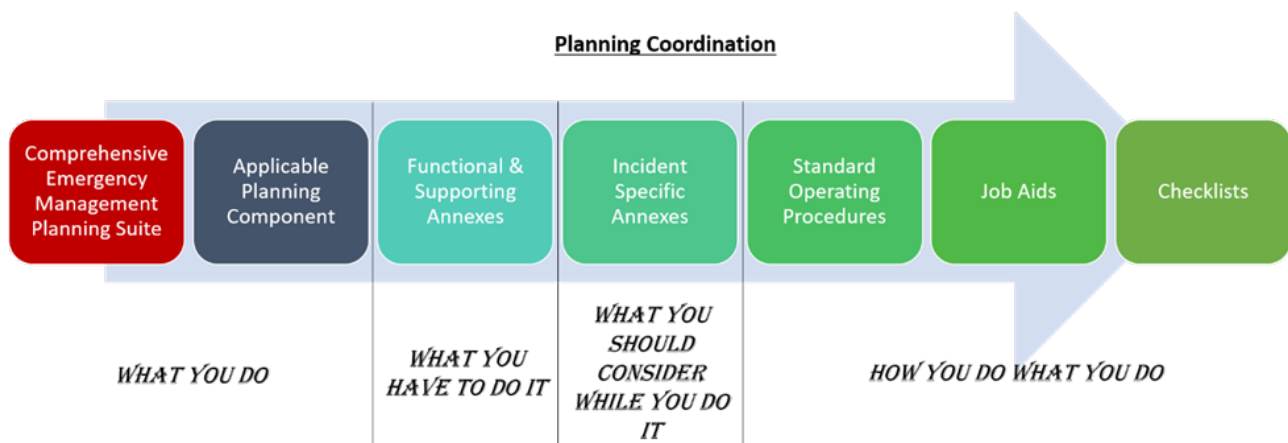
Direction, Control, & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

All disasters and emergencies begin locally, and local jurisdictions working in collaboration with county and other local emergency management agencies provide initial response. Direction, control, and coordination of the initial emergency management response activities are provided by local jurisdictions and their emergency management agencies. The complexity of emergency management operations during a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.

Local incident commanders lead tactical direction and control activities. Incident commanders report as specified in their chain of command and request resources through the Chelan County Emergency Operations Center (EOC). When public, private, and mutual aid or inter-local agreement resources from adjacent political subdivisions are exhausted, the county EOC requests assistance from the State Emergency Operations Center (SEOC).

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Chelan County Public Works Annex and the department's operation procedures and guidelines that establish the local tactical direction and control activities.





Chelan County Public Works Annex

Horizontal Integration

Chelan County Code – The Chelan County *Code* provides minimum standards to preserve the public safety, health, and welfare by regulating the development, design and construction standards. The current code was adopted by Resolution 2020-38 (April 6, 2020).

Chelan County Flood Control Zone District Plan (2018) - The Management Plan recommends regional policies, programs, and projects to reduce flood risks and to protect, restore or enhance riparian and aquatic ecosystems. The flood damage prevention ordinance was reviewed for compliance with the National Flood Insurance Program.

Chelan County Natural Hazard Mitigation Plan - The 2019 revision is a comprehensive document that evaluates and identifies natural hazards, potential risks from those hazards, and projects to mitigate for and respond to hazard events.

Chelan County Community Wildfire Protection Plan - The purpose of the Chelan County Community Wildfire Protection Plan (CWPP) is to reduce the impact of wildfire on Chelan County residents, landowners, businesses, communities, local governments, and state and federal agencies while maintaining appropriate emergency response capabilities and sustainable natural resource management policies. The CWPP identifies high risk areas as well as recommend specific projects that may help prevent wildland fires from occurring altogether or, at the least, lessen their impact on residents and property.

Chelan / Douglas LEPC Hazardous Materials Emergency Response Plan (December 2018) This plan replaced Emergency Support Function (ESF 10), Oil and Hazardous Materials Response, of the 2014 Chelan County CEMP. The plan establishes the policies and procedures under which the County of Chelan will operate in the event of a hazardous materials incident, oil spill, or other release.

Information Collection, Analysis, & Dissemination

Information Collection

- Gather as much information regarding road conditions
- Identify personnel and equipment needed to maintain, repair or clear roadways
- Gather geographical information and special referencing (GIS).

Information Analysis

Information will be analyzed to assess hazard impacts and determining priorities, objectives, and strategies



Chelan County Public Works Annex

Information Dissemination

Situation status report to EOC for Situation Report (Sit-Rep) – To brief Commissioners (and Policy Group) and inform all involved city departments and agencies on the situation, initial response, and for planning purposes. (Decision Making Information).

The PW department will coordinate, through the EOC, when established, information with law enforcement, WA State Dept. of Transportation, and others as needed regarding what roads are open and if any restrictions apply. PW will disseminate GIS layers as needed.

Coordinate with other agency representatives in the EOC regarding debris removal, demolition of unstable structures, emergency stabilization of damaged structures, and other actions to assist with rescue, and protection of lives and property.

All public information and news release information regarding public works will be coordinated by the Chelan County Public Information Officer.

PW will assist with alert and warning, if requested.

Responsibilities

Preparedness	Activity/Action	Organization(s) Involved
<p>Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs.</p> <p>Public Works departments should:</p> <ul style="list-style-type: none"> • Maintain current inventories of resources. • Provide ongoing training to personnel on their roles and responsibilities during emergency operations • Provide trained personnel and resources for assignment to the EOC, as appropriate. • Develop SOPs in accordance with state and local regulations and this plan. • Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs. 		<p>All Chelan County Departments</p>

Mitigation	Activity/Action
<p>Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters and emergencies. Mitigation involves structural and non-structural measures taken to limit the impact of disasters and emergencies. Structural mitigation actions change the characteristics of buildings or the environment; examples include flood control projects, raising building elevations, and clearing areas around structures. Non-structural mitigation most often entails adopting or changing building codes.</p>	



Chelan County Public Works Annex

Response	Critical Task I.D.	Activity/Action
Public Information & Warning	Delivering Actionable Guidance	
	1	Assist with alert and warning if requested
	2	Inform and coordinate with law enforcement, WA State Dept. of Transportation, and others as needed regarding what roads are open and if any restrictions apply
	1	All public information and news release information regarding public works will be coordinated by the Chelan County Public Information Officer.
Operational Coordination	Allocating and Mobilizing Resources	
	1	Identify personnel and equipment needed to maintain, repair or clear roadways as needed, and dispatch resources to high priority areas.
Operational Coordination	Determining Priorities, Objectives, and Strategies	
	1	Coordinate with other agency representatives in the EOC regarding debris removal, demolition of unstable structures, emergency stabilization of damaged structures, and other actions to assist with rescue, and protection of lives and property. High priority will be given to critical facilities such as hospitals, extended care facilities, and mass care shelters.
Operational Coordination	Ensuring Information Flow	
	2	Public Works representative report to the EOC to provide coordination and prioritization of the PW response activities
Operational Communications	Establishing Lines of Communication	
	2	Once the EOC is activated, the appropriate lead county or city public works department needs to send a representative to the EOC or maintain direct contact with the EOC as requested. The EOC and Public Works representative will establish and maintain lines of communication for the coordination and prioritization of response activities.



Chelan County Public Works Annex

Infrastructure Systems	Flood Control	
	2	Conduct inspections flood control systems. Initiate mitigation and emergency repairs, as needed
	2	Take protective measures to protect roads, critical facilities, and other property as needed, such as sandbagging, building dikes, or digging drainage ditches.
Infrastructure Systems	Transportation Infrastructure	
	2	Gather as much information regarding road conditions as possible, identify personnel and equipment needed to maintain, repair or clear roadways as needed, and dispatch resources to high priority areas
	4	Initiate or coordinate for emergency contracting of private resources.
Critical Transportation	Evacuation	
	1	Evacuation cannot be realistically predetermined within the Chelan County area. Evacuation must be dealt with on a case-by-case basis. However, Local law enforcement and public works departments should work together, prior to an incident, to deal with potential problems of traffic routing and communications during an incident that requires evacuation.
	1	Provide signage equipment/road blocks and other resources as needed
	1	Provide evacuation route identification/coordination support
Critical Transportation	Debris Removal	
	3	To provide emergency debris clearance from roadway / right-of-ways and other infrastructure.
	3	Initiate or coordinate for emergency contracting of private resources.
Critical Transportation	Establishing Access	
	1	Determine which streets and roads within their jurisdiction are unusable and report this information to the Chelan County EOC.
	1	Block off streets and roads and establish detours as appropriate



Chelan County Public Works Annex

Critical Transportation	Delivery of Response Assets	
	1	Assist EOC with delivery of response assets or cargo based on available resources. Cargo transportation providers may include county and city public works departments and other public and private transportation providers.
Critical Transportation	Transportation Safety and Condition Assessments	
	2	In the event of a severe disaster damaging ground transportation systems in the Chelan County area, an immediate survey of the County and state highway system will be undertaken by law enforcement agencies and highway/road maintenance supervisors. Estimates of traffic capabilities, highways available for use, and route closures will be made available to Chelan County Emergency Management for public information purposes as soon as possible.
Environmental Response	Health and Safety Monitoring and Assessment	
	1	The county will obtain emergency environmental waivers, and legal authority will be granted for emergency actions to protect life and property, and for disposal of debris and materials cleared.
Situational Assessment	Analyzing Information	
	1	PWs, in coordination with emergency management, will determine and develop priorities, objectives, and strategies
Situational Assessment	Assessing Hazard Impacts	
	2	All available resources of public works, local public safety and support organizations will be mobilized to assess hazard impacts on critical facilities and roadways.

Recovery	Activity/Action
<p>Recovery consists of those activities that continue beyond the emergency period to restore critical infrastructure and community functions and begin to manage stabilization efforts. The recovery phase begins immediately after the threat to human life has subsided. The goal of the recovery phase is to bring the affected area back to some degree of normalcy.</p>	



Chelan County Public Works Annex

Resource Requirements for EOC Operations

When appropriate, CCPW will assign a representative to the EOC or command post, as the circumstances dictate.

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operation.

References and Supporting Guidance

RCW 43.19.450 Supervisor of Engineering and Architecture

RCW 38.52.195 Emergency workers exemption from liability

Chelan County Code



RiverCom 911 Communications Center Annex

Purpose

RiverCom 911 Communications Center is a dedicated multi-jurisdictional Public Safety Answering Point (PSAP), located in Wenatchee, Washington, that provides public safety communications in Chelan and Douglas counties. RiverCom Telecommunicators answer and process emergency 9-1-1 calls and non-emergency calls for service and provide dispatching services for twenty-three law enforcement, fire, and emergency medical agencies within the two-county system.

RiverCom 911 is a vital public safety communication agency that provides and facilitates the effective operational communications and coordination between emergency management and other public safety agencies for response during emergency or disaster operations.

Core Capabilities

The following Core Capabilities of Response describe the important responsibilities and functions that RiverCom 911 Dispatch supports and/or coordinates.

Primary Core Capabilities	
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Support Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.

Authorities and Policies

RCW 38.52.500 - This RCW section establishes Statewide 911 services, funding, coordination, and technical and operational standards.

RiverCom Inter-local Cooperative Agreement - This agreement established the consolidated 911 emergency dispatch facility and organization with Chelan County and Douglas County Commissioners, and City of Wenatchee and East Wenatchee City Councils.



RiverCom 911 Communications Center Annex

RiverCom Inter-local User Agreement - The purpose of this agreement is to define the services that RiverCom provides to signature customer agencies. These include communications services, (such as emergency call receiving, radio communication, dispatch and teletype services), technical assistance, and the law enforcement agency data communications. It also outlines responsibilities of customer agencies.

Situation Overview

Emergencies or disasters could occur in the county at any time causing significant human suffering, injury and death. Emergencies requiring immediate law, fire or emergency medical assistance include, but are not limited to, the following types of incidents:

- Life-threatening situations
- Fires
- Medical situations or injury requiring emergency medical attention
- Crimes in-progress or crimes when the suspect is still in the area
- Any crime involving bodily assault
- Any domestic violence crime
- Motor vehicle accidents with personal injury or major damage and the parties are still on scene
- Hit-and-run traffic incidents
- Burglary (entering a structure with the intent to commit a crime such as theft, damage to property, etc.)
- Motor vehicle theft
- Theft or intentional damage to property with at least \$10,000 in loss or damages
- Suspicious persons, vehicles or circumstances when in-progress or suspects are still in the area
- Bomb threats, terrorists or hate-bias threats or acts
- Hazardous chemical spill
- Natural gas leaks
- Smoke detector or carbon monoxide detectors sounding
- Sparking electrical hazards
- Smoke in a building
- Suspicious activity
- Dangerous, threatening animals
- Other similar types of dangerous or threatening situations to life and/or property

Concept of Operations

When a 9-1-1 call in Chelan or Douglas County is made to RiverCom, a RiverCom telecommunicator answers the call and will begin gathering information to evaluate and determine what type of response is required. The telecommunicator will enter the call information into a Computer Aided Dispatch (CAD) system and routes the call to the appropriate agency(s) for response. RiverCom utilizes a pool of pay-per-use interpretive services that provide virtually all spoken languages. At the time a call for service is received



RiverCom 911 Communications Center Annex

from a non-English speaker, the interpreter is conferenced into the 911 call along with the telecommunicator and caller.

If the call involves emergency medical response, a telecommunicator may provide the caller with pre-arrival medical instructions. In situations which may involve cardiac arrest, the Telecommunicator may work with the caller to provide telephonic CPR instructions until emergency medical responders arrive on scene.

RiverCom utilizes the "Alert Sense Notification System" to supply emergency notifications, alerts and other critical information to the general public and public safety agencies.

Telecommunicators also monitor radio traffic and maintain contact with first responders in the field. When a call is entered into the CAD system, a telecommunicator dispatches available resources and coordinates a response for air support, SWAT and Special Response Team (SRT).

RiverCom's communication services also include paging and communication systems to notify appropriate personnel of mission specific information and to provide the public with notification of specific emergencies and conditions, answering and dispatching response to non-emergency calls for service, and receiving reports and information on tip lines.

Back-up capabilities are currently limited, but we are positioned to be able to integrate cooperative agreements with our regional partners in Okanogan, Kittitas, and Grant counties using NG911 technologies deployed at the state level. This technology will allow 'on-the-fly' geolocation-based rerouting of 911 calls to a backup center should RiverCom become inoperable.

Functional Areas of Responsibility

Some functions of this agency may include, but are not limited to, the following:

- Alerts and Warning
- Communication Between Responders and the Affected Population
- Communications Systems
- Culturally and Linguistically Appropriate Messaging
- Data Communications
- Ensuring Information Flow
- Establishing Lines of Communication
- Infrastructure Site Assessments
- Interoperable Communications Between Responders
- NAWAS Monitoring Point
- Re-Establishing Communications Infrastructure
- Re-Establishing Critical Information Networks
- Tracking Response Activities
- Traditional Communications Mechanisms
- Voice Communications



RiverCom 911 Communications Center Annex

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

RiverCom 911 has several programs and services to address how LEP and AFN are integrated into its respective responsibilities for PSAP and other public telecommunications. RiverCom 911 utilizes a 24/7 on-demand interpreting service (Voiance) when receiving emergency calls to deal with language access issues. RiverCom works cooperatively with public safety agencies to provide them with equal access communication assistance and services. RiverCom also provides the public safety agencies with access to the Chelan/Douglas Regional Vulnerable Person’s Registry database. This database provides important information to provide on-site communications and determine the resources needed to provide for the special needs individuals and families of Chelan and Douglas County during the course of their duties and responsibilities.

RiverCom 911 Critical Tasks

Each of the Core Capabilities identified for RiverCom 911 has one or more critical tasks that are listed in the following table. These critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Critical Task I.D.	Critical Task
Operational Communications		
Response	1	Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between local first responders.
Response	2	Re-establish sufficient communications infrastructure within the affected areas to support ongoing life-sustaining activities, provide basic human needs, and a transition to recovery.
Response	3	Re-establish critical information networks, including cybersecurity information sharing networks, to inform situational awareness, enable incident response, and support the resilience of key systems.



RiverCom 911 Communications Center Annex

Mission Area	Critical Task I.D.	Critical Task
Public Information and Warning		
Response	1	Inform all affected segments of society of critical lifesaving and life-sustaining information by all means necessary, including accessible tools, to expedite the delivery of emergency services and aid the public to take protective actions.
Response	2	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.
Operational Coordination		
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Infrastructure Systems		
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
	4	Formalize partnerships with governmental and private sector cyber incident or emergency response teams to accept, triage, and collaboratively respond to cascading impacts in an efficient manner.



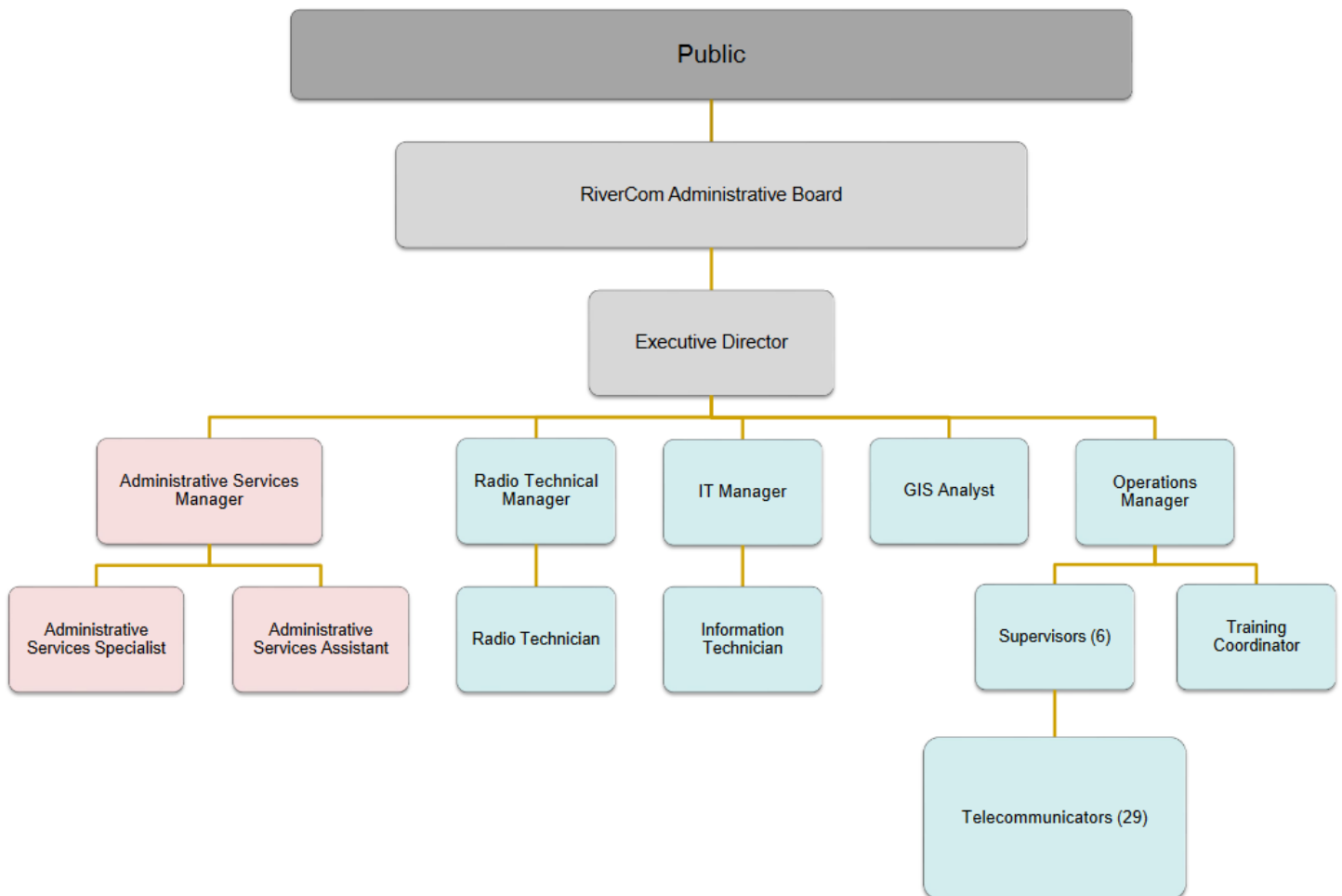
RiverCom 911 Communications Center Annex

Organization

RiverCom is organized as a municipal corporation and a separate legal entity under the laws of Washington State. RiverCom operates separate from any other existing emergency response agency. RiverCom functions under an amended interlocal cooperative agreement and is governed by the RiverCom Administrative Board.

RiverCom maintains about fifty (50) full-time employees covering administrative, information technology, radio systems, GIS, and tele-communicator positions. The following organizational model illustrates RiverCom operation.

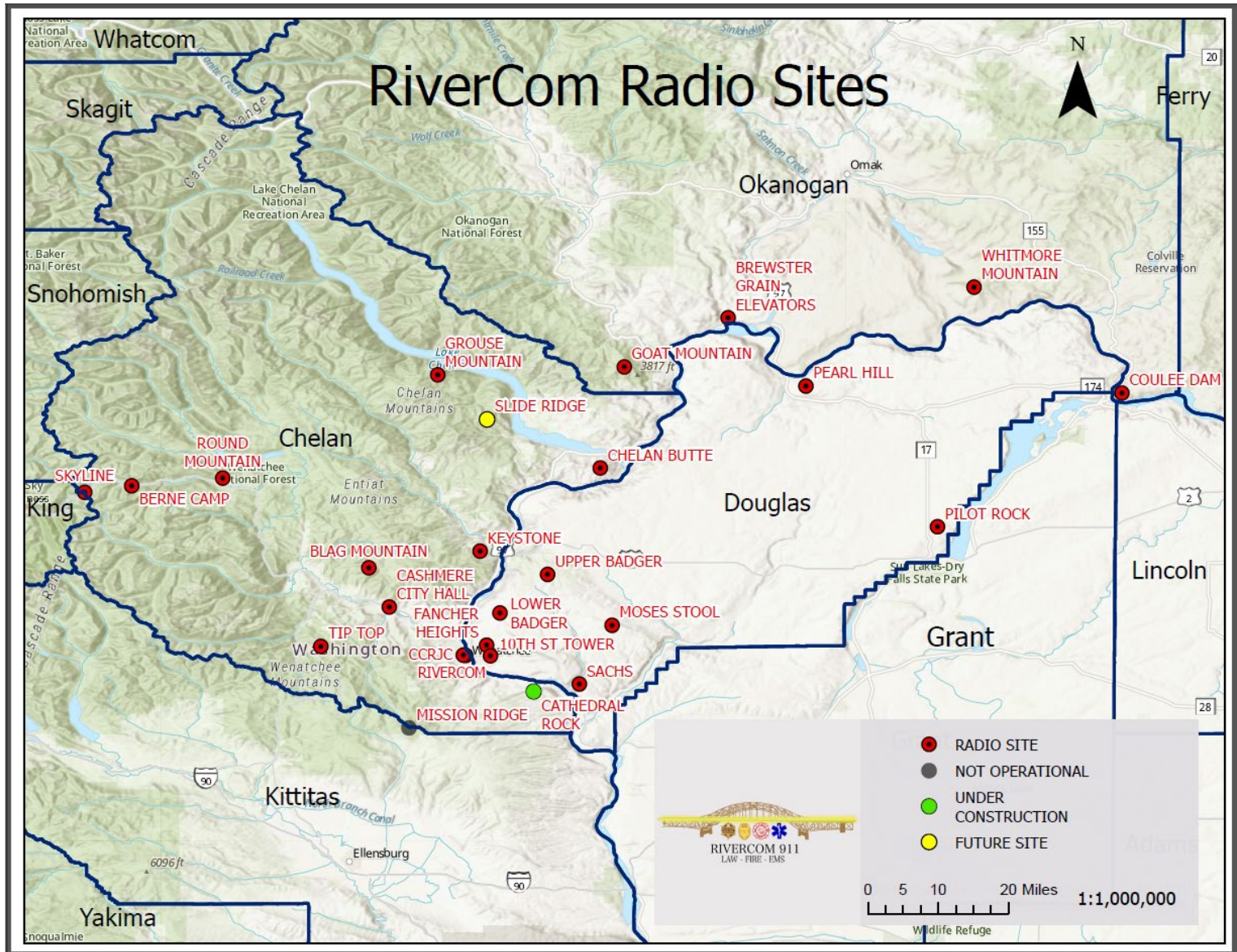
RiverCom 911 - Organizational Chart





RiverCom 911 Communications Center Annex

In addition to dispatch services, RiverCom is responsible for the mission-critical responsibility of maintaining a regional 911 communications system that covers a wide range of geographical features and terrain. RiverCom operates and maintains a two-county public safety radio system comprised of nineteen (19) radio sites throughout Chelan and Douglas counties. Compared to any other 911 agency operating in the state, RiverCom’s two-county radio system provides the largest expanse of coverage in the state of Washington.





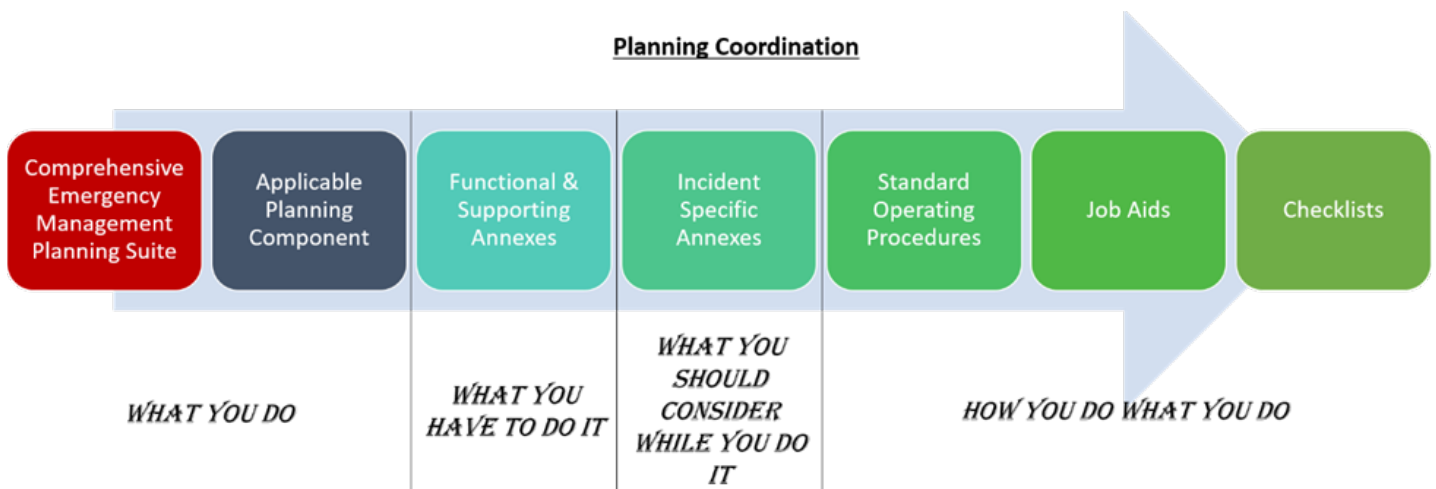
RiverCom 911 Communications Center Annex

Direction, Control, & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted in Chelan County. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

RiverCom 911 is a vital public safety communication agency that provides and facilitates the effective operational communications and coordination of public safety agencies for response during emergency or disaster operations.

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the RiverCom 911 Annex and the department’s operation procedures and guidelines that establish the local tactical direction and control activities.



Horizontal Integration

RiverCom Inter-local Cooperative Agreement – Established consolidated 911 emergency dispatch facility and organization with Chelan County and Douglas County Commissioners, and City of Wenatchee and East Wenatchee City Councils.

RiverCom Inter-local User Agreement - The purpose of this Agreement is to have RiverCom provide customers with emergency call receiving, radio communication, dispatch and teletype services.



RiverCom 911 Communications Center Annex

Vertical Integration

Chapter 38.52 RCW - Local organizations and joint local organizations authorized—Establishment, operation—Emergency powers, procedures—Communication plans.

Chapter 296-32 WAC - Safety Standards for Telecommunications.

WAC 388-78A-2700 - Safety measures and disaster preparedness.

WAC 118-30-060 - Emergency plan components to include Communications

Communications support requirements which cannot be met at the local level, will be forwarded to the State EOC for assistance. If needed, federal assistance may be requested.

Responsibilities

Preparedness

Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs.

- Provide ongoing training to personnel on their roles and responsibilities during emergency operations
- Provide trained personnel and resources for assignment to the EOC, as appropriate.
- Develop SOPs in accordance with state and local regulations and this plan.
- Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs

Resource Requirements for EOC Operations

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in operations at the EOC location should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.



Terrorism Annex

TERRORISM ANNEX
(Terrorism & Weapons of Mass Destruction Response Plan)

Chelan County Emergency Management
Comprehensive Emergency Management Plan (CEMP)

Restricted Document
Published Separately from the
Comprehensive Emergency Management
(Basic) Plan
Exempt from Public Disclosure in
Accordance with Revised Code of
Washington (RCW) 42.56.420 (1) (a,b)

June 2022

Chelan County Emergency Management
Wenatchee, WA 98801



Chelan County Emergency Management Annex

Purpose

Emergency management provides for the effective direction, control, and coordination of emergency management functions and activities during emergency or disaster operations and to ensure the continued operation of local government during and after an incident.

Response emphasizes saving and sustaining lives, stabilizing the incident, rapidly meeting basic human needs, restoring basic services and technologies, restoring community functionality, providing universal accessibility, establishing a safe and secure environment, and supporting the transition to recovery.

Core Capabilities

The following Core Capabilities of Response describe the important responsibilities and functions that Chelan County Emergency Management supports and/or coordinates.

Coordinating Core Capabilities	
Fatality Management Services	Provide fatality management services, including decedent remains recovery and victim identification, and work with local, state, tribal, territorial, insular area, and Federal authorities to provide mortuary processes, temporary storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.
Primary Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community with clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities
Logistics & Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Mass Care Services	Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.



Chelan County Emergency Management Annex

Mass Search & Rescue Operations	Deliver traditional and atypical search and rescue capabilities, including personnel, services, animals, and assets to survivors in need, with the goal of saving the greatest number of endangered lives in the shortest time possible.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Support Core Capabilities	
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.
Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.

Authorities and Policies

The authority for the Direction and Control concepts and procedures as outlined in the Plan is derived from RCW 38.52 and other applicable state statutes and regulations, Chelan County Emergency Management Inter-local agreements and policies promulgated under the authority of this plan.

If an emergency or disaster is beyond the normal capabilities of local government, a local proclamation of emergency is made by the legislative heads of the involved governments in accordance with RCW 36.40.180 for counties and RCW 35.33.081 for cities. The proclamation is usually prepared by Chelan County Sheriff's Office Emergency Management and is approved and signed by the legislative head(s) of government as an ordinance or resolution. This proclamation is usually a prerequisite for state and federal assistance.

The creation of Emergency Management and the duties assigned are outlined in the Chelan County Code, Chapter 7.14 Civil Defense, W.A.C. 118-30-050, and R.C.W. 38.52



Chelan County Emergency Management Annex

Legislative Authority

1. Board of County Commissioners
 - a. The legislative authority of Chelan County is responsible for policy actions or decisions during an emergency or disaster, within the scope of their powers
 - b. In the event a majority of the Board is not available, the remaining one Commissioner may make decisions dealing with an occurring emergency or disaster
2. Mayors and City Councils
 - a. The legislative authority of each city is responsible for policy actions or decisions during an emergency or disaster, within the scope of their powers.
 - b. In the event a majority of the City Council is not available, the remaining Council may make decisions dealing with an occurring emergency or disaster.

Situation Overview

Due to the topography of Chelan County and the geographical separation of some of the populated areas, response concepts must account for the potential of isolation in some areas. Available resources and capabilities may be limited for a period of time and operational decisions need to reflect the needs of each community and also maintain countywide coordination in order to ensure effective and efficient resource management. Chelan County usually has several declared emergencies each year, most often pertaining to wildland fires and flooding. Often the declared emergencies are for specific areas of the county, and not declared for the entire county.

The 2019 Chelan County Multi-Jurisdictional Natural Hazard Mitigation Plan provides detailed information on the following natural hazards and the probability, impact, and risk ranking scores that these natural hazards pose to the people, property and economy in Chelan County.

Hazard Risk Ranking

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Severe Weather	45	High
2	Wildfire	36	High
3	Earthquake	34	High
4	Landslide	33	High
5	Flooding	18	Medium
6	Dam Failure	12	Low
7	Drought	9	Low

The plan also provides hazard risk ranking for Chelan County Emergency Management contract cities, fire districts and other partner districts.

The 2023 Chelan County Threat and Hazard Identification and Risk Assessment (THIRA/SPR) expands the scope of the 2019 Chelan County Natural Hazard Mitigation Plan by addressing technological hazards and human-caused hazards, as well as natural hazards that may have significant risks and impacts to Chelan County communities.



Chelan County Emergency Management Annex

Due to the unique geography of Chelan County, transportation routes and the ability to move the population could be affected by the following hazards disrupting the ability to use roads:

Wildfire	Flooding
Severe Weather	Earthquake
Hazardous Materials Incident	Terrorism Event

Not only can these, or other hazards, interrupt transportation by damaging the road system, the facilities that house needed equipment could be damaged. The personnel used to provide transportation services may be unavailable due to the hazard, which would also affect the city's transportation abilities. Responders may need transportation to or from a base or staging area. Transportation of cargo may be needed.

The high rating for severe weather and wildfire is based on the past history and high frequency of weather events and large fires throughout the county. The potential for earthquake and landslide is high based on USGS data and the steepness of the mountain terrain.

The rating for flooding varies throughout the county. Some areas are high, based on the location within flood zones or associated with runoff from fire-damaged terrain.

The natural hazards, as well as other emergencies and disasters, pandemics or mass fatality emergencies can occur at any time, causing significant loss of life, as well as damage to the infrastructure and loss of essential services.

Concept of Operations

Upon notification of an incident, Chelan County Emergency Management (CCEM) will alert and notify the appropriate emergency management staff and officials, activate the EOC, and implement the Chelan County Comprehensive Emergency Management Plan (CEMP). CCEM will support the Incident Commander by activating public information alerts and notifications, establishing a liaison with other organizations and entities, and implement appropriate plan annexes and appendices to support response and recovery operations.

While most of the initial public alerts and notifications to the public are provided by the RiverCom Communication Center, CCEM also has all Alert Sense Notification System public alert and warning system capabilities to provide assistance to RiverCom through follow-up or additional public alerts and notifications when RiverCom is overwhelmed with callers and dispatch for responding agencies.

During emergency evacuations or other protective actions in an impacted area CCEM or other public safety agencies may require translation or interpretation services. CCEM will use the services of certified translators and interpreters to the extent possible and practical during emergency response and disaster recovery operations. However, the criticality of information to be shared and the availability of certified translators or interpreters may impact when and how certified individuals will be used.



Chelan County Emergency Management Annex

CCEM's operational objective of public information alerts and notifications, in both English and Spanish, includes the initial public alerts and notifications to the affected segments of the community with critical lifesaving and life-sustaining information, by all means necessary, to aid the public to take protective actions. This objective continues throughout the life of the incident as emergency management provides updated incident alerts and information concerning evacuations, shelters, and other public health and safety information and services. The successful outcome of this objective is completed when the incident is stabilized and public health and safety notifications and information is no longer needed to provide actionable guidance concerning public services and assistance related to the incident response and recovery.

CCEM also provides a trained public information officer (PIO), in coordination with the Incident Command PIO and Chelan County PIO, will provide accurate, accessible, and timely information and instruction to the public in both English and Spanish in accordance with this plan. The incident PIOs may also utilize translation services, systems, and several forms of media to disseminate information to the public in English and Spanish.

In a major disaster situation, the Chelan County Emergency Operations Center has a 24-hour emergency alerting and communications capability for contacting response personnel at the various local, state and federal levels of government. Communications resources and their backup capabilities include two-way public agency radio networks, Alert Sense paging, ACCESS, National Warning Alert System and commercial telephone services. The EOC is equipped with VoIP telephones and many of the EOC staff carry government issued cellular phones. The EOC also has a cache of GETS cards available for use in the event of an overload on the telephone system. The GETS cards will give EOC personnel priority on the overworked telephone system. The EOC is set up with a Wireless Access Point for computer use as well as data connection lines. Chelan County is also set up with the State of WA EMD for use of the WEB EOC system for incident tracking and resource orders and tracking. E-mail is run through the Chelan County IT system. The EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (Mish ee Twie Hall Building # 1100) as the primary Emergency Operations Center (EOC) for Chelan County in the event of a major incident. If the EOC is unable to operate from its primary facility, an alternate will be designated based on the situation.



Chelan County Emergency Management Annex

The CCEOC activation level is determined by the size, scope and complexity of an incident. CCEM utilizes the standard NIMS EOC activation levels:

NIMS EOC Activation Levels	
Activation Level	Description
3 – Normal Operations	Activities that are normal for the EOC when no incident or specific risk or hazard has been identified; or an activity that can be dealt with using existing local resources or minimal mutual aid assistance, and that is short term in nature and limited in scope.
2 – Partial Activation	Certain EOC staff and departments/agencies activated to monitor a credible threat, risk, or hazard and/or to support the response to a new and potentially evolving incident; or incident activities with increasing scope, complexity and mutual aid resources.
1 – Full Activation	All EOC staff and multiple department/agencies are activated to support the response to a major incident or credible threat; or broad scope community emergencies with long term impact, representing a significant threat to life, property and/or the environment; and requiring a substantial commitment of personnel,

The operational objective of activating the Emergency Operations Center (EOC) includes serving as a point of contact for information collection, coordination and distribution to support decision making throughout the life of the incident. It is essential to facilitate public information, continuity of government and essential services, emergency management support and coordination involving damage assessment, logistics and resource management, and public services. This objective is completed when the incident is stabilized and the support of information and coordination of response and recovery support activities are no longer needed. An incident after action report (AAR) of response and recovery functions and activities is an essential tool that will help evaluate the EOC operation activities to highlight strengths, as well as areas for improvement, so that corrective actions can be implemented to resolve capability gaps and shortcomings identified in the EOC incident operations.

CCEM maintains the public safety radios for the Chelan County Sheriff’s Office and the CCEM EOC. The CCEM EOC has access to a cache of two-way hand-held radios that are programmed with all county frequencies as well as many of the neighboring counties’ frequencies. CCEM also has a portable repeater system that can be utilized in some of the areas that have poor radio reception, or where a repeater has been damaged. The radios also contain the common state frequencies and some federal (mainly US Forest Service) frequencies.

OSCCR: Primarily used by public safety agencies, “on-scene” at an event/incident for command and coordination of activities between agencies. OSCCR can only be employed in the simplex mode via mobile and/or handheld equipment.

SAR: Primarily used by Search and Rescue organizations for coordinating operations between SAR units. Can only be employed in the simplex mode, via mobile and/or handheld equipment.



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REDNET: Primarily used by fire departments and districts for on-scene fire operations.

NLEEC: Primarily used by law enforcement agencies for mutual operations. Also used by EMD for activation of the Emergency Alert System (EAS) relay network. This frequency is not currently in the pre-programmed Chelan County portable radios.

HEAR: Primarily used by ambulance services for administrative communications with hospitals.

During localized emergency situations, a mobile Command Post may be utilized to establish communications from agencies involved at the scene. In more extreme circumstances, the mobile Command Post may also be used to link field units with the decision makers stationed at the Emergency Operations Center. The CCSO EM Mobile Command Trailer-Search and Rescue Trailer is equipped with (2) 50-watt two-way public agency radios on whip antennas, and a mast antenna; a cache of Family Radio Service radios; along with response gear for Search and Rescue.

The Chelan County Volunteer Search and Rescue (CCVSAR) Mobile Command Post (MCP) is a 4-wheel drive F350 capable of going most locations in the county; communications equipment includes multiple 100-watt two-way public agency radios on whip antennas or mast antenna; amateur radio VHF, UHF Digital DMR radio, Wi-Fi, APRS (vehicle tracking and messaging), WinLink (email over radio), Cell phone booster, and 3 computer systems supporting mapping and documentation. Powered by shore power, battery bank or 4KW generator. Includes a cache of GPS, portable radios, and other SAR gear.

In times of emergency, Amateur Radio Services' volunteers may provide an additional local or state-wide communications network from their individual base and/ or mobile stations. The Radio Operators can provide two-way VHF, UHF and HF backup and auxiliary radio communications for first responders, hospitals, the EOC, other emergency and support agencies as well as shelters. A.R.E.S./R.A.C.E.S volunteers can provide communications services for extended care facilities, "at-risk" populations, and communication points for the public. These resources are deployed upon request of the agency or facility needing communication support and are coordinated with Chelan County EM/EOC. All hospitals in Chelan County have access to an amateur radio in their facility. This local capability provides an extra backup communication system at the Chelan County Emergency Operations Center if required.

CCEM will obtain a state Emergency Management incident number to extend liability coverage to register local volunteers and equipment responding in a specialized or general support capacity.

Functional Areas of Responsibility

Some functions of this Department may include, but are not limited to, the following:

- Access to Community Staples
- Alerts and Warnings
- Allocating and Mobilizing Resources
- Assessing Hazard Impacts
- Body Recovery



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- Command, Control, and Coordination
- Communication Between Responders and the Affected Population
- Communications Systems
- Community-Based Search and Rescue Support
- Culturally and Linguistically Appropriate Messaging
- Delivering Actionable Guidance
- Delivering Situational Reports
- Donation Management
- Emergency Operations Center Management
- Emergency Power Provision
- Ensuring Continuity of Government and Essential Services
- Ensuring Information Flow
- Ensuring Unity of Effort
- Establishing a Common Operating Picture
- Establishing Lines of Communication
- Evacuation
- Family Reunification
- Feeding
- Fuel Support
- Hazardous Material Clean-Up
- Hydration
- Interoperable Communications Between Responders
- Pets
- Private Resources
- Protecting Sensitive Information
- Reentering Affected Area
- Relocation Assistance
- Rescue Operations
- Resource Delivery
- Resource Distribution
- Resource Management
- Resource Tracking
- Responder Safety
- Search Operations
- Sheltering
- Specialized Operations
- Synchronizing Operations
- Tracking Response Activities
- Traditional Communications Mechanisms
- Voice Communications
- Volunteer Management



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Whole Community Involvement

The "Whole Community" approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations. Chelan County Emergency Management has identified and addressed the essential needs of children, those with access and functional needs, and the essential needs of household pets and service animals in disaster preparedness and planning.

Essential Needs of Children: The unique needs of children have been addressed in disaster planning and preparedness to help ensure that children are safe and protected from harm. These essential needs include:

- Reliance On Caregivers
- Communication and Identification
- Mobility
- Safety and Protection
- Physical Needs
- Nutritional Needs
- Emotional Needs

Access and Functional Needs: Access and functional needs (AFN) refers to individuals who are or have: physical, developmental or intellectual disabilities. Chronic conditions or injuries. The term Access and Functional Needs (AFN) has replaced "special needs," "vulnerable," "high-risk," and similar terms.

People with access or functional needs are those who may have additional needs before, during or after an incident in functional areas including, but not limited to: maintaining health, independence, communication, transportation, support, services, self-determination, and medical care. Individuals in need of additional response assistance may include people who have disabilities, who live in institutionalized settings, who are older adults, who are children, who are from diverse cultures, who have limited English proficiency or who are non-English speaking, or who are transportation disadvantaged

Functional needs support services (FNSS) are services that enable individuals with access and functional needs to maintain their independence in a general population shelter. Examples of support services include durable medical equipment (DME), consumable medical supplies (CMS), and personal assistance services (PAS).



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Essential Needs of Household Pets and Service Animals: The Pets Evacuation and Transportation Standards (PETS) Act amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act to ensure state and local emergency preparedness operational plans address the needs of individuals with household pets and service animals following a major disaster or emergency.

Community disaster and emergency plans should include provisions for individuals who own household pets or have responsibility for service and other animals. Planning factors should include resources and processes for the rescue, transportation, care, shelter, and essential needs of animals.

Emergency Management Critical Tasks

Critical tasks are the distinct elements required to perform a core capability. These Critical Task Identifiers are pre-assigned to each core capability based on Federal guidance documents. They are operationally focused tasks that are necessary to ensure success and execution of core capabilities. They generally include the activities, resources, and responsibilities required to fulfill capability targets. Capability targets and critical tasks are based on operational plans, policies, and procedures.

Mission Area	Critical Task I.D.	Critical Task
Public Information and Warning		
Response	1	Inform all affected segments of society of critical lifesaving and life-sustaining information by all means necessary, including accessible tools, to expedite the delivery of emergency services and aid the public to take protective actions.
Response	2	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.
Operational Coordination		
Response	1	Mobilize all critical resources and establish command, control, and coordination structures within the affected community, in other coordinating bodies in surrounding communities, and across the Nation, and maintain as needed throughout the duration of an incident.
Response	2	Enhance and support command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.



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Mission Area	Critical Task I.D.	Critical Task
Logistics & Supply Chain Management		
Response	1	Mobilize and deliver governmental, nongovernmental, and private sector resources to save lives, sustain lives, meet basic human needs, stabilize the incident, and transition to recovery, to include moving and delivering resources and services to meet the needs of disaster survivors.
Response	2	Enhance public and private resource and services support for an affected area.
Mass Care Services		
Response	1	Move and deliver resources and capabilities to meet the needs of disaster survivors, including individuals with access and functional needs.
Response	2	Establish, staff, and equip emergency shelters and other temporary housing options (including accessible housing) for the affected population.
Response	3	Support the movement from congregate care to non-congregate care alternatives and provide relocation assistance or interim housing solutions for families unable to return to their pre-disaster homes.
Mass Search & Rescue Operations		
Response	1	Conduct search and rescue operations to locate and rescue persons in distress.
Response	2	Initiate community-based search and rescue support operations across a wide, geographically dispersed area.
Response	3	Ensure the synchronized deployment of local and regional teams to reinforce ongoing search and rescue efforts and transition to recovery.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident (e.g., Situation Reports [SitReps]).
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery (e.g., Damage Assessments).



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Mission Area	Critical Task I.D.	Critical Task
Infrastructure Systems		
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Critical Transportation		
Response	1	Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors.
Environmental Response/Health & Safety		
Response	1	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.
Response	2	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.
Response	3	Support the detection, assessment, stabilization, and clean-up of releases of oil and hazardous materials into the environment, including buildings/structures, and properly manage waste.
Fatality Management Services		
Response	1	Establish and maintain operations to recover a significant number of fatalities over a geographically dispersed area.
Response	2	Facilitate care to survivors.
Operational Communications		
Response	1	Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice communications between state and local first responders.

Organization

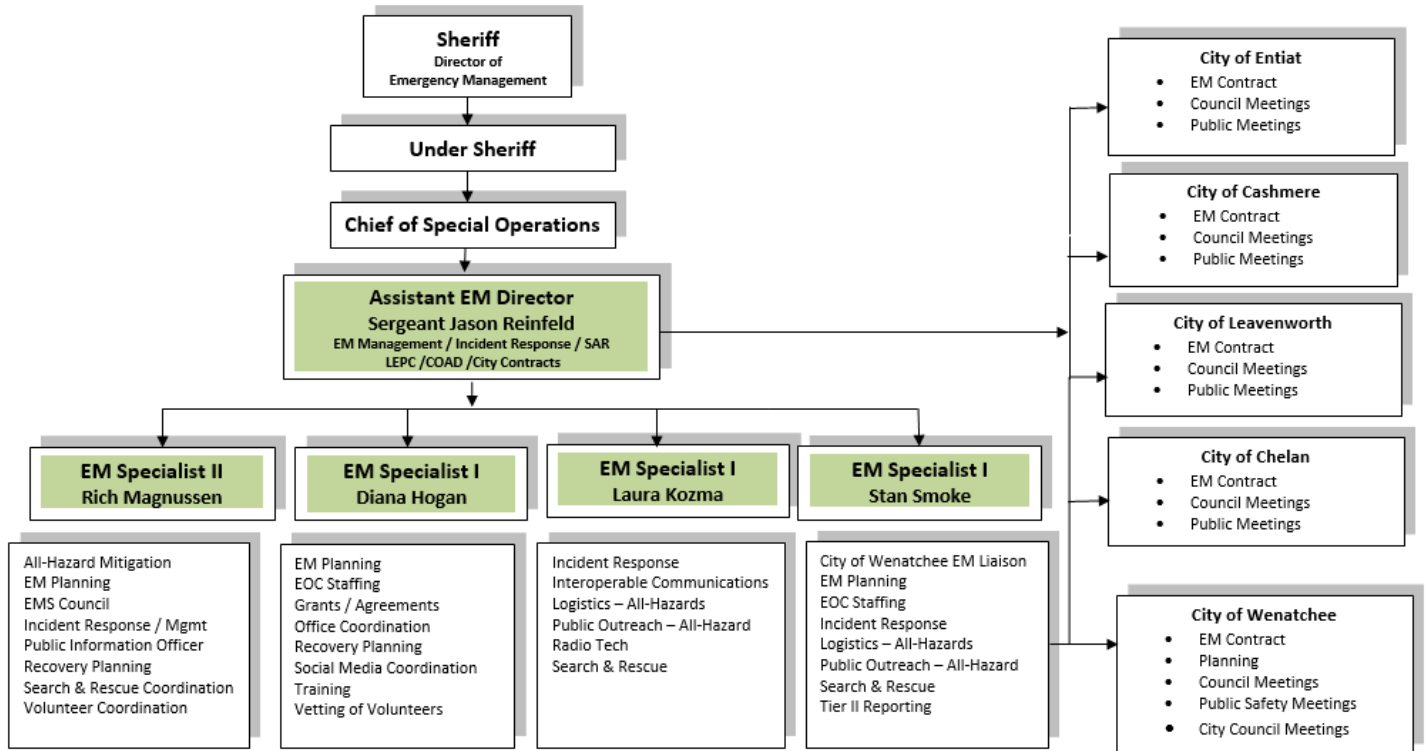
The Sheriff of Chelan County is the Emergency Management Director and has the overall responsibility for the emergency preparedness of the county and its political sub-divisions, to include:

- Appointment of an Assistant Director of Emergency Management, and establishing and maintaining an Emergency Management office.
- Designating and maintaining a primary EOC as well as mobile EOC capabilities.
- Ensure that the County’s Comprehensive Emergency Management Plan is maintained.

Operations of the emergency management organization within Chelan County are established by contracts between Chelan County and the cities of Wenatchee, Cashmere, Leavenworth, Entiat, and Chelan.



Chelan County Sheriff's Office Emergency Management Division Organization Chart



Direction, Control, & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

The operations of the emergency management within Chelan County are established by the Inter-local Agreement between the County of Chelan and the Cities of Cashmere, Chelan, Entiat, Leavenworth and Wenatchee.

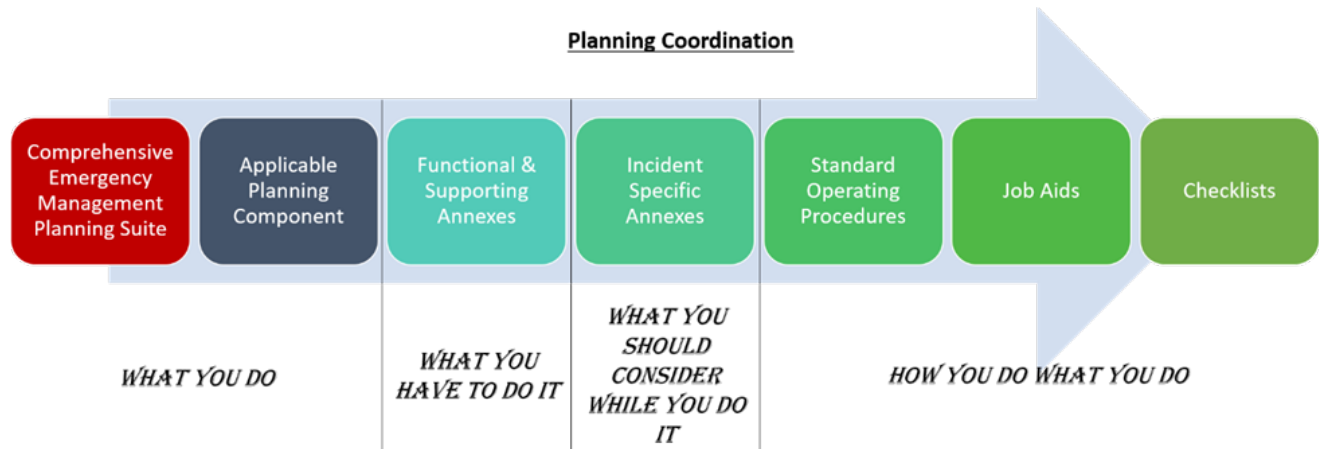
All disasters and emergencies begin locally, and local jurisdictions working in collaboration with county and other local public safety agencies to provide initial response. The complexity of emergency response operations during a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.

Local incident commanders lead tactical direction and control activities. Incident commanders report as specified in their chain of command and request resources through the Chelan County Emergency Operations Center (EOC). When public, private, and mutual aid or inter-local agreement resources from adjacent political subdivisions are exhausted, the county EOC requests assistance from the State Emergency Operations Center (SEOC).



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The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Emergency Management Annex and Appendices, and the department’s operation procedures and guidelines that establish the local tactical direction and control activities.



Horizontal Integration

Chelan County Code - The county code was reviewed for the full capability assessment and for identifying opportunities for action plan integration.

Chelan County Flood Control Zone District Plan (2018) - The Management Plan recommends regional policies, programs, and projects to reduce flood risks and to protect, restore or enhance riparian and aquatic ecosystems. The flood damage prevention ordinance was reviewed for compliance with the National Flood Insurance Program.

Chelan County Natural Hazard Mitigation Plan (2019) - The 2019 revision is a comprehensive document that evaluates and identifies natural hazards, potential risks from those hazards, and projects to mitigate for and respond to hazard events.

Chelan County Community Wildfire Protection Plan (2018) - The purpose of the Chelan County Community Wildfire Protection Plan (CWPP) is to reduce the impact of wildfire on Chelan County residents, landowners, businesses, communities, local governments, and state and federal agencies while maintaining appropriate emergency response capabilities and sustainable natural resource management policies. The CWPP identifies high risk areas as well as recommend specific projects that may help prevent wildland fires from occurring altogether or, at the least, lessen their impact on residents and property.

Chelan / Douglas Health District Emergency Operations Plan (Under Revision) - The purpose of the Chelan Douglas Health District’s (CDHD) Emergency Operation Plan (EOP) is to provide guidelines for coordinated preparedness and response to emergency incidents that fall under Emergency Support Function (ESF) 8, Public Health and Medical Services, or incidents that may have public health implications in Chelan & Douglas Counties.



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Chelan / Douglas LEPC Hazardous Materials Emergency Response Plan (January 2022)

This plan replaced Emergency Support Function (ESF 10), Oil and Hazardous Materials Response, of the 2014 Chelan County CEMP. The plan establishes the policies and procedures under which the County of Chelan will operate in the event of a hazardous materials incident, oil spill, or other release.

Chelan / Douglas County Mass Casualty Incident (MCI) Management Plan (2019)

This plan provides standard operating guidelines for emergency service personnel for the response and incident management of mass casualty incidents in Chelan and Douglas Counties.

Chelan / Douglas Area Emergency Services Mutual Aid Agreement (Current Revision)

Based on the provisions of Chapter 39.34 RCW, RCW 35.84.040, and RCW 52.12.111, this mutual aid agreement provides the signature cities, fire districts and other public safety agencies with a mechanism for requesting mutual aid for fire protection, rescue, and other emergency situations.

Vertical Integration

WA State Region Seven Emergency Management Inter-local Agreement

A regional inter-local agreement between the counties of Chelan, Douglas, Grant, Kittitas, and Okanogan for the purpose of joint participation in Homeland Security and Emergency Management "All Hazards" planning and preparedness programs.

Washington State Comprehensive Emergency Management Plan (CEMP)

The Washington State CEMP provides the framework for statewide mitigation, preparedness (including prevention and protection), response and recovery activities while providing a structure for plan consistency throughout the state and facilitating interoperability between local, state, and federal governments.

WA State CEMP Catastrophic Incident Annex (2013)

This annex helps state agencies and local jurisdictions prepare to respond rapidly in the case of a catastrophic incident.

WA State Fire Services Resource Mobilization Plan (Current Revision)

Under [RCW 43.43.961](#), the Fire Service Resource Mobilization Plan is implemented to provide personnel, equipment, and other logistical resources when a wildland fire or other emergency exceeds the firefighting capacity of local jurisdictions.

Northwest Area Contingency Plan (2011)

The Northwest Area Contingency Plan (NWACP) has been adopted as Washington State's Oil and hazardous Substance Spill Prevention and Response Plan, as required by statute (RCW 90.56.060). This plan is intended for use as a guideline for coordination of spill response actions and to ensure consistency in response to spills.



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National Incident Management System (NIMS)

A system mandated by Homeland Security Presidential Directive 5 (HSPD-5) that provides a consistent nationwide approach for domestic disaster incidents.

National Warning System (NAWAS)

The federal portion of the Civil Defense Warning System used for the dissemination of warnings and other emergency information from the Federal Emergency Management Agency's National or Regional Warning Centers to Warning Points in each state. Also used by the State Warning Points to disseminate information to local Primary Warning Points. Provides warning information to state and local jurisdictions concerning severe weather, earthquake, flooding, and other activities that affect public safety.

Unity of Effort through Core Capabilities

Unity of Effort is a third **NIMS** Guiding Principle added in **NIMS** 2017. **Unity of effort** means coordinating activities among various organizations to achieve common objectives. **Unity of effort** enables organizations with specific jurisdictional responsibilities to support each other while maintaining their own authorities.

The National Preparedness Goal: Mission Areas

The [National Preparedness Goal](#) identified five mission areas to prepare our nation and our communities for all types of disasters or emergencies.

- **Prevention.** Prevent, avoid or stop an imminent, threatened or actual act of terrorism.
- **Protection.** Protect our citizens, residents, visitors, and assets against the greatest threats and hazards in a manner that allows our interests, aspirations and way of life to thrive.
- **Mitigation.** Reduce the loss of life and property by lessening the impact of future disasters.
- **Response.** Respond quickly to save lives, stabilize the incident, protect property and the environment, and meet basic human needs in the aftermath of a catastrophic incident.
- **Recovery.** Recover through a focus on the timely restoration, strengthening and revitalization of infrastructure, housing and a sustainable economy, as well as the health, social, cultural, historic and environmental fabric of communities affected by a catastrophic incident.



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The National Preparedness Goal also provided the 32 [core capabilities](#) (distinct critical elements) necessary for our success. They are highly interdependent and require us to use existing preparedness networks and activities, coordinate and unify efforts, improve training and exercise programs, promote innovation, leverage and enhance our science and technology capacity, and ensure that administrative, finance, and logistics systems are in place to support these capabilities. The core capabilities serve as both preparedness tools and a means of structured implementation.



Chelan County Emergency Management Annex

Information Collection, Analysis, & Dissemination

Essential Elements of Information (EIs) include:

Information Collection

Monitoring Hazard Information	WA Crime Information Center WA State Fusion Center
Situation Status Information	Potential hazards Current situations – location, impact, extent Other information needed for decision making
Operational Information	Information on incident regarding people, property, and status of emergency services Impact assessments: <ul style="list-style-type: none"> • Injuries and fatalities • Gather information on lifesaving needs including evacuation and search and rescue • Critical infrastructure and property threatened, damaged, or lost • Determining the status of transportation, utilities, communication systems, and fuel and water supplies • The status of police and fire stations, medical providers, water and sewage treatment facilities, and media outlets • The risk of damage to the community (e.g., dams and levees, facilities producing or storing hazardous materials) from imminent hazards • The number of individuals who have been displaced because of the event and the estimated extent of damage to their dwellings • Agencies involved and numbers of units on the scene and responding • Threats to responders and to the public
Resource Information	Resource typing and inventory Resource needs, including: Types, Amounts, Locations, Estimated costs Resource availability Resource tracking, reporting, and accountability
Public Information	Alert system notices and other predictive information Information about degrees of threat to the general public, areas to avoid, and similar information. Information on protective measures, such as evacuation routes, shelter-in-place or other lifesaving measures



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Information Analysis

Monitoring Hazard Information	Credible threats for terrorism activities Public safety risks of potential hazards
Situation Status Information Operational Information	Used to develop situation reports (sit-reps) as an incident progresses.
Operational Information Public Information	To determine alerts and notifications to provide credible and actionable messages to inform emergency services and the public
Resource Information	Analysis of information and planning for anticipated resources to support emergency response and damage assessment and recovery activities.

Information Dissemination

Monitoring Hazard Information	Emergency alerts and forecasting of potential hazards or risk
Situation Status Report (Sit-Rep) Operational Information	Information used to brief agencies on the situation, initial response, and for planning purposes. (Decision Making Information)
Resource Information	Resource information will be used to identify, inventory, dispatch, mobilize, transport, and demobilize human and material resources to ensure sustained operations.
Public Information	Alert system notices and other predictive information Information about degrees of threat to the general public, areas to avoid, and similar information. Information on protective measures, such as evacuation routes, shelter-in-place or other lifesaving measures



Chelan County Emergency Management Annex

Responsibilities

Preparedness	Activity/Action	Organization(s) Involved
<p>Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs.</p> <ul style="list-style-type: none"> Maintain current inventories of resources. Provide ongoing training to personnel on their roles and responsibilities during emergency operations Provide trained personnel and resources for assignment to the EOC, as appropriate. Develop SOPs in accordance with state and local regulations and this plan. Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs. 		<p>All Chelan County Departments</p>

Hazard Prevention and Control - Effective controls protect workers from workplace hazards; help avoid injuries, illnesses, and incidents; minimize or eliminate safety and health risks; and help employers provide workers with safe and healthful working conditions.

Prevention focuses on preventing human hazards, primarily from potential natural disasters or terrorist (both physical and biological) attacks. Preventive measures are designed to provide more permanent protection from disasters; however, not all disasters can be prevented.

Prevention	Critical Task I.D.	Activity/Action
	2	Promote and support hazard prevention and control in all aspects of the government facilities.



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Protection means the capabilities to secure against acts of violence and manmade or natural disasters. Protection focuses on ongoing actions that protect people and property from a threat or hazard.

Protection	Critical Task I.D.	Activity/Action	Organization(s) Involved
Planning	1	Implement, exercise, and maintain plans to ensure continuity of operations.	Chelan County Government Contract Cities
Public Information & warning	1	Use effective and accessible indication and warning systems to communicate significant hazards to involved operators, security officials, and the public (including alerts, detection capabilities, and other necessary and appropriate assets	RiverCom 911 Dispatch Center
Cybersecurity	2	Implement and maintain procedures to detect malicious activity and to conduct technical and investigative-based countermeasures, mitigations, and operations against malicious actors to counter existing and emerging cyber-based threats, consistent with established protocols.	Chelan County Information Technology department

Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters and emergencies. Mitigation involves structural and non-structural measures taken to limit the impact of disasters and emergencies. Structural mitigation actions change the characteristics of buildings or the environment; examples include flood control projects, raising building elevations, and clearing areas around structures. Non-structural mitigation most often entails adopting or changing building codes.

Mitigation	Critical Task I.D.	Activity/Action	Organization(s) Involved
Planning	1	Chelan county Emergency Management serves as a primary planning partner for the 2019 Multi-Jurisdiction Natural Hazard Mitigation Plan.	Hazard Mitigation Plan Stakeholders



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Response includes those capabilities necessary to save lives, protect property and the environment, and meet basic human needs after an incident has occurred. It is focused on ensuring that the Nation is able to effectively respond to any threat or hazard, including those with cascading effects. Response emphasizes saving and sustaining lives, stabilizing the incident, rapidly meeting basic human needs, restoring basic services and technologies, restoring community functionality, providing universal accessibility, establishing a safe and secure environment, and supporting the transition to recovery.

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Public Information & Warning	Delivering Actionable Guidance		
	1, 2	CCEM will provide the community with the most up-to-date information on current hazards and potential secondary hazards. Included with information will be information regarding shelter-in-place guidance, evacuation routes, shelter locations, and assistance services.	RiverCom 911 WA State EMD
Public Information & Warning	Alerts and Warnings		
	1	CCEM will provide the community with alert messaging when hazards either immediately threaten or potentially threaten populated areas. Providing this messaging as soon as possible will enable the public to take protective actions and potentially lessen the impact to life safety. This will also allow those community members with Access and Functional Needs additional time to take action.	RiverCom 911 WA State EMD
Public Information & Warning	Culturally and Linguistically Appropriate Messaging		
	1	CCEM will disseminate all information in English and Spanish. CCEM will also provide interpreters and closed captioning services when messages are relayed and conducted verbally.	RiverCom 911 WA State EMD



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Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Public Information & Warning	Protecting Sensitive Information		
	2	CCEM will ensure that community member’s names are not used when delivering incident information. The release of this information may affect law enforcement activities or interfere with the family reunification process.	Law Fire EMS Healthcare
Public Information & Warning	Traditional Communications Mechanisms		
	1	CCEM will provide the community with accurate and timely information and warning through a public information officer (PIO). Traditional communication mechanisms include radio and television broad casting media, social media, and press releases. Multi-jurisdictional responses require organized coordination of all jurisdictions and disciplines through the activation of a Joint Information Center (JIC).	Law Fire Public Health Public Works CC PUD EMD
Operational Coordination	Command, Control, and Coordination		
	2	CCEM will conduct all emergency operations utilizing the accepted concepts and principals of the Incident Command System.	All Response Agencies



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Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Operational Coordination	Allocating and Mobilizing Resources		
	2	<p>CCEM resource support includes the provision of services, personnel, commodities, and facilities to the county and cities within the county during the response and recovery phases of an emergency or disaster. This includes emergency relief supplies, office space, office equipment and supplies, contracting services, transportation services, and personnel as needed to support emergency activities.</p> <p>The CCEM EOC coordinates resources and support agencies and organizations including the county and city resources, volunteer groups, businesses, and community service organizations.</p>	EMD
Operational Coordination			
	2	CCEM will activate the Chelan County EOC or alternate site to support emergency operations and for the information analysis and planning functions.	EMD
Operational Coordination	Ensuring Information Flow		
	2	CCEM will maintain the EOC and the necessary equipment to serve as a point of contact for information collection, coordination and distribution.	EMD
Operational Coordination	Ensuring Unity of Effort		
	2	CCEM will coordinate activities among various agencies and organizations to achieve common objective that support emergency operations	EMD



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Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Operational Coordination	Ensuring Continuity of Government and Essential Services		
	2	The CCEM EOC will serve as the central coordination point to support the activation of County and/or City COG/COOP plans for the recovery and restoration of essential services following an emergency or disaster.	Chelan County Contract Cities
Operational Coordination	Emergency Operations Center Management		
	2	The CCEM EOC will serve as a point of contact for information collection, coordination and distribution to support decision making that is critical to facilitate warning, public information, emergency response, disaster analysis, situation reports, resource management, damage assessment, and recovery operations and efforts.	Law Fire Public Health Public Works CC PUD EMD
Operational Coordination	Establishing Lines of Communication		
	2	The CCEM EOC will serve as a point of contact for information collection, coordination and distribution. It also has 24-hour emergency alerting and communications capability for contacting response personnel at the various local, state and federal levels of government.	RiverCom 911 WA State EMD



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Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Infrastructure Systems	Communication Systems		
	2	The CCEM EOC has 24-hour emergency alerting and communications capability for contacting response personnel at the various local, state and federal levels of government. Communications resources and their backup capabilities include: two way public agency radio networks; amateur radio VHF, HF and Winlink (email over radio); Chelan PUD radio; ACCESS (A Central Computerized Enforcement Service System); NAWAS (National Warning Alert System) telephone system; CEMNET (WA Comprehensive Emergency Management Network - radio communications to WA ST EMD); VOIP telephone; cellular phone; satellite telephone; and a cache of GETS cards available in the event of an overload of the telephone system.	RiverCom 911 WA State EMD
Critical Transportation	Evacuation		
	1	CCEM will provide public information as to areas to avoid, alternate routes of travel, shelter-in-place or evacuation or other information as required.	RiverCom 911 Broadcast Media Social Media DOT
	1	CCEM will provide emergency management or emergency operations center (EOC) support for transportation for evacuation of people, including people with access and functional needs	Law Public Works DOT
	1	CCEM will provide emergency management or emergency operations center (EOC) support for transportation for evacuation of pets and livestock	Humane Society



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Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Critical Transportation	Reentering Affected Area		
	2	CCEM will provide emergency management or emergency operations center (EOC) support for the transportation of life saving resources and services	Law Public Works DOT Public Health WA State EMD
Environmental Response/ Health & Safety	Hazardous Material Clean-Up		
	1	CCEM will maintain LEPC HazMat Response Plan	LEPC
	1	CCEM will provide transport of oil spill equipment trailers to support mitigation and clean-up operations of response agencies	Local Fire Districts Local Industry DOE WSP
	2	CCEM will provide public information on response activities and public safety as necessary during major incidents.	RiverCom 911 Local Media Social Media
	3	CCEM will provide emergency management or emergency operations center (EOC) support for the logistical requirements of hazardous materials emergency response.	WSP DOE WA State EMD
Environmental Response/ Health & Safety	Responder Safety		
	2	CCEM will provide public information as to areas to avoid, alternate routes of travel, shelter-in-place or evacuation or other information as required.	RiverCom 911 Local Media Social Media
	3	CCEM will provide emergency management or emergency operations center (EOC) support for the logistical requirements of hazardous materials emergency response.	WSP DOE WA State EMD



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Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Fatality Management	Body Recovery		
	1	CCEM will provide emergency management support for body recovery, including the deployment of personnel, equipment and resources.	CC Volunteer S&R RiverCom 911 WA State EMD
Fatality Management	Family Reunification		
	2	CCEM will provide emergency management or EOC support to coordinate family reunification following emergencies or disasters.	ARC REDi Health Care
Logistics & Supply Chain Management	Resource Management		
	1	CCEM will utilize NIMS resource management guidance to support resource management. An EOC Support Group will coordinate resource support and management.	CC Commissioners Contract Cities
	2	CCEM will provide emergency management or EOC support for the transportation of life saving resources and services	Public Works EMD
Logistics & Supply Chain Management	Resource Delivery		
	1,2	CCEM will provide emergency management or EOC support for the transportation of life saving resources and services.	Public Works EMD



Chelan County Emergency Management Annex

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Logistics & Supply Chain Management	Access to Community Staples		
	1	CCEM would recommend that the CC Commissioners establish an Emergency Resource Management Organization (ERMO) to select public agency representatives and representatives from the private sector representing the following interests: construction, utilities, industrial production, petroleum products, transportation, food, labor, medical and healthcare, and telecommunications.	CC Commissioners CC PUD
Logistics & Supply Chain Management	Donation Management		
	2	CCEM will coordinate the management of donated goods and services and designate the responsibilities for management and dispersal of donated monies.	ARC COAD
Logistics & Supply Chain Management	Emergency Power Provision		
	1,2	CCEM would recommend that the CC Commissioners establish an Emergency Resource Management Organization (ERMO) to select public agency representatives and representatives from the private sector representing the following interests: construction, utilities, industrial production, petroleum products, transportation, food, labor, medical and health and telecommunications.	CC Commissioners Contract Cities
	2	CCEM will establish overall resource management priorities and strategies as appropriate and necessary.	CC Commissioners Contract Cities



Chelan County Emergency Management Annex

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Logistics & Supply Chain Management	Fuel Support		
	1,2	CCEM would recommend that the CC Commissioners establish an Emergency Resource Management Organization (ERMO) to select public agency representatives and representatives from the private sector representing the following interests: construction, utilities, industrial production, petroleum products, transportation, food, labor, medical and health and telecommunications.	CC Commissioners Contract Cities
Logistics & Supply Chain Management	Private Resources		
	1	CCEM will provide emergency management or emergency operations center (EOC) support for the transportation of life saving resources and services	EMD
	2	CCEM will coordinate the management of donated goods and services and designate the responsibilities for management and dispersal of donated monies.	ARC COAD
Logistics & Supply Chain Management	Resource Tracking		
	1,2	CCEM will utilize NIMS resource management guidance to support resource management. An EOC Support Group will coordinate resource support and management. Resource requests are tracked throughout their entire life cycle, from the time submitted, until filled (if consumable) or until the resource is demobilized and returned (if non-consumable).	EMD



Chelan County Emergency Management Annex

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Logistics & Supply Chain Management	Volunteer Management		
	2	CCEM EOC will coordinate the identification and registration of volunteers as Emergency Workers and coordinate the use of locally trained volunteer groups for assistance in areas such as operations, damage assessment, shelter and mass care activities, and handling donated goods and other emergency functions.	ARC Fire Services Church Groups School Districts Law Reserves WA State EMD
Mass Care Services	Sheltering		
	2,3	CCEM will provide emergency management or EOC support to coordinate the identification of facilities for sheltering displaced people, pets, and livestock following emergencies or disasters.	ARC CDHD WVHS
	3	CCEM will provide public information on mass care sites, services provided, available routes, and transportation options	Broadcast Media Social Media sites
Mass Care Services	Feeding		
	1	CCEM will provide emergency management or EOC support for the transportation of life saving resources and services.	ARC Southern Baptist Food Banks WSDA
	2	CCEM will provide emergency management or EOC support to coordinate the identification of facilities for sheltering displaced people, pets, and livestock and ensure the safety and security of the food supply following emergencies or disasters.	ARC WSDA



Chelan County Emergency Management Annex

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Mass Care Services	Hydration		
	1	CCEM will provide emergency management or EOC support for the transportation of life saving resources and services.	CDHD
	2,3	CCEM will provide emergency management or EOC support for resource management and distribution of life saving resources and services.	
Mass Care Services	Pets		
	1	CCEM will coordinate with local agencies and outside resources to provide life-sustaining support to individuals, their pets, and other domestic or agricultural animal.	ARC Humane Society WASART WSDA
Mass Care Services	Resource Distribution		
	1	CCEM will provide emergency management or EOC support for the transportation of life saving resources and services.	EMD
	2	CCEM will utilize NIMS resource management guidance to support resource management. An EOC Support Group will coordinate resource distribution.	EMD
Mass Care Services	Relocation Assistance		
	2	CCEM will provide emergency management or EOC support to coordinate the identification of facilities for sheltering displaced people, pets, and livestock following emergencies or disasters.	ARC



Chelan County Emergency Management Annex

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Mass Search & Rescue	Search and Rescue Operations		
	1	In the event of a search and rescue emergency, all necessary equipment and personnel, including organized volunteer services, will be mobilized and dispatched to the scene.	CCSO EM CC Volunteer S&R RiverCom 911
	2	Search and Rescue operations will normally be controlled from a field command post location. Large scale Search and Rescue may utilize the EOC for coordination of resources.	CCSO EM CC Volunteer S&R RiverCom 911
	3	Whenever local resources are exhausted, unavailable, or unqualified for a particular search and rescue mission, Chelan County Emergency Management may request assistance through the state Division of Emergency Management.	CCSO EM CC Volunteer S&R RiverCom 911 WA State EMD
Mass Search & Rescue	Community-Based Search and Rescue Support		
	2	When personnel from outside the law enforcement agency are used, Chelan County Emergency Management or the Incident Commander of the SAR will contact WA State EMD for a Mission Number. The issuance of this mission number authorizes the deployment of volunteers under the provisions and protection of Chapter 38.52 RCW.	CC Volunteer Search & Rescue
Mass Search & Rescue	Specialized Operations		
	1	S & R Air support may be activated through the CCSO. Whenever local resources are exhausted, unavailable, or unqualified for a particular search and rescue mission, CCEM may request assistance through the state Division of Emergency Management.	CCSO EMD



Chelan County Emergency Management Annex

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
	2	Underground/mine rescue, after deployment of local resources, may require outside assistance that will be obtained through WA State EMD.	EMD
	3	The state office will authorize state and federal search and rescue volunteer organization resources and initiate the access of personnel, equipment, air support, and other specialized or requested supplies.	EMD
Mass Search & Rescue	Synchronizing Operations		
	3	Multi-jurisdictional SAR operations may be coordinated by the state EMD when requested.	EMD
Operational Communications	Interoperable Communications Between Responders		
	1	In a major disaster situation, the CCEM EOC has a 24-hour emergency alerting and communications capability for contacting response personnel.	RiverCom 911 WA State EMD
Operational Communications	Communication Between Responders and the Affected Population		
	1	The CCEM EOC will serve as a point of contact for information collection, coordination and distribution. It also has 24-hour emergency alerting and communications capability for contacting response personnel at the various local, state and federal levels of government. CCEM will provide public information on response activities and public safety as necessary during major incidents.	EMD



Chelan County Emergency Management Annex

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Operational Communications	Voice Communications		
	1	The CCEM EOC has 24-hour emergency alerting and communications capability for contacting response personnel at the various local, state and federal levels of government. Communications resources and their backup capabilities include: two-way public agency radio networks; amateur radio VHF, HF and Winlink (email over radio); Chelan PUD radio; ACCESS (A Central Computerized Enforcement Service System); NAWAS (National Warning Alert System) telephone system; CEMNET (WA).	RiverCom 911 WA State EMD
Situational Assessment	Delivering Situational Reports		
	1,2	Gather current incident information to provide situation reports to provide a common operating picture for operations and decision making	RiverCom 911 Law Fire Public Health Public Works CC PUD EMD
Situational Assessment	Analyzing Information		
	1,2	The CCEM EOC will serve as a point of contact for information collection, to monitor hazard information, situation status information, operational information, resource information, and public information to analyze, coordinate and distribute to support decision-making that is critical to facilitate warning, public information, emergency response, disaster analysis, situation reports, resource management, damage assessment, and recovery operations and efforts.	RiverCom 911 Law Fire Public Health Public Works CC PUD EMD



Chelan County Emergency Management Annex

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Situational Assessment	Assessing Hazard Impacts		
	1,2	The CCEM EOC will serve as a point of contact for information collection, to monitor hazard information, situation status information, operational information, resource information, and public information to analyze, coordinate and distribute to support decision-making that is critical to facilitate warning, public information, emergency response, disaster analysis, situation reports, resource management, damage assessment, and recovery operations and efforts.	RiverCom 911 Law Fire Public Health Public Works CC PUD
Situational Assessment	Tracking Response Activities		
	1,2	The CCEM EOC will serve as a point of contact for information collection, to monitor hazard information, situation status information, operational information, resource information, and public information to analyze, coordinate and distribute to support decision-making that is critical to facilitate warning, public information, emergency response, disaster analysis, situation reports, resource management, damage assessment, and recovery operations and efforts.	RiverCom 911 Law Fire Public Health Public Works CC PUD



Chelan County Emergency Management Annex

Mission Area Definition

Recover through a focus on the timely restoration, strengthening and revitalization of infrastructure, housing and a sustainable economy, as well as the health, social, cultural, historic and environmental fabric of communities affected by a catastrophic incident.

Recovery consists of those activities that continue beyond the emergency period to restore critical community functions and begin to manage stabilization efforts. The recovery phase begins immediately after the threat to human life has subsided. The goal of the recovery phase is to bring the affected area back to some degree of normalcy.

Recovery is defined as actions taken to return to a normal or an even safer situation following an emergency or disaster. Short term recovery returns vital life support systems to minimum operating standards. Long term recovery may continue for months or even several years after a disaster or emergency. Recovery often includes mitigation measures against repeat of the disaster. Recovery takes place after an emergency or disaster.

Recovery	Critical Task I.D.	Activity/Action	Organization(s) Involved
Infrastructure Systems	2	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.	Whole Community
Operational Coordination	1	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.	All critical Stakeholders

Emergency Management Terms and Definitions

Access and Functional Needs

Access and functional needs (AFN) refers to individuals who are or have: physical, developmental or intellectual disabilities.

Agency

A division of government with a specific function offering a particular kind of assistance. In ICS, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance).

Agency Representative

A person assigned by a primary, assisting, or cooperating Federal, State, local, or tribal government agency or private entity that has been delegated authority to make decisions affecting that agency's or organization's participation in incident management activities following appropriate consultation with the leadership of that agency.



Chelan County Emergency Management Annex

Chief Elected Official (CEO)

The elected or appointed official who, by statute, is charged with implementing and administering laws, ordinances, and regulations for a jurisdiction. He or she may be a mayor, city manager, etc.

Command

The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

Command Post

A designated and visible location where the Incident Commander and/or command staff perform their functions. A stationary and identifiable area is needed so that representatives of coordinating agencies and emergency responders can find the Incident Commander.

Command Staff

In an incident management organization, the Command Staff consists of the Incident Command and the special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander. They may have an assistant or assistants, as needed.

Common Operating Picture

A broad view of the overall situation as reflected by situation reports, aerial photography, and other information or intelligence.

Damage Assessment

The process used to appraise or determine the number of injuries and deaths, damage to public and private property, and status of key facilities and services (e.g., hospitals and other health care facilities, fire and police stations, communications networks, water and sanitation systems, utilities, transportation networks) resulting from a man-made or natural disaster.

Emergency Alert System (EAS)

Established to enable the President, federal, state, and local jurisdiction authorities to disseminate emergency information to the public via the commercial broadcast system. Composed of amplitude modulation (AM), frequency modulation (FM) television broadcasters, and the cable industry. Formerly known as the Emergency Broadcast System (EBS).

Emergency Management

The preparation for and the carrying out of all emergency functions, other than functions for which the military forces are primarily responsible, to mitigate, prepare for, respond to and recover from emergencies and disasters, and to aid victims suffering from injury or damage, resulting from disasters caused by all hazards, whether natural or technological, and to provide support for search and rescue operations for persons and property in distress.

Emergency Medical Services (EMS)

A complex health care system that provides immediate, on-scene patient care to those suffering sudden illness and injury.

Emergency Operations Center (EOC)

The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, county, city, tribal), or some combination thereof.



Chelan County Emergency Management Annex

Emergency Operations Plan

The plan that each jurisdiction has and maintains for responding to appropriate hazards.

Emergency Public Information

Information that is disseminated primarily in anticipation of an emergency or during an emergency. In addition to providing situational information to the public, it also frequently provides directive actions required to be taken by the general public.

Emergency Worker

Any person who is registered with and holds an identification card issued by, the local emergency management director for the purpose of engaging in authorized emergency management activities. It is also an employee of the State of Washington or any political subdivision thereof who is called upon to perform emergency management activities.

Evacuation

Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

Federal Emergency Management Agency (FEMA)

This agency was created in 1979 to provide a single point of accountability for all federal activities related to disaster mitigation and emergency preparedness, response, and recovery. FEMA manages the President's Disaster Relief Fund and coordinates the disaster assistance activities of all federal agencies in the event of a Presidential Disaster Declaration.

Finance/Administration

Monitors costs related to the incident. Provides accounting, procurement, time recording, cost analyses, and overall fiscal guidance.

First Responder

Police, fire, and emergency medical personnel who first arrive on the scene of an incident and take action to save lives, protect property, and meet basic human needs. First responders may include Federal, State, or local responders.

Functional Exercise

An activity designed to test or evaluate the capability of individual or multiple emergency management functions. It is more complex than a tabletop exercise in that activities are usually under time constraints and are followed by an evaluation or critique. It usually takes place in some type of coordination or operating center. The use of outside resources is often simulated.

General Staff

A group of incident management personnel organized according to function and reporting to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief.

Group

Established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division.

Hazard Mitigation

Any action taken to reduce or eliminate the long-term risk to human life and property from hazards. The term is sometimes used in a stricter sense to mean cost-effective measures to reduce the potential for damage to a facility or facilities from a disaster event.



Chelan County Emergency Management Annex

Hazardous Materials (HAZMAT)

Any substance or combination of substances which, because of quantity, concentration, physical, chemical, or infectious characteristics, may cause and/or pose a substantial present or potential hazard to people property, or the environment.

Hot Zone

A hazardous material response team referring to the area immediately around the incident where serious threat of harm exists. It should extend far enough to prevent adverse effects from CBRNE agents to personnel outside the zone. Entry into the hot zone requires specialized training in the use of proper personal protective equipment (PPE). This is also referred to as the exclusion zone or red zone.

Incident Action Plan (IAP)

An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

Incident Command Post (ICP)

The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be collocated with the incident base or other incident facilities and is normally identified by a green rotating or flashing light.

Incident Command System (ICS)

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

Incident Commander (IC)

The individual responsible for all incident activities (within the confines of his/her authority), including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Incident Management Team (IMT)

The Incident Commander and appropriate Command and General Staff personnel assigned to an incident.

Incident Objectives

Statements of guidance and direction necessary for the selection of appropriate strategy(s), and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.



Chelan County Emergency Management Annex

Individual Assistance (IA)

Supplementary federal assistance available under the Stafford Act to individuals, families, and businesses: which includes disaster housing assistance, unemployment assistance, grants, loans, legal services, crisis counseling, tax relief, and other services or relief programs.

Initial Action

The actions taken by those responders that are the first to arrive at an incident.

Initial Response

Resources initially committed to an incident.

Interface Fire

A fire that threatens or burns the interface area affecting both wild lands and homes. Sometimes referred as Wildland Urban Interface Fire (WUI).

Joint Information Center (JIC)

A facility established to coordinate and disseminate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC. JICs may be established locally, regionally or nationally depending on the size and magnitude of the incident.

Joint Information System (JIS)

A component of command and incident management under NIMS, which provides a formalized structure—the Joint Information Center (JIC)—that integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the command structure; advising the command structure concerning public affairs issues that could impact a response effort; and controlling rumors and inaccurate information that could undermine public confidence.

Liaison Officer

A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.

Local Emergency Planning Committee (LEPC)

The planning body designated by the Superfund Amendments and Reauthorization Act (SARA), Title III legislation as the planning body for preparing local hazardous materials plans. (Also, see Title III.)

Local Government

A county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under State law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal organization, or in Alaska a Native village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity.

Logistics Section

The section responsible for providing facilities, services, and material support for the incident.

Logistics

Providing resources and other services to support incident management.



Chelan County Emergency Management Annex

Management by Objective

A management approach that involves a four-step process for achieving the incident goal. The Management by Objectives approach includes the following: establishing overarching objectives; developing and issuing assignments, plans, procedures, and protocols; establishing specific measurable objectives for various incident management functional activities and directing efforts to fulfill them, in support of defined strategic objectives; and documenting results to measure performance and facilitate corrective action.

Mission

A distinct assignment of personnel and equipment to achieve a set of tasks related to an incident, emergency, disaster, catastrophe, or search and rescue operations that occur under the direction and control of an authorized official.

Mitigation

Activities providing a critical foundation in the effort to reduce the loss of life and property from natural and/or man-made disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. Mitigation seeks to fix the cycle of disaster damage, reconstruction, and repeated damage. These activities or actions, in most cases, will have a long-term sustained effect.

Mobilization

The process and procedures used by all organizations—Federal, State, local, and tribal—for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Multi-jurisdictional Incident

An incident requiring action from multiple agencies that each have jurisdiction to manage certain aspects of an incident. In ICS, these incidents will be managed under Unified Command.

Mutual-Aid Agreement

Written agreement between agencies and/or jurisdictions that they will assist one another on request, by furnishing personnel, equipment, and/or expertise in a specified manner.

National Incident Management System (NIMS)

A system mandated by Homeland Security Presidential Directive 5 (HSPD-5) that provides a consistent nationwide approach for Federal, State, local, and tribal governments; the private-sector, and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; multiagency coordination systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

National Response Framework (NRF)

A guide to how the Nation conducts all-hazards response.

National Response Plan

A plan mandated by HSPD-5 that integrates Federal domestic prevention, preparedness, response, and recovery plans into one all-discipline, all-hazards plan.



Chelan County Emergency Management Annex

Operational Period

The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although usually not over 24 hours.

Operations Section

The section responsible for all tactical incident operations. In ICS, it normally includes subordinate branches, divisions, and/or groups.

Planning Meeting

A meeting held as needed prior to and throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. For larger incidents, the planning meeting is a major element in the development of the Incident Action Plan (IAP).

Planning Section

Responsible for the collection, evaluation, and dissemination of operational information related to the incident, and for the preparation and documentation of the IAP. This section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident.

Presidential Declaration

Formal declaration by the President that an emergency or major disaster exists based upon the request for such a declaration by the Governor and with the verification of FEMA preliminary damage assessments.

Private Sector

Organizations and entities that are not part of any governmental structure. It includes for-profit and not-for-profit, and formal and informal structures, including commerce and industry, non-governmental organizations (NGO), and private voluntary organizations (PVO).

Public Assistance (PA)

Supplementary federal assistance provided under the Stafford Act to state and local jurisdictions, special purpose districts, Native Americans, or eligible private, nonprofit organizations.

Public Information Officer

A member of the Command Staff responsible for preparing and coordinating the dissemination of public information in cooperation with other responding Federal, State, tribal, and local agencies.

Resource Management

A system for identifying available resources at all jurisdictional levels to enable timely, efficient, and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under the National Incident Management System includes mutual aid and assistance agreements; the use of special Federal, state, local, tribal, and territorial teams; and resource mobilization protocols.

Resources

Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC/ECC.



Chelan County Emergency Management Annex

Risk Management

The process of identifying, analyzing, assessing, and communicating risk and accepting, avoiding, transferring, or controlling it to an acceptable level at an acceptable cost.

Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended by Public Law 100-707)

The act that authorizes the greatest single source of federal disaster assistance. It authorizes coordination of the activities of federal, state, and volunteer agencies operating under their own authorities in providing disaster assistance, provision of direct federal assistance as necessary, and provision of financial grants to state and local jurisdictions as well as a separate program of financial grants to individuals and families. This act is commonly referred to as the Stafford Act.

Safety Officer

A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations and for developing measures for ensuring personnel safety.

Search and Rescue (SAR)

The act of searching for, rescuing, or recovering by means of ground, marine, or air activity any person who becomes lost, injured, or is killed while outdoors or as a result of a natural or human-caused event, including instances of searching for downed aircraft when ground personnel are used.

Standard Operating Procedure (SOP)

These are the procedures established by individual agencies for the operations of their specific agency when encountering specific situations.

Strike Team

A set number of resources of the same kind and type that have an established minimum number of personnel.

Tabletop Exercise

An activity in which officials and key staff or others with emergency responsibilities are gathered together informally to discuss simulated emergency situations. It is designed to elicit constructive discussion by the participants without time constraints. Participants evaluate plans and procedures and resolve questions of coordination and assignment of responsibilities in a non-threatening format under minimum stress.

Task Force

Any combination of resources assembled to support a specific mission or operational need. All resource elements within a Task Force must have common communications and a designated leader.

Unified Command (UC)

An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. The need for unified command can arise at many emergency incidents, as incidents have no regard for jurisdictional boundaries. All involved agencies contribute to the process of determining overall goals and objectives, joint planning for tactical activities, conducting integrated tactical operations, and maximizing the use of all assigned resources.

Unity of Command

The concept by which each person within an organization reports to one and only one designated person. The purpose of unity of command is to ensure unity of effort under one responsible commander for every objective.



Chelan County Emergency Management Annex

Volunteer

For purposes of the NIMS, a volunteer is any individual accepted to perform services by the lead agency, which has authority to accept volunteer services, when the individual performs services without promise, expectation, or receipt of compensation for services performed.

Warning

The alerting of emergency response personnel and the public to the threat of extraordinary danger and the related effects that specific hazards may cause. A warning issued by the National Weather Service (e.g., severe storm warning, tornado warning, tropical storm warning) for a defined area indicates that a particular type of severe weather is either occurring or imminent in that area.

Weapon of Mass Destruction (WMD)

Title 18, U.S.C. 2332a, defines a weapon of mass destruction as (1) any explosive, incendiary, or poison gas, bomb, grenade, or rocket having a propellant charge of more than four ounces, a missile having an explosive or incendiary charge of more than one-quarter ounce, or a mine or device similar to the above; (2) poison gas; (3) any weapon involving a disease organism; or (4) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.

Wildland

An area in which development is essentially non-existent except for roads, railroads, power lines, and similar transportation facilities. Used in place of WILDERNESS, which frequently refers to specifically designated federal lands intended to remain in their natural state to the greatest extent possible.

Windshield Survey

This is a quick, cursory evaluation usually accomplished by driving through the areas.

Resource Requirements for EOC Operations

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.

Whenever alternative EOC locations are activated, all CCEM representatives, as well as department and agency representatives invited to participate in EOC operations at the alternative location should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.



Chelan County Emergency Management Annex

References and Supporting Guidance

Chelan County Emergency Management Annex - Appendices

Appendix A - Communications (ESF 2)

- A1: Public Alerts & Warning
- A2: Public Safety Radio
- A3: Amateur Radio (ARES/RACES)

Appendix B - External Affairs (ESF 15)

- B1: Joint Information Center Operations

Appendix C - LEP Response Plan

Appendix D - Emergency Operations Center Activation

Appendix E - Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)

Appendix F - Logistics and Resource Management (ESF 7)

- F1: Emergency Personnel (Emergency Workers / Volunteers)
- F2: Management of Donated Goods, Services and Monies
- F3: Resource Delivery – Transportation Coordination

Appendix G - Agriculture & Natural Resources (ESF 11)

- G1: Foreign Animal Diseases
- G2: Disaster Animal Care and Response

Appendix H - Search & Rescue (ESF 9)

Appendix I - Long Term Community Recovery (ESF 14)

Appendix J – Energy (ESF 12)

Appendix K - C/D LEPC Hazardous Materials Emergency Response Plan (ESF 10)



Chelan County Emergency Management Appendices

Appendix A – Communications (ESF 2)

Purpose

The 2020 revision of the Chelan County CEMP replaced the use of Emergency Support Functions (ESFs) with Agency/Department Annexes and CCEM Appendices. These emergency response plans provide the primary and support agencies and departments responsible for emergency communication systems, functions, and activities with specific, executable plans that address the core capabilities necessary to meet the operational requirements of the County in responding to, and recovering from, emergencies and disasters

CCEM Appendix A is an overview of the following Annexes and Appendices that specifically address the Agency/Department responsibilities and coordination for the telecommunications, emergency alert and warning systems and the public safety radio systems in Chelan County:

- **RiverCom 911 Communications Center Annex:** RiverCom is the primary Public Safety Answering Point (PSAP) for Chelan County providing telecommunication, alerts and warning, and public safety radio capabilities for emergency operations.
- **Chelan County Information Technology Annex:** The Information Technology (IT) department helps ensure the continued operation of local government before, during and after emergencies and disasters. IT plays a critical role in emergency recovery by providing computer system infrastructure, networks, and equipment for disrupted or displaced Chelan County government services.
- **Chelan County Facilities Maintenance Annex:** The Facilities Maintenance Department helps ensure the continued operation of local government before, during and after emergencies and disasters. The department provides post-incident assessments of County infrastructure to identify and assess the impact on campus utility systems (i.e., electricity, gas, water, telephone); and to restore any disruptions as quickly as possible to reduce the impact on Chelan County's essential services and the continuity of government.
- **Chelan County Emergency Management Annex:** CCEM is a Division of the Chelan County Sheriff's Office that provides and maintains a variety of emergency communication capabilities for emergency operations and coordination. It also addresses coordination with state government and agencies when additional communications are requested through the State of WA EM/EOC.



Appendix A – Communications (ESF 2)

CCEM Appendices describing specific emergency communication capabilities include:

Core Capabilities

The primary Response Core Capability for this Appendix is Operational Communications

Primary Core Capabilities	
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.

The following support Core Capabilities are also important to provide and maintain telecommunication, alert and warning, and public safety radio capabilities necessary to meet the operational requirements of the County.

Support Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

Authorities

The Chelan County Board of Commissioners is the legislative authority of Chelan County responsible for policy actions or decisions during an emergency or disaster, within the scope of their powers.

The legislative authority of each city (Mayors / City Councils) is responsible for policy actions or decisions during an emergency or disaster, within the scope of their powers.



Appendix A – Communications (ESF 2)

National Incident Management System

ESF 15 uses the Joint Information System construct to facilitate the development, coordination, and dissemination of emergency public information with other participating organizations through all phases of an emergency response and recovery.

Depending on the size, scope, and / or complexity of an incident the ESF Lead (PIO) will help establish a Joint Information Center either near the EOC or near the scene of an emergency or disaster.

Chapter 38.52 RCW - Local organizations and joint local organizations authorized—Establishment, operation—Emergency powers, procedures—Communication plans.

Chapter 296-32 WAC - Safety Standards for Telecommunications.

WAC 388-78A-2700 - Safety measures and disaster preparedness.

WAC 118-30-060 - Emergency plan components to include Communications

Communications support requirements which cannot be met at the local level, will be forwarded to the State EOC for assistance. If needed, federal assistance may be requested.

Chelan County Sheriff's Office Policy Manual

Policy 317.2: Public Alerts

Public alerts may be employed using the Emergency Alert System (EAS), local radio, television and press organizations and other groups to notify the public of incidents, or enlist the aid of the public, when the exchange of information may enhance the safety of the community. Various types of alerts may be available based upon each situation and the alert system's individual criteria.

Policy 331.2: Limited English Proficiency Services

It is the policy of the Chelan County Sheriff's Office to reasonably ensure that LEP individuals have meaningful access to law enforcement services, programs and activities, while not imposing undue burdens on its members.

The Department will not discriminate against or deny any individual access to services, rights or programs based upon national origin or any other protected interest or right.

Policy 332.2: Communications with Persons with Disabilities

It is the policy of the Chelan County Sheriff's Office to reasonably ensure that people with disabilities, including victims, witnesses, suspects and arrestees have equal access to law enforcement services, programs and activities. Members must make efforts to communicate effectively with individuals with disabilities. The Department will not discriminate against or deny any individual access to services, rights or programs based upon disabilities.



Appendix A – Communications (ESF 2)

Situation Overview

Emergency/Disaster Conditions

Chelan County is vulnerable to a variety of emergency or disaster events requiring dissemination of warning and/or other emergency information to county and city officials and the general public. Emergency or disaster warnings may originate from any level of government as well as other sources. Most forecasting resources are located with the federal government. This may include but is not limited to watches and warnings for: floods, severe weather, volcanic eruptions, fixed nuclear facility incidents and hazardous materials incidents.

The sudden and unexpected nature of a catastrophic event will result in numerous requests from many agencies and all levels of government for services required to save lives, protect property, and preserve the environment.

The Chelan County EM/EOC staff, city and county government, and all emergency and support agencies will have a critical need for accurate and timely information on which to base decisions and focus response actions. Widespread damage to commercial telecommunications' facilities is possible. At a time when the need for real-time, electronically processed information is greatest, the capability to produce it may be restricted or non-existent. All available telecommunication assets of the various agencies and local government will be needed immediately to assure proper response to the needs of the victims.

Planning Assumptions

- Responding agencies have their own communications equipment.
- RiverCom 911 Communication Center, the County PSAP, has back up power sources that are capable of approximately two weeks of operation.
- There is communication coverage for the entire county through a system of repeaters and base stations.
- There are identified frequencies that will be used for primary direction and control.
- Jurisdictions and agencies within the county will focus on coordinating lifesaving activities concurrent with re-establishing control of the affected area. Jurisdictions, agencies, and the county in conjunction with the telecommunications industry will accomplish as much restoration and reconstruction of communications capabilities as resources and the situation permits. The county may be able to get additional assistance for restoration of communication systems when requested through WA State EMD.
- Initial reports of damage will be fragmented, providing an incomplete picture of the extent of damage to communication systems and facilities.
- Weather and other factors may impair the ability to deploy mobile or transportable telecommunication equipment into the affected area.
- Conditions following the event will require careful consideration of areas or sites that may require communications support, such as staging areas, police and fire stations, water treatment facilities, shelters, alternate EOC locations, short- and long-term health care facilities, schools and daycare facilities, communication points for communities without telephone service and other critical areas.



Appendix A – Communications (ESF 2)

Concept of Operations

RiverCom is the primary Public Safety Answering Point (PSAP) for Chelan County providing telecommunication, alerts and warning, and public safety radio capabilities for emergency operations.

CCEM provides and maintains a variety of emergency communication capabilities that are essential for emergency operations and coordination. It also addresses coordination with state government and agencies when additional communications are requested through the State of WA EM/EOC.

While most of the initial public alerts and notifications to the public are provided by the RiverCom Communication Center, CCEM also has all Alert Sense Notification System public alert and warning system capabilities to provide assistance to RiverCom through follow-up or additional public alerts and notifications when RiverCom is overwhelmed with callers and dispatch for responding agencies. The Emergency Alert (EAS) System may also be activated by contacting the WA EMD. The EAS System may be utilized when lives are threatened and the warning put over EAS could save lives.

CCEM's operational objective of public information alerts and notifications, in both English and Spanish, includes the initial public alerts and notifications to the affected segments of the community with critical lifesaving and life-sustaining information, by all means necessary, to aid the public to take protective actions. This objective continues throughout the life of the incident as emergency management provides updated incident alerts and information concerning evacuations, shelters, and other public health and safety information and services. The successful outcome of this objective is completed when the incident is stabilized and public health and safety notifications and information is no longer needed to provide actionable guidance concerning public services and assistance related to the incident response and recovery.

CCEM also provides a trained public information officer (PIO), in coordination with the Incident Command PIO and Chelan County PIO, will provide accurate, accessible, and timely information and instruction to the public in both English and Spanish in accordance with this plan. The incident PIOs may also utilize translation services, systems, and several forms of media to disseminate information to the public in English and Spanish.

In a major disaster situation, the Chelan County Emergency Operations Center has a 24-hour emergency alerting and communications capability for contacting response personnel at the various local, state and federal levels of government. Communications resources and their backup capabilities include two-way public agency radio networks, Alert Sense paging, ACCESS, National Warning Alert System and commercial telephone services. The EOC is equipped with VoIP telephones and many of the EOC staff carry government issued cellular phones. The EOC also has a cache of GETS cards available for use in the event of an overload on the telephone system. The GETS cards will give EOC personnel priority on the overworked telephone system. The EOC is set up with a Wireless Access Point for computer use as well as data connection lines.



Appendix A – Communications (ESF 2)

Chelan County is also set up with the State of WA EMD for use of the WEB EOC system for incident tracking and resource orders and tracking. E-mail is run through the Chelan County IT system. The Emergency Operations Center located at the Emergency Management Building is designated as the primary Emergency Operations Center (EOC) for Chelan County in the event of a major incident.

The operational objective of activating the Emergency Operations Center (EOC) includes serving as a point of contact for information collection, coordination and distribution to support decision making throughout the life of the incident. It is essential to facilitate public information, continuity of government and essential services, emergency management support and coordination involving damage assessment, logistics and resource management, and public services. This objective is completed when the incident is stabilized and the support of information and coordination of response and recovery support activities are no longer needed. An incident after action report (AAR) of response and recovery functions and activities is an essential tool that will help evaluate the EOC operation activities to highlight strengths, as well as areas for improvement, so that corrective actions can be implemented to resolve capability gaps and shortcomings identified in the EOC incident operations.

CCEM maintains the public safety radios for the Chelan County Sheriff's Office and the CCEM EOC. The CCEM EOC has access to a cache of two-way hand-held radios that are programmed with all county frequencies as well as many of the neighboring counties' frequencies. CCEM also has a portable repeater system that can be utilized in some of the areas that have poor radio reception, or where a repeater has been damaged. The radios also contain the common state frequencies and some federal (mainly US Forest Service) frequencies.

OSCCR: Primarily used by public safety agencies, "on-scene" at an event/incident for command and coordination of activities between agencies. OSCCR can only be employed in the simplex mode via mobile and/or handheld equipment.

SAR: Primarily used by Search and Rescue organizations for coordinating operations between SAR units. Can only be employed in the simplex mode, via mobile and/or handheld equipment.

REDNET: Primarily used by fire departments and districts for on-scene fire operations.

NLEEC: Primarily used by law enforcement agencies for mutual operations. Also used by EMD for activation of the Emergency Alert System (EAS) relay network. This frequency is not currently in the pre-programmed Chelan County portable radios.

HEAR: Primarily used by ambulance services for administrative communications with hospitals.

During localized emergency situations, a mobile Command Post may be utilized to establish communications from agencies involved at the scene. In more extreme circumstances, the mobile Command Post may also be used to link field units with the decision makers stationed at the Emergency Operations Center. The CCSO EM Mobile Command Trailer-Search and Rescue Trailer is equipped with (2) 50-watt two-way public agency radios on whip antennas, and a mast antenna; a cache of Family Radio Service radios; along with response gear for Search and Rescue.



Appendix A – Communications (ESF 2)

The Chelan County Volunteer Search and Rescue (CCVSAR) Mobile Command Post (MCP) is a 4-wheel drive F350 capable of going most locations in the county; communications equipment includes multiple 100-watt two-way public agency radios on whip antennas or mast antenna; amateur radio VHF, UHF Digital DMR radio, Wi-Fi, APRS (vehicle tracking and messaging), WinLink (email over radio), Cell phone booster, and 3 computer systems supporting mapping and documentation. Powered by shore power, battery bank or 4KW generator. Includes a cache of GPS, portable radios, and other SAR gear.

In times of emergency, Amateur Radio Services' volunteers may provide an additional local or state-wide communications network from their individual base and/ or mobile stations. The Radio Operators can provide two-way VHF, UHF and HF backup and auxiliary radio communications for first responders, hospitals, the EOC, other emergency and support agencies as well as shelters. A.R.E.S./R.A.C.E.S volunteers can provide communications services for extended care facilities, "at-risk" populations, and communication points for the public. These resources are deployed upon request of the agency or facility needing communication support and are coordinated with Chelan County EM/EOC. All hospitals in Chelan County have access to an amateur radio in their facility. This local capability provides an extra backup communication system at the Chelan County Emergency Operations Center if required.

The Washington Comprehensive Emergency Management Network (CEMNET) is also a critical communication network to local emergency management.

- State of WA EMD operates a statewide, very high frequency (VHF) low-band radio system as a primary backup communication link between the WA State EOC and local EOCs throughout the state. CEMNET is located in the Emergency Management Office and at RiverCom.
- CEMNET also serves as a link to:
 - WA State Dept. of Ecology
 - WA State Dept. of Health
 - University of WA Seismology Lab
 - National Weather Service
 - Harborview Medical Center
- WA EMD monitors the network on a 24-hr. basis for both routine and emergency traffic and responds accordingly.
- CEMNET is tested weekly by WA EMD.

Whole Community Involvement

The "Whole Community" approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations. Chelan County Emergency Management has identified and addressed the essential needs of children, those with access and functional needs, and the essential needs of household pets and service animals in disaster preparedness and planning.



Appendix A – Communications (ESF 2)

The Chelan County Emergency Management Annex to the CC CEMP has identified and addressed the “Whole Community” essential needs of children, those with access and functional needs, and the essential needs of household pets and service animals in disaster preparedness and planning.

The RiverCom 911 Communications Center Annex has several programs and services to address how LEP and AFN are integrated into its respective responsibilities for PSAP and other public telecommunications. RiverCom 911 utilizes a 24/7 on-demand interpreting service (Voiance) when receiving emergency calls to deal with language access issues. RiverCom works cooperatively with public safety agencies to provide them with equal access communication assistance and services. RiverCom also provides the public safety agencies with access to the Chelan/Douglas Regional Vulnerable Person’s Registry database. This database provides important information to provide on-site communications and determine the resources needed to provide for the special needs individuals and families of Chelan and Douglas County during the course of their duties and responsibilities.

The CCEM Appendix C - Limited English Proficiency (LEP) Response Plan Appendix describes a variety of programs and services to provide communication access and assistance to LEP and AFN individuals during emergency response and recovery activities.

Direction, Control, & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted in Chelan County. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

Emergency Communications Preparedness Activities

Chelan County EM encourages and promotes mutual aid and cooperation between local jurisdictions and agencies. These agencies and organizations are encouraged to participate in a variety of inter-agency preparedness training and exercises to test and evaluate emergency operations communication equipment, plans and operational coordination. Other emergency preparedness activities that support communications include:

- Test all communications and warning equipment to ensure workability and readiness of the equipment.
- Develop and maintain back-up systems, including back-up power supply capabilities.
- Protect emergency communications and warning equipment from hazards and Electro Magnetic Pulse (EMP) to the extent practical.



Appendix A – Communications (ESF 2)

CCEM also promotes the common practice of performing after action reports (AARs) and improvement plans following training exercises and real-world incidents to review and evaluate the effectiveness of operational communication plans, systems, interoperability and operational coordination. AARs are used to address challenges associated with communication efforts and develop improvement plans with recommendations to address challenges and list the resources and/or training that is needed to address challenges. Evaluating capabilities and improvement planning are essential for emergency communications preparedness.

Emergency Communications Recovery Activities

CCEM encourages public safety agencies to participate in the coordination of emergency communications through the recovery phase of incidents.

- Continue to utilize primary and alternate communication and warning systems to coordinate recovery activities. The PIO will continue to be responsible for the coordination and dissemination of recovery information, such as when it is safe for people to return to their homes and businesses.
- All agencies and departments will return to normal operations when no longer needed, or when normal systems and facilities are restored. Demobilization of communication and warning resources will be coordinated through the Chelan County EOC.
- Check communication equipment and make necessary repairs. Provide information about damages field units observe to the EOC or other established point of contact with Emergency Management.
- Involved agencies and departments will assist the EMD in preparing after-action reports regarding telecommunications and warning.



A1: Public Alerts & Warnings

Purpose

The purpose of this Appendix is to provide guidelines for communicating accurate, accessible, and timely information and instruction to the public and various stakeholders using all available communications media prior to, during, and immediately following an emergency or disaster.

Core Capabilities

The primary Response Core Capability for this Appendix is Public Information and Warning.

Primary Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.

The CCEM role to provide initial public alerts and notifications, in both English and Spanish, to the affected segments of the community continues throughout the life of the incident. CCEM also supports the following Core Capabilities by providing updated incident alerts and information concerning evacuations, shelters, and other public health and safety information and services.

Support Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.
Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Mass Care Services	Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.



A1: Public Alerts & Warnings

Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Public Health, Healthcare, & Emergency Medical Services	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support and products to all affected populations.

Policies

Authorities

- The Chelan County Board of Commissioners is the legislative authority of Chelan County responsible for policy actions or decisions during an emergency or disaster, within the scope of their powers.
- The legislative authority of each city (Mayors / City Councils) is responsible for policy actions or decisions during an emergency or disaster, within the scope of their powers.

National Incident Management System

- ESF 15 uses the Joint Information System construct to facilitate the development, coordination, and dissemination of emergency public information with other participating organizations through all phases of an emergency response and recovery.
- Depending on the size, scope, and / or complexity of an incident the ESF Lead (PIO) will help establish a Joint Information Center either near the EOC or near the scene of an emergency or disaster.

FEMA Manual 1550.2 National Warning System (NAWAS) (March 30, 2001)

[RCW 38.52.070 \(2017 revision\)](#)

Communication Plans Required to Address Limited English Proficient (LEP) Individuals during public notifications and alerting.

Chelan County Sheriff’s Office Policy Manual

Policy 317.2: Public Alerts

Public alerts may be employed using the Emergency Alert System (EAS), local radio, television and press organizations and other groups to notify the public of incidents, or enlist the aid of the public, when the exchange of information may enhance the safety of the community. Various types of alerts may be available based upon each situation and the alert system’s individual criteria.



A1: Public Alerts & Warnings

Policy 331.2: Limited English Proficiency Services

It is the policy of the Chelan County Sheriff's Office to reasonably ensure that LEP individuals have meaningful access to law enforcement services, programs and activities, while not imposing undue burdens on its members.

The Department will not discriminate against or deny any individual access to services, rights or programs based upon national origin or any other protected interest or right.

Policy 332.2: Communications with Persons with Disabilities

It is the policy of the Chelan County Sheriff's Office to reasonably ensure that people with disabilities, including victims, witnesses, suspects and arrestees have equal access to law enforcement services, programs and activities. Members must make efforts to communicate effectively with individuals with disabilities.

The Department will not discriminate against or deny any individual access to services, rights or programs based upon disabilities.

Situation Overview

Natural hazards, as well as other emergencies and disasters, pandemics or mass fatality emergencies can occur at any time, causing significant loss of life, as well as damage to the infrastructure and loss of essential services. Every reasonable effort to provide emergency alerts and warnings to the public in both English and Spanish will be made in a timely manner. However, resources and communication systems may become overwhelmed by the magnitude of an incident and its impacts.

Concept of Operations

Upon notification of an incident, Chelan County Emergency Management (CCEM) will alert and notify the appropriate emergency management staff and officials, activate the EOC, and implement the Chelan County Comprehensive Emergency Management Plan (CEMP). CCEM will support the Incident Commander by activating public information alerts and notifications. RiverCom and CCEM utilize the "Alert Sense Notification System" to supply emergency alerts, notifications, and other critical information to the general public and public safety agencies.

While most of the initial public alerts and notifications to the public are provided by the RiverCom Communication Center, Chelan County Emergency Management's operational objective of public information alerts and notifications, in both English and Spanish, includes assistance to RiverCom through follow-up or additional public alerts and notifications when RiverCom is overwhelmed with callers and dispatch for responding agencies. CCEM has all Alert Sense Notification System public alert and warning system capabilities to provide the affected segments of the community with critical lifesaving and life-sustaining information, by a variety of means, to aid the public to take protective actions.



A1: Public Alerts & Warnings

Alert and Warning information and notifications provided to the public should offer information on the current situation, provide clear and actionable guidance, and be culturally and linguistically appropriate, to the maximum extent possible, under the circumstances. Additional considerations should be given to provide information to the LEP population regarding evacuations and reentry, mass care services, and issues that affect public health.

This objective continues throughout the life of the incident as emergency management provides updated incident alerts and information concerning evacuations, shelters, and other public health and safety information and services. The successful outcome of this objective is completed when the incident is stabilized and public health and safety notifications and information is no longer needed to provide actionable guidance concerning public services and assistance related to the incident response and recovery.

Multiple Methods and Media for Public Alerts and Notifications

Redundancy is key when conducting alerts and notifications. There is potential for some residents to not receive one type of alert, but they may be in a position to receive another form of notification. Having multiple alerting options in place to notify the public mitigates the potential for some residents being left uninformed and unaware of the danger.

CCEM trained **Public Information Officer (PIO)**, in coordination with the Incident Command PIO and Chelan County PIO, will provide accurate, accessible, and timely information and instruction to the public and various stakeholders during and following an emergency incident. In a major emergency incident or disaster, the Chelan County PIO will be the liaison with the ICS PIO and other Federal and State agency PIO's or established Joint Information Center (JIC). All public alerts and notifications and other public safety information provided and coordinated through Chelan County public information officers during an emergency incident impacting municipalities, communities or other populated areas, will be provided in both English and Spanish.

The **CCEM Website** Home Page provides a quick link to Active Emergencies for the most current emergency information about the emergency, including public safety notifications and evacuation information. It also provides a Google Translate service link (At the upper right top of the screen) to quickly translate the information to Spanish.

<https://www.co.chelan.wa.us/emergency-management>

The **Chelan County Emergency Management Facebook** page is also updated when new information is made available on current emergencies. <https://www.facebook.com/CCSOEM/>

During wildfire evacuations and other types of critical life safety notifications, **door-to-door notifications** are highly recommended. At residences where no one is present should be posted with an evacuation notification sheet (English and Spanish sided) and logged as well.



A1: Public Alerts & Warnings

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public, including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

The CCEM Annex to the CC CEMP has identified and addressed the “Whole Community” essential needs of children, those with access and functional needs, and the essential needs of household pets and service animals in disaster preparedness and planning. The CCEM Appendix C – Limited English Proficiency (LEP) Response Plan describes a variety of programs and services to provide communication access and assistance to LEP and AFN individuals during emergency response and recovery activities.

Organization

RiverCom and CCEM utilize the “Alert Sense Notification System” to supply emergency alerts, notifications, and other critical information to the general public and public safety agencies.

The Integrated Public Alert and Warning System (*IPAWS*) program was created by the Federal Emergency Management Agency (*FEMA*). The following diagram illustrates how local alerting authorities (RiverCom and CCEM) use Alert Sense to supply emergency alerts, notifications, and other critical information to the general public in both English and Spanish.

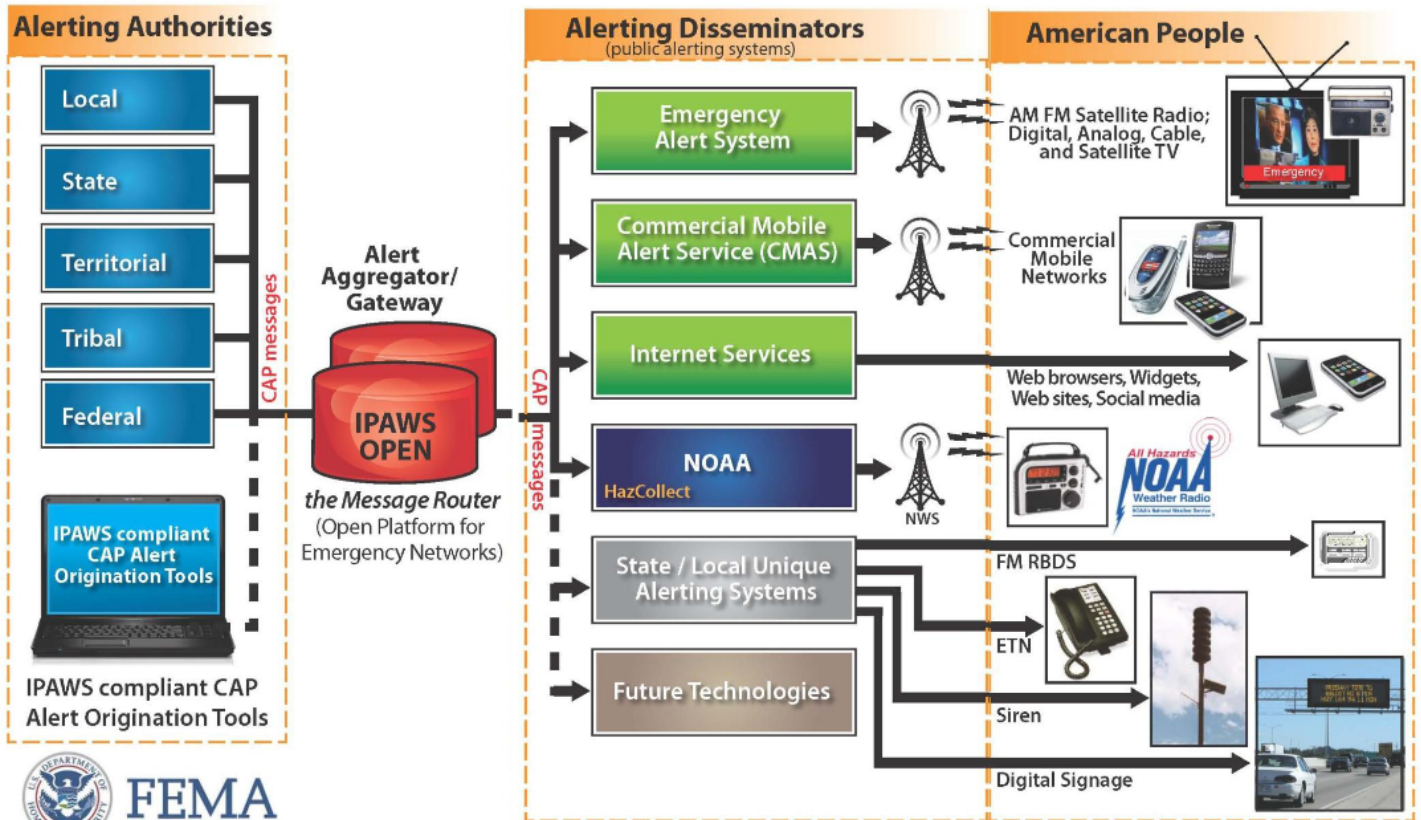
The Alert Sense Notification System (a software interface program) allows RiverCom and CCEM to create IPAWS compliant Common Alerting Protocol (CAP) messages that use the IPAWS OPEN (open platform for Emergency Networks) for dissemination to the public via the Emergency Alert System (EAS) Wireless Emergency Alerts (WEA), and other communication pathways.



A1: Public Alerts & Warnings

IPAWS Architecture

Standards based alert message protocols, authenticated alert message senders, shared, trusted access & distribution networks, alerts delivered to more public interface devices



The Alert Sense Notification System is a secure, software platform - mass notification system - that includes the following alert systems:

- **IPAWS** (Federal Warning System) **Alerts:** Reach all the cellphone users, including unregistered visitors, in the impact area through Wireless Emergency Alerts (WEA).
- **Emergency Alert System (EAS)** Broadcasts deliver emergency alerts through Radio and TV networks.
- **Wireless Emergency Alerts (WEA)** - Emergency alerts through text messages can be delivered to all cell phones held by residents and visitors physically located in the alert area. Cellphone users receive alerts with no pre-registration required.



A1: Public Alerts & Warnings

- **Geo-targeted reverse 911:** Voice Alerts to residents and businesses through map-based selection. CCEM can utilize the Alert Sense’s GIS tools to select recipients in a geographic area by drawing polygons, circle, freehand line with multiple buffer zones, include/exclude circle and flexible square frame. They have the ability to search by address, landmark, contact location, street segments, city, zip code, and Latitude/Longitude.

- **Subscriber Alerts:** Notify public subscribers through their preferred contact method, including text, mobile app, email or voice call.

Information Collection, Analysis & Dissemination

Many Essential Elements of Information (EEIs) are identified in the CEMP’s CCEM and other support Annexes. EEIs specific to public alerts and notifications to the Whole Community include:

Information Collection	Information Analysis	Dissemination
<p>Communications Infrastructure</p> <ul style="list-style-type: none"> • Status of RiverCom telecommunications, alerting and radio capabilities • Status of CCEM EOC communication capabilities • Alert, Warnings, Messages • Status of the emergency alert system (e.g. TV, radio, cable, cell) • Status of public safety radio communications • Dispatch - Status of phone infrastructure and emergency line 	<p>Infrastructure</p> <ul style="list-style-type: none"> • Options for dissemination of information to the Whole Community • Need for Regional and State communication assistance • Alert, Warnings, Messages • Options for dissemination of information to the Whole Community 	<p>Infrastructure</p> <ul style="list-style-type: none"> • Request Regional and State communication assistance • Whole Community • Alert, Warnings, Messages • Disseminate alerts and notifications through multiple methods



A1: Public Alerts & Warnings

<p>Transportation Infrastructure</p> <ul style="list-style-type: none"> • Status of major roads and highways <p>Evacuations</p> <ul style="list-style-type: none"> • Evacuation orders • Location of Shelters • Evacuation routes 	<p>Evacuations</p> <ul style="list-style-type: none"> • Determine dissemination methods and scope for Whole Community 	<p>Evacuations</p> <ul style="list-style-type: none"> • Pre-Scripted Health and Safety messages • Provide multiple methods of alerts and notifications
<p>Food, Water, Sheltering</p> <ul style="list-style-type: none"> • Risk to responders and evacuees • Food, water, shelter availability 	<p>Determine dissemination methods and scope for Whole Community</p>	<p>Whole Community</p> <ul style="list-style-type: none"> • Alert system messaging • All forms of media • Social Media • COAD Agencies
<p>Health and Medical Public Health</p> <ul style="list-style-type: none"> • Public health advisories 	<ul style="list-style-type: none"> • C/D Health District public health advisories • Determine dissemination methods and scope for Whole Community 	<p>Whole Community</p> <ul style="list-style-type: none"> • Pre-Scripted Health and Safety messages • Provide multiple methods of alerts and notifications
<p>Hazardous Materials Facilities</p> <ul style="list-style-type: none"> • Reported or suspected hazardous material/toxic release incidents 	<p>Determine appropriate life safety and/or protective measures (Evacuation or sheltering in place)</p>	<p>Whole Community</p> <ul style="list-style-type: none"> • Pre-Scripted Health and Safety messages • Provide multiple methods of alerts and notifications

References and Supporting Guidance

See the **CCEM Annex** and the **CCEM Appendix C – Limited English Proficiency (LEP) Response Plan** for specific Activities and Actions that are important responsibilities and functions of CCEM concerning Public Alerts, Warning and Notification.



A2: Public Safety Radio

Purpose

CCEM is a vital public safety communication agency that provides and facilitates the effective operational communications and coordination between the CCEM Emergency Operation Center (EOC) and other public safety agencies for response during emergency or disaster operations.

This CCEM Appendix describes the public safety radio capabilities of the CCSO and CCEM to provide and maintain communication capabilities necessary to meet the operational requirements of the county in responding to, and recovering from, emergencies and disasters.

Core Capabilities

The primary Response Core Capability for this Appendix is Operational Communications

Primary Core Capabilities	
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.

The following support Core Capabilities are also important to provide and maintain public safety radio capabilities necessary to meet the operational requirements of the County.

Support Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.

Policies

FCC Code of Federal Regulations (CFR) 47-Part 90

RACES was primarily created to provide emergency communications for civil defense preparedness agencies and is governed in the Code of Federal Regulations (CFR) Title 47, part 97, Subpart E, Section 97.407.

FEMA Manual 1550.2 March 30, 2001, National Warning System (NAWAS)

RCW 38.52 and WAC 118.04



A2: Public Safety Radio

When deployed, both RACES and ARES Operators will be registered as emergency workers in accordance with RCW 38.52 and WAC 118.04. The use of RACES, or ARES, should follow the code as outlined in RCW 38.52 and WAC 118.04 for both missions and training.

[RCW 38.52.070 \(2017 revision\)](#)

Communication Plans Required to Address Limited English Proficient (LEP) Individuals during public notifications and alerting

Situation Overview

Emergency/Disaster Conditions

- Chelan County is vulnerable to a variety of emergency or disaster events.
- The sudden and unexpected nature of a catastrophic event will result in numerous requests from many agencies and all levels of government for services required to save lives, protect property, and preserve the environment.
- The operational and communications coordination for incident management response and recovery requires reliable and sustainable radio communications to perform the assigned functions effectively and safely.
- The Chelan County EM/EOC staff, city and county government, and all emergency and support agencies will have a critical need for accurate and timely information on which to base decisions and focus response actions. Widespread damage to commercial telecommunications' facilities is possible. At a time when the need for real-time, electronically processed information is greatest, the capability to produce it may be restricted or non-existent. All available telecommunication assets and mobile radio communications of the various agencies and local government will be needed immediately to assure proper response to the needs of the victims.

Planning Assumptions

- RiverCom operates and maintains a two-county public safety radio system comprised of nineteen (19) radio sites throughout Chelan and Douglas counties. RiverCom has back up power sources that are capable of approximately two weeks of operation.
- Public Safety responding agencies have their own communications equipment.
- There is communication coverage for the entire county through a system of repeaters and base stations.
- There are identified frequencies that will be used for primary direction and control.
- Weather and other factors may impair the ability to deploy mobile or transportable telecommunication equipment into the affected area.
- Conditions following the event will require careful consideration of areas or sites that may require communications support, such as staging areas, police and fire stations, water treatment facilities, shelters, alternate EOC locations, short- and long-term health care facilities, schools and daycare facilities, communication points for communities without telephone service and other critical areas.



A2: Public Safety Radio

Concept of Operations

Upon notification of an incident, Chelan County Emergency Management will alert and notify the appropriate emergency management staff and officials, activate the EOC, and implement the CEMP. CCEM will support the Incident Commander by establishing a liaison with other organizations and entities, and implement appropriate plan annexes and appendices to support response and recovery operations.

In the event of a major emergency or disaster occurring in the Chelan County area, effective use of the existing public safety radios and other government agencies communications resources is the first priority for support of emergency operations.

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

In a major disaster situation, the Chelan County Emergency Operations Center has a 24-hour emergency alerting and communications capability for contacting response personnel. Communications resources and their backup capabilities include two-way public agency radio networks; amateur radio VHF, HF and Winlink (email over radio); Chelan PUD radio; ACCESS; NAWAS telephone system; CEMNET (radio communications to WA ST EMD); VOIP telephone; cellular phone; satellite telephone; and a cache of GETS cards available in the event of an overload of the telephone system.

The Chelan County EOC has access to a cache of two-way hand-held radios that are programmed with all county frequencies as well as many of the neighboring counties' frequencies. The radios also contain the common state frequencies and some federal (mainly US Forest Service) frequencies.

OSCCR: Primarily used by public safety agencies, "on-scene" at an event/incident for command and coordination of activities between agencies. OSCCR can only be employed in the simplex mode via mobile and/or handheld equipment.

SAR: Primarily used by Search and Rescue organizations for coordinating operations between SAR units. Can only be employed in the simplex mode, via mobile and/or handheld equipment.

REDNET: Primarily used by fire departments and districts for on-scene fire operations.

NLEC: Primarily used by law enforcement agencies for mutual operations. Also used by EMD for activation of the Emergency Alert System (EAS) relay network. This frequency is currently pre-programmed in Chelan County portable radios.

HEAR: Primarily used by ambulance services for administrative communications with hospitals.



A2: Public Safety Radio

Chelan County Emergency Management Radios:

Each Deputy is assigned a Portable radio, and has a mobile in their assigned car. All CCSO non-patrol vehicles also have public service radios installed.

- CCSO EM also has a cache of two-way handheld Portable radios.
- CCSO offices have 100-watt base radios in current use; located at: Chelan, Leavenworth, Cashmere, and Wenatchee (2).
- Each Marine unit (boat) has both a Public Safety Radio and a Marine radio.

Radio Programming:

All CCSO radios are programmed identically, enabling any CCSO employee to pick up any radio and know where to find desired channels. The final bank of every radio has a County-wide Zone identical to all local first-responder agencies for Chelan & Douglas County mutual aid purposes. (See Radio Operations Guide-for programming information re: CCSO radios)

Radio Maintenance:

CCEM maintains the public safety radios for the Chelan County Sheriff's Office and the CCEM. CCSO performs an annual Periodic Maintenance and Inventory (PMI). During this process, all CCSO radios are tested for performance, adjusted or repaired as necessary and inventoried. Also, as radios fail, they are fixed or exchanged for working radios. The Emergency Management Specialist in charge of programming radios works in conjunction with the Chelan County Motor Pool and RaCom Communications to ensure radios are functioning correctly.

Chelan County Mobile Operations

During localized emergency situations, a mobile Command Post may be utilized to establish communications from agencies involved at the scene. In more extreme circumstances, the mobile Command Post may also be used to link field units with the decision makers stationed at the Emergency Operations Center.

- CCSO EM Mobile Command Trailer-Search and Rescue Trailer: Trailer equipped with (2) 50-watt two-way public agency radios on whip antennas, and a mast antenna; a cache of Family Radio Service radios; along with response gear for Search and Rescue.
- In addition to the communications ability by RiverCom, Chelan County Emergency Management may be able to provide immediate communication capabilities by utilizing the Chelan County Volunteer Search and Rescue (CCVSAR) Mobile Command Post (MCP) or portable repeater/radio setup.
- The CCVSAR MCP is 4-wheel drive F350 capable of going most locations in the county; communications equipment includes 2- 100-watt two-way public agency radios on whip antennas or mast antenna; amateur radio VHF, UHF Digital DMR radio, WiFi, APRS (vehicle tracking and messaging), WinLink (email over radio), Cell phone booster, and 2 computer systems supporting mapping and documentation. Powered by shore power, battery bank or 4KW generator. Includes a cache of GPS, portable radios, and other SAR gear.



A2: Public Safety Radio

CCEM Portable Base Radios and Repeater Systems

CCEM has portable base stations for emergency operations.

- Portable base radios-multiple 50 watt and 100-watt transportable two-way public agency mobile base radios that can be deployed to locations.

CCEM also has portable repeater systems that can be utilized in some of the areas that have poor radio reception, or where a repeater has been damaged.

- Portable repeaters- (1) 5-watt Bendex King portable repeater with solar panels programmed to channel SAR RPT, and (1) 100-watt Codan portable repeater with battery and solar panel programmed to channel TAC CP; deployable to hill/mountain tops to greater area coverage, or where a repeater has been damaged.

Amateur Radio Emergency Services / Radio Amateur Civil Emergency Services Volunteers

In times of emergency, Amateur Radio Volunteers may provide an additional local or state-wide communications network from their individual base mobile stations or EOC. The Radio Operators can provide two-way VHF, UHF and HF backup and auxiliary radio communications for first responders, hospitals, the EOC, other emergency and support agencies as well as shelters. **ARES/RACES** volunteers can provide communications services for extended care facilities, "at-risk" populations, and communication points for the public. These resources are deployed upon request of the agency or facility needing communication support and are coordinated with Chelan County EM/EOC. All hospitals in Chelan County have access to an amateur radio in their facility. This local capability provides an extra backup communication system at the Chelan County Emergency Operations Center if required.

- ARES/RACES Team: The Chelan-Douglas Amateur Radio Emergency Services/Radio Amateur Civil Emergency Services team currently includes 13 members all fully capable of deploying VHF and HF communications; utilizing portable handhelds, mobile radios and portable base stations. Pre-determined locations include Fire Stations around the county and Red Cross shelters. These members are also able to staff the Central Washington Hospital, Wenatchee Valley Clinic hospital, Lake Chelan Hospital and Cascade Medical Center Amateur Radios.

Functional Areas of Responsibility

Some functions of CCEM may include, but are not limited to, the following:

- Traditional Communications Mechanisms
- Ensuring Information Flow
- Establishing Lines of Communication
- Communications Systems
- Re-Establishing Communications Infrastructure



A2: Public Safety Radio

- Interoperable Communications Between Responders
- Communication Between Responders and the Affected Population
- Voice Communications
- Assessing Hazard Impacts

CCEM Public Safety Radio Critical Tasks

These Critical Task Identifiers are pre-assigned to each core capability based on Federal guidance documents. They are operationally focused tasks that are necessary to ensure success and execution of core capabilities.

Mission Area	Critical Task I.D.	Critical Task
Operational Communications		
Response	1	Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between local first responders.
Operational Coordination		
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Infrastructure Systems		
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.

Organization

The Sheriff is responsible for administering and managing the Chelan County Sheriff's Office (CCSO). There are five divisions in the Sheriff's Office:

- Administration Division
- Patrol Division
- Special Operations Division
- Investigation Division
- Records Division

Each CCSO Deputy is assigned a Portable radio, and has a mobile in their assigned car. All CCSO non-patrol vehicles also have public service radios installed.

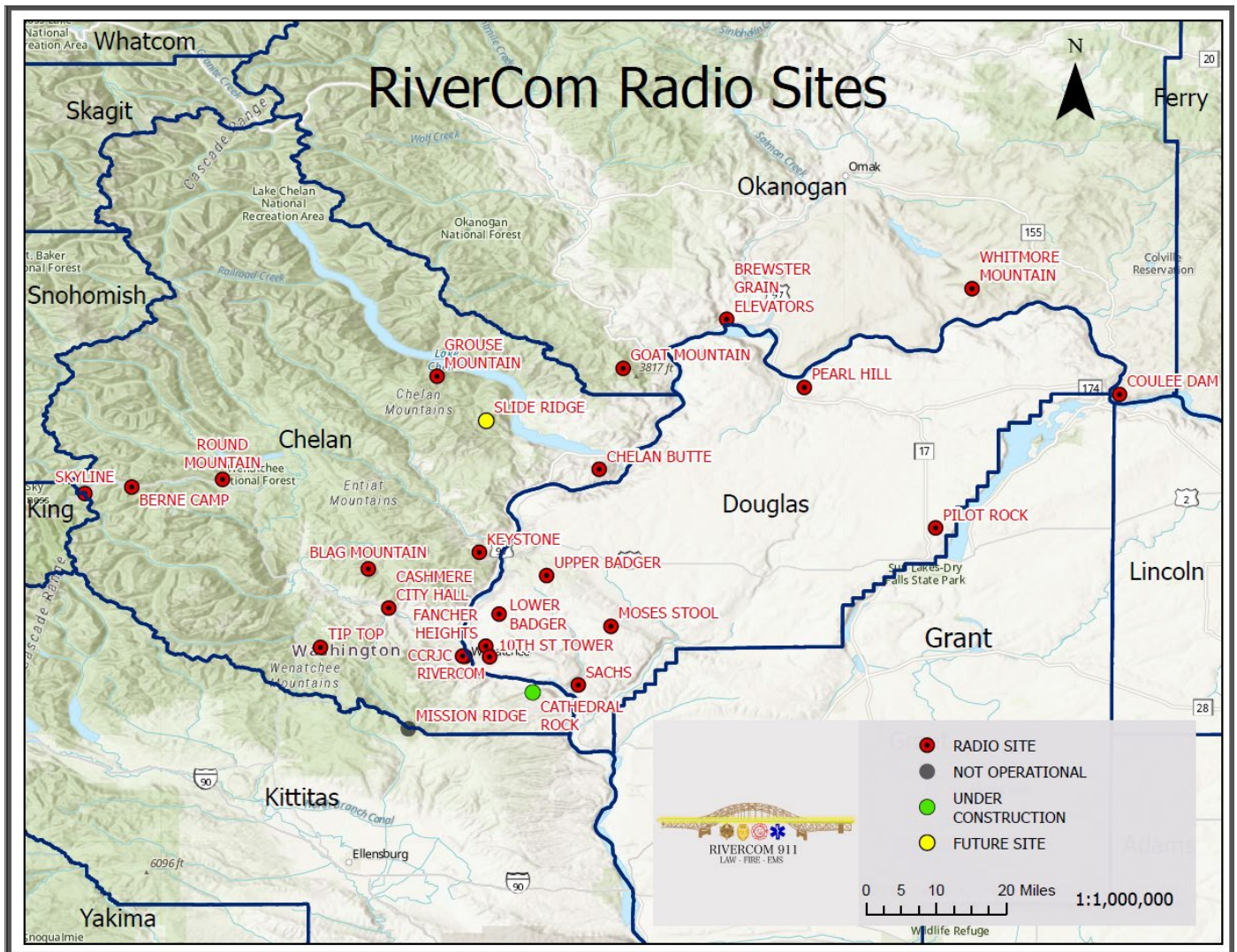
- CCSO EM also has a cache of two-way handheld Portable radios.
- CCSO offices have 100-watt base radios in current use; located at: Chelan, Leavenworth, Cashmere, and Wenatchee (2).
- Each Marine unit (boat) has both a Public Safety Radio and a Marine radio.



A2: Public Safety Radio

CCEM maintains the public safety radios for the Chelan County Sheriff’s Office and the CCEM. CCSO performs an annual Periodic Maintenance and Inventory (PMI). During this process, all CCSO radios are tested for performance, adjusted or repaired as necessary and inventoried. Also, as radios fail, they are fixed or exchanged for working radios. The Emergency Management Specialist in charge of programming radios works in conjunction with the Chelan County Motor Pool and RaCom Communications to ensure radios are functioning correctly.

The RiverCom 911 Communications Center is responsible for the mission-critical responsibility of maintaining the regional 911 communications infrastructure systems that covers a wide range of geographical features and terrain. RiverCom operates and maintains the two-county public safety radio system comprised of nineteen (19) radio sites throughout Chelan and Douglas counties. Compared to any other 911 agency operating in the state, RiverCom’s two-county radio system provides the largest expanse of coverage in Washington State.





A2: Public Safety Radio

Direction, Control, & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted in Chelan County. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

ICS establishes basic principles, practical tools, and a definitive structure for supporting communications needs during emergency response.

Public Safety Radio systems are used to facilitate and provide effective operational communications to gather and exchange incident information necessary for operational coordination and public safety during emergency or disaster operations.

Information Collection and Analysis

Situation Status Information	Potential hazards Current situations – location, impact, extent Other information needed for decision making
Operational Information	Information on incident regarding people, property, and status of emergency services Impact assessments: <ul style="list-style-type: none"> • Injuries and fatalities • Gather information on lifesaving needs including evacuation and search and rescue. • Critical infrastructure and property threatened, damaged, or lost • Determining the status of transportation, utilities, communication systems, and fuel and water supplies. • The status of police and fire stations, medical providers, water and sewage treatment facilities, and media outlets. • The risk of damage to the community (e.g., dams and levees, facilities producing or storing hazardous materials) from imminent hazards. • The number of individuals who have been displaced because of the event and the estimated extent of damage to their dwellings. • Agencies involved and numbers of units on the scene and responding. • Threats to responders and to the public • To determine alerts and notifications to provide credible and actionable messages to inform emergency services and the public
Resource Information	Analysis of information and planning for anticipated resources to support emergency response and damage assessment and recovery activities. <ul style="list-style-type: none"> • Used to develop situation reports (sit-reps) as an incident progresses.



A2: Public Safety Radio

Response Activities

Response Capability	Activity/Action
Operational Coordination	Traditional Communications Mechanisms
	Traditional communication includes radio communications. Multi-jurisdictional responses require organized coordination of all jurisdictions and disciplines interoperable radio communications
Operational Coordination	Ensuring Information Flow
	CCEM will maintain the EOC and the necessary equipment to serve as a point of contact for information collection, coordination and distribution.
Operational Coordination	Establishing Lines of Communication
	In a major disaster situation, the Chelan County Emergency Operations Center has a 24-hour emergency alerting and communications capability for contacting response personnel. Communications resources and their backup capabilities include two-way public agency radio networks.
Infrastructure Systems	Communication Systems
	CCEM has communication resources and backup to re-establish critical infrastructure within the areas effected by emergencies and disasters that can support ongoing emergency response operations
Operational Communications	Interoperable Communications Between Responders
	In a major disaster situation, the CCEM EOC has a 24-hour emergency alerting and communications capability for contacting response personnel.
Operational Communications	Communication Between Responders and the Affected Population
	The CCEM EOC will serve as a point of contact for information collection, coordination and distribution. It also has 24-hour emergency alerting and communications capability for contacting response personnel providing public information on response activities and public safety as necessary during major incidents.



A2: Public Safety Radio

Response Capability	Activity/Action
Operational Communications	<p data-bbox="776 386 1146 422" style="text-align: center;">Voice Communications</p> <p data-bbox="435 436 1466 506">Communications resources and their backup capabilities include: two-way public agency radio networks.</p>
Situational Assessment	<p data-bbox="743 527 1179 562" style="text-align: center;">Assessing Hazard Impacts</p>
	<p data-bbox="435 583 1474 825">The CCEM EOC will serve as a point of contact for information collection, to monitor hazard information, situation status information, operational information, resource information, and public information to analyze, coordinate and distribute to support decision-making that is critical to facilitate warning, public information, emergency response, disaster analysis, situation reports, resource management, damage assessment, and recovery operations and efforts.</p>

References and Supporting Guidance

- **ICS Form 205** – Incident Radio Communications Plan
- **Chelan County Sheriff’s Office – Radio Operations Guide 2020**
- **WA State Interoperability Plan**

WA Statewide Radio Frequencies

- **Law Enforcement Radio Network (LERN)** – 155.370 MHz is a common police radio frequency for statewide use by state and local law enforcement agencies during periods of local disaster, other emergencies, or operations requiring intra or inter agency coordination.
- **National Law Enforcement Network (NLEC)** – 155.475 MHz is a national law enforcement frequency available for use by police emergency communications networks operated under statewide law enforcement emergency communications plans. NLEC (155.475 MHz) has been licensed statewide by the Washington State Patrol. Only the Washington State Patrol (WSP) is authorized to license and operate base stations on 155.475 MHz. The Department of Emergency Management uses NLEC in times of emergency utilizing the WSP base stations.
- **On-Scene Command and Control Radio (OSCCR)** – 156.135 MHz is managed by the WA State Emergency Management Division (EMD) through a mutual planning agreement with the Association of Public-Safety Communications Officials (APCO) and Washington State Department of Transportation (WSDOT). Authorization to use OSCCR must be requested through EMD. This is a mutual aid channel to be used by the State and local public safety agencies at the scene of an incident using only mobiles and/or portable radios.



A2: Public Safety Radio

- **REDNET** – 153.830 MHz is managed by the Washington State Fire Chiefs Association. Authorization to use FIRECOM/REDNET must be requested through the association. This is a mutual aid channel which can be used by fire districts and departments for command, control, and coordination at the scene of an incident.
- **Department of Natural Resources (DNR) Common** – 151.415 MHz is managed by the Washington State Department of Natural Resources (DNR). Authorization to use DNR Common must be requested through the appropriate DNR region or division manager to the DNR Radio System manager. Washington State Parks & Recreation Commission, Department of Ecology (DOE), Washington State Department of Fish & Wildlife (WDFW), and US Forest Service are the primary users of the channel. Local jurisdiction authorization is usually only granted for use on an emergency basis primarily for mutual support between local fire districts and DNR.
- **Search and Rescue (SAR)** – 155.160 MHz is managed by the Washington State Emergency Management Division (EMD). Authorization to use SAR must be requested through EMD. This is a mutual aid channel to be used only when conducting search and rescue operations using only mobiles and portables



A3: Amateur Radio (ARES/RACES)

What is RACES?

Founded in 1952, the Radio Amateur Civil Emergency Service (RACES) is a public service provided by a reserve (volunteer) communications group within government agencies in times of extraordinary need. During periods of RACES activation, certified unpaid personnel are called upon to perform many tasks for the government agencies they serve. Although the exact nature of each activation will be different, the common thread is communications. The Federal Communications Commission (FCC) is responsible for the regulation of RACES operations. RACES is administered by the local, county, or state agency responsible for disaster services.

Introduction

RACES is a special part of the amateur operation sponsored by the Federal Emergency Management Agency (FEMA). RACES was primarily created to provide emergency communications for civil defense preparedness agencies and is governed in the Code of Federal Regulations (CFR) Title 47, part 97, Subpart E, Section 97.407. Today, as in the past, RACES is employed during a variety of emergency situations where normal governmental communications systems have sustained damage, or when additional communications are required or desired. Situations where RACES can be used include, but are not limited: natural disasters, technological disasters, terrorist incidents, civil disorder, and CBRNE incidents.

RACES is an organization of dedicated licensed amateur radio volunteers who provide radio communication in support of state and local government agencies during times of an emergency. RACES provides essential communications and warning links to supplement state and local government assets during these emergencies.

The Amateur Radio Emergency Services (ARES) in the American Radio Relay League's (ARRL) public service arm for providing and supporting emergency communications, where needed, when an emergency strikes. For purposes within this plan, ARES organizations are identified as primarily providing support for non-government agencies during an emergency. ARES organizations/ operators, during emergencies, may be used if RACES resources are depleted or do not exist. If called upon to support government needs the ARES organization will be considered as operating under RACES.

When deployed, both RACES and ARES Operators, will be registered as emergency workers in accordance with RCW 38.52 and WAC 118.04. The use of RACES, or ARES, should follow the code as outlined in RCW 38.52 and WAC 118.04 for both missions and training.

Scope

This plan provides guidance for the Radio Amateur Civil Emergency Service (RACES) to support local government officials during certain emergency conditions.



A3: Amateur Radio (ARES/RACES)

Purpose

This plan is intended to provide coordination between the Chelan County Department of Emergency Management and the Chelan/ Douglas County RACES Group. Maximum benefits from a RACES organization can be obtained only through careful planning which identifies the organizations, agencies, and individuals concerned and assigns a definitive role to each. This plan enables agencies and organizations having emergency responsibilities to include the RACES organization in local emergency plans and programs.

Operations

Under this plan, the Emergency Management Director, or designee, is empowered to request the use of available volunteer communications facilities and personnel. Acceptance of, or participation in, this plan shall not be deemed as a relinquishment of license control, and shall not be deemed to prohibit an amateur radio service license or broadcast license from exercising independent discretion and responsibility in any given situation under the terms of its license.

Authority

Code of Federal Regulations (CFR) Title 47, part 97, Subpart E, Section 97.407.

FEMA Civil Preparedness Guide (CPG) 1-15, dated March 1991, titled: Guidance for Radio Amateur Civil Emergency Service

Communications Act of 1934, Section 606, as amended

Executive Order 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions

FCC Rules and Regulations Part 97 Amateur Radio Service, Subpart E (regarding emergency communications)

Identification

The methods used to identify a RACES member and key personnel during a communications support operation are:

- Emergency Worker Identification Card
- Employee Identification Card
- Personal Acquaintance



A3: Amateur Radio (ARES/RACES)

Emergency Implementation Procedures

Emergency Management Representative

Upon notification, or determination, of an emergency requiring the activation of the Chelan/ Douglas County RACES Group, the designated Emergency Management Representative will contact the RACES Point of Contact (POC). When contact is made between the parties, the following information will be relayed from the Emergency Management Representative to the RACES POC:

- Identify Representative calling
- Identify the need for activation of RACES
- Identify the type, scope, and location of incident
- Identify preliminary communication needs
- Identify Incident Command Post (ICP) location and RACES Liaison at ICP
- Identify preferred means of communications between RACES Liaison and RACES POC
- Confirm all information has been accurately relayed

RACES Point of Contact (POC)

Upon request of Chelan County Emergency Management, the RACES POC will begin the notification process to acquire the needed resources and personnel. The notification process will be executed by means of a SMS Group text.

The following information shall be relayed to those responding:

- Identify type, scope, and location of incident
- Identify what is needed from the contacted person
- Identify the contacted person's job, if they are available
- Identify the frequency/ radio system the RACES Control Net will operate on

The RACES Control Net should be established as soon as possible through coordination with Chelan County Emergency Management.

Non-Urgent Implementation Procedures

This procedure is to be used for planned events where RACES will be used. Prior to the event the RACES POC will meet with the necessary participants for the upcoming event. They will jointly develop a written communications plan outlining the communications needs. A new plan should be developed for each event on an individual basis. Once the plan is developed, it shall be presented at the monthly RACES meeting preceding the event. At this time assignments will be made for the participants.



A3: Amateur Radio (ARES/RACES)

Training Mission Procedures

When the Chelan/ Douglas RACES Group conducts training they shall do so in coordination with Chelan County Emergency Management. The Emergency Management RACES Liaison, or an Emergency Management Specialist will complete a Training Mission Request Form (emd-079) and forward it to Washington State Emergency Management Division. This will provide a mission training number so RACES members are covered as emergency workers while participating in the drill.

Pre-Identified Communication Post Locations

Valley Zone

Wenatchee:

Emergency Services Building – 206A Easy Street, Wenatchee, WA 98801
Covers Wenatchee Valley and serves as Primary RACES Communications Post.

North Zone

Chelan:

Chelan County Fire District #7, Station 1 – 232 E. Wapato
Covers South Shore, City of Chelan and Chelan Falls.

Manson:

Chelan County Fire District #5, Station 2 –
Covers North Shore and 25 Mile.

Entiat:

Not Identified
Covers Town of Entiat and Entiat River Valley.

West Zone

Dryden:

Not Identified
Covers West with redundancy into Leavenworth and Wenatchee. Primary Coverage up Blewett Pass.

Leavenworth:

Chelan County Fire District #3 – 228 Chumstick Road
Covers City of Leavenworth, Icicle Drainage, and Chumstick Drainage.



A3: Amateur Radio (ARES/RACES)

Ponderosa:

Chelan County Fire District #4 – 21300 Cayuse St.
Covers Plain, Chiwawa Drainage, and Fish Lake.

Lake Wenatchee:

Not Identified
Covers Lake Wenatchee.

Communication Post Pre Plans

Pre-Identified Communications Posts will be developed using the Communication Post Pre Plan Form. This identifies the capability of the building and pre determines equipment and antenna locations in a non-emergency setting. Each Pre-Identified Communications Post will have a pre plan completed that identifies all components of the pre plan form. This should be completed in as much detail as possible to identify equipment and antenna needs along with placement and capacity. When the pre plan is completed, it shall be attached to this plan and the update distributed to necessary parties.

Emergency Worker Procedures

To provide coverage for RACES volunteers working in Chelan County, the Emergency Worker System will be utilized. Volunteers operating as registered Emergency Workers in Washington State on an incident that has been assigned a state incident number, are entitled for coverage on injuries and incidental costs. To ensure this coverage, each RACES member must be registered as an Emergency Worker in Chelan County. It is preferable to register by completing an Emergency Worker Registration Application and a Chelan/Douglas County RACES Application and returning it to Chelan County Emergency Management prior to any incidents. In the case of needing additional help during an incident, additional people can be registered at that time by following the procedure outlined in WAC 118.04.

Upon registering as an Emergency Worker, RACES members will be issued an Emergency Worker Identification Card. This card must be carried while operating as an emergency worker.

In order to be covered under WAC 118.04, each Emergency Worker must be recorded on an RACES Roster. This roster must be submitted at the end of the incident to Washington State Emergency Management Division to ensure coverage of the Emergency Workers.

Coverage is available for Emergency Workers while on approved training exercises. To receive this, Chelan County Emergency Management must submit a Training Mission Request From (emd-079) to Washington State Emergency Management Division. Upon completion of an approved exercise, a roster shall be sent to Washington State Emergency Management Division documenting who participated in the exercise.



A3: Amateur Radio (ARES/RACES)

Local Deployment Levels

The following facilities/units will be activated based on the respective Operations Levels. This level is determined by the scale of the incident in coordination with Washington State.

Operations Level 1 (OPS 1)

Washington State EOC
Chelan County EOC
Other Government Agencies

Operations Level 2 (OPS 2)

Washington State EOC
Chelan County EOC
Wenatchee EOC
County Departments/Districts/Command Posts

Operations Level 3 (OPS 3)

Washington State EOC
Chelan County EOC
Wenatchee EOC
County Departments/Districts/Command Posts
Field Deployed Units



Appendix B
Identified Amateur Radio Frequencies

Name	RX	RX PL	TX	TX PL	Comment
Washington State CMD 1 Net Frequencies					
Wa. State Primary	3.985		3.985		Initial Check In/ Emerg. Traffic
Wa. State Alt	7.245		7.245		Alternate Net Frequency
HF Packet	3.624		3.624		HF Packet Net (Pactor)
State RACES	145.37		145.37	136.5	Primary
State RACES	145.47		144.87		Olympia Rpt
State RACES	146.8		1146.2		Olympia Rpt
State RACES	145.15		144.55		Olympia Rpt
State RACES	147.06		147.66		Baw Faw Rpt
State RACES	224.6				Olympia Rpt
State RACES	444.275		449.275		Olympia Rpt
State RACES	444.45		449.45		Olympia Rpt
State RACES	145.630				ELYSSA Packet Node
					Packet Alternate SMTN
State APRS	144.390		144.390		APRS
Echolink	445.825		Simplex/UHF		W7EMD-L, Node 43173
					W7EMD, SysOp RACES Radio, Room Node 28180
Other HF Nets					
Interstate	5.330.5		5.330.5		Regional Interstate Coord
Montana/ Oregon	5.346.5		5.346.5		Montana/ Oregon
Idaho	5.357		5.357		Idaho
National/ International	5.403.5		5.403.5		National/ International
Chelan County Ops 2					
Wa. State Primary	3.985		3.985		Initial Check in
Wa. State Alternate	7.245		7.245		Continuous Monitor
Chelan County Primary					Continuous Monitor – EOC Link
Chelan County HF 1	29.600		29.600		10m option General Class
Chelan County HF 2	29.500		29.500		10m option General Class



A3: Amateur Radio (ARES/RACES)

Chelan County Ops 3			
Wa. State Primary	3.985	3.985	Initial Check in
Wa. State Alternate	7.245	7.245	Continuous Monitor
Chelan County Primary			Continuous Monitor – EOC Link
Chelan County HF 1	29.600	29.600	10m option General Class
Chelan County HF 2	29.500	29.500	10m option General Class
Chelan County-Grant County Link	444.750	444.750	100.0 Link to Beezly-Larry’s repeater
Valley Zone			
Chelan County Primary			Continuous Monitor – EOC Link
Valley Primary	146.68	146.08	156.7
Valley Secondary	146.78	146.18	156.7
Valley Simplex 1	146.45	146.45	Intra Zone Communications
Valley Simplex 2	147.43	147.43	Intra Zone Communications
North Zone			
Chelan County Primary			Continuous Monitor – EOC Link
North Primary	147.10	147.70	100
North Secondary	444.525	449.525	94.8
North Simplex 1	146.45	146.45	Intra Zone Communications
North Simplex 2	147.43	147.43	Intra Zone Communications
West Zone			
Chelan County Primary			Continuous Monitor – EOC Link
West Primary	146.68	146.08	156.7
West Secondary	146.78	146.18	156.7
West Simplex 1	146.45	146.45	Intra Zone Communications
West Simplex 2	147.43	147.43	Intra Zone Communications



Appendix B: External Affairs (ESF 15)

PRIMARY AGENCIES: Chelan County Emergency Management
Public Information Officer
Chelan County Commissioners
Mayors

SUPPORT AGENCIES: Public Broadcasting
KPQ (Emergency Alert System Hub)
KOHO (Alert Sense Emergency Notifications)
KOZI (Alert Sense Emergency Notifications)
KWLN (La Nueva – Alert Sense Notifications)
La Grande (Alert Sense)
NOAA National Weather Service
American Red Cross
The Salvation Army

INTRODUCTION

Purpose

The purpose of this Emergency Support Function (ESF) is to provide guidelines for communicating accurate, accessible, and timely information and instruction to the public and various stakeholders using all available communications media prior to, during, and immediately following an emergency or disaster.

Scope

Emergency public information actions before, during and after any emergency will be determined by the severity of the emergency or potential emergency.

A significant emergency public information response could involve personnel from all jurisdictions, organizations, and agencies within the County operating within a construct known as the Joint Information System. See CCEM Appendix B1 – Joint Information Center Operations.

Chelan County Emergency Management (CCEM) also provides emergency public information to the County's Limited English Proficiency (LEP) population, and takes reasonable steps to ensure access to vital public health and safety information and services to the LEP population. See CCEM Appendix C – Limited English Proficiency (LEP) Response Plan.



Appendix B: External Affairs (ESF 15)

CORE CAPABILITIES

Public Information and Warning is the focus and Primary Core Capability of Response of this CCEM Appendix. CCEM has a significant role and resources to provide public information and notices to during emergency and disaster incidents.

Primary Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard and, as appropriate, the actions being taken, and the assistance being made available.

The CCEM role to provide initial public alerts and notifications, in both English and Spanish, to the affected segments of the community continues throughout the life of the incident. CCEM also supports the following Core Capabilities by providing updated incident alerts and information concerning evacuations, shelters, and other public health and safety information and services.

Support Core Capabilities	
Planning	Conduct a systematic process engaging the Whole Community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.



Appendix B: External Affairs (ESF 15)

Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Mass Care Services	Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Public Health, Healthcare, & Emergency Medical Services	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support and products to all affected populations.

POLICIES

Authorities

The Chelan County Board of Commissioners is the legislative authority of Chelan County responsible for policy actions or decisions during an emergency or disaster, within the scope of their powers.

The legislative authority of each city (Mayors / City Councils) is responsible for policy actions or decisions during an emergency or disaster, within the scope of their powers.

National Incident Management System

ESF 15 uses the Joint Information System construct to facilitate the development, coordination, and dissemination of emergency public information with other participating organizations through all phases of an emergency response and recovery.

Depending on the size, scope, and / or complexity of an incident the ESF Lead (PIO) will help establish a Joint Information Center either near the EOC or near the scene of an emergency or disaster.

Limited English Proficiency and Special Needs Populations

Limited English and Special Needs Populations Messaging activities will include outreach to limited English proficient populations, and to those with disabilities, functional and access needs within the affected areas.



Appendix B: External Affairs (ESF 15)

Chelan County Sheriff's Office Policy Manual

Policy 317.2: Public Alerts

Public alerts may be employed using the Emergency Alert System (EAS), local radio, television and press organizations and other groups to notify the public of incidents, or enlist the aid of the public, when the exchange of information may enhance the safety of the community. Various types of alerts may be available based upon each situation and the alert system's individual criteria.

Policy 331.2: Limited English Proficiency Services

It is the policy of the Chelan County Sheriff's Office to reasonably ensure that LEP individuals have meaningful access to law enforcement services, programs and activities, while not imposing undue burdens on its members.

The Department will not discriminate against or deny any individual access to services, rights or programs based upon national origin or any other protected interest or right.

Policy 332.2: Communications with Persons with Disabilities

It is the policy of the Chelan County Sheriff's Office to reasonably ensure that people with disabilities, including victims, witnesses, suspects and arrestees have equal access to law enforcement services, programs and activities. Members must make efforts to communicate effectively with individuals with disabilities.

The Department will not discriminate against or deny any individual access to services, rights or programs based upon disabilities.

SITUATION

Emergency/Disaster Conditions and Hazards

A natural or technological emergency, disaster, or pandemic could occur at any time within the county.

Planning Assumptions

- An event has occurred, or has been forecast as imminent, which places people and property in danger.
- Technologically caused events and some natural events such as earthquakes may not provide any advanced warning.
- Other natural disasters such as winter storms and flooding can generally be predicted, allowing some time for preparedness actions.
- The event requires response and/or actions by the public in order to eliminate or reduce their exposure to the danger of the event.



Appendix B: External Affairs (ESF 15)

CONCEPT OF OPERATIONS

General

- The size and scale of the emergency or disaster, and the local, state, and federal response to it, dictates the scope of ESF 15 activities.
- CCEM provides information to the Whole Community, including LEP populations through a variety of methods.
- RiverCom and CCEM subscribe to the Alert Sense Notification System that is used to send out emergency alerts and notifications in both English and Spanish. The wireless emergency alerts (WEAS) messaging platform allows text-like alerts and notifications to be sent to the public via cell phones and other wireless devices. WEAS use a unique signal and vibration to attract attention, which can be helpful to individuals with hearing or vision loss.
- CCEM maintains the LEP Response Plan that describes a variety of programs and services to provide communication access and assistance to LEP and AFN individuals during emergency response and recovery activities.
- The LEP Response Plan includes pre-scripted life-safety notifications, to be used in both English and Spanish, to address evacuations and sheltering as well as public safety notifications where individuals and families can obtain care or assistance for programs and services such as food and water distribution sites, medical care, and care for animals.
- CCEM also provides a trained public information officer (PIO), in coordination with the Incident Command PIO and Chelan County PIO, will provide accurate, accessible, and timely information and instruction to the public in both English and Spanish through a variety of methods, including the press releases, public radio, websites, social media platforms.
- A JIC may be activated if the situation warrants. The JIC will likely be located at an off-site location, away from the EOC. Agencies involved will staff telephones and coordinate media activities under the supervision of the Public Information Officer.
- All county agencies and jurisdictions are responsible for providing the PIO with appropriate information about the incident, and actions needed to save lives and protect property. Generally, if a JIC is activated, a representative from each of the involved county agencies will be assigned to the JIC.

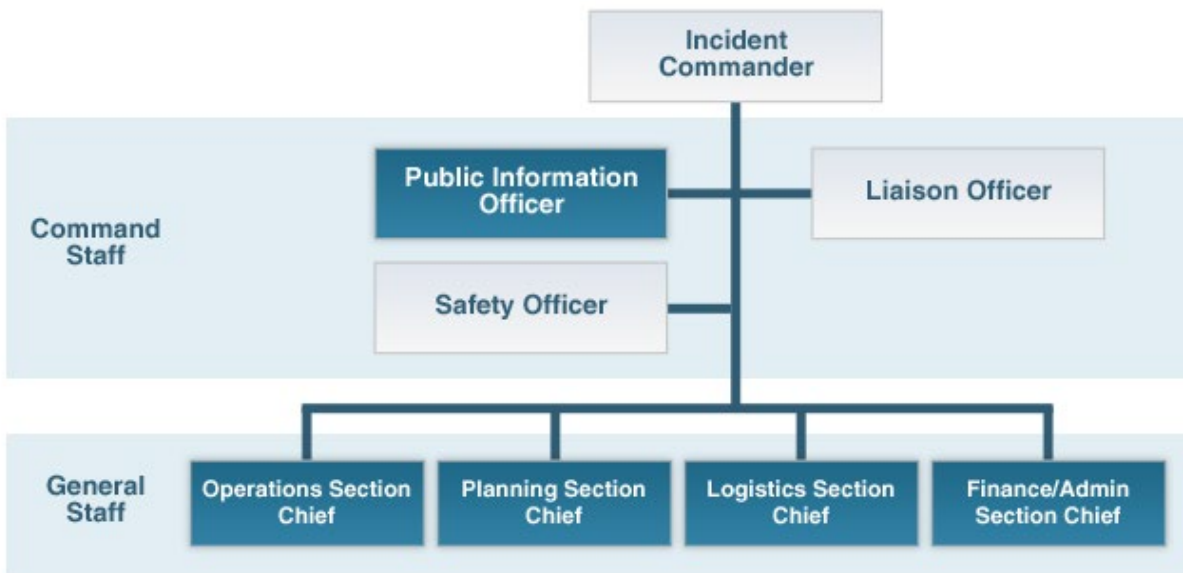
Organization / Information Support Structure

- A PIO and alternate will be appointed by the Incident Commander based on the type of emergency/incident that is occurring.
- Each response agency must appoint and train a spokesperson who will act as the Incident Commander's PIO at the scene.
- Each of the cities within Chelan County are requested to have persons designated and trained as primary and alternate PIOs who could work in the EOC/Joint Information Center (JIC) during the time of a declared emergency.



Appendix B: External Affairs (ESF 15)

- During a declared emergency, the PIO will work out of the Chelan County EOC unless a JIC is activated. Media briefings will not be conducted at the EOC due to space and congestion considerations.
- The PIO will keep the State EOC informed of the local situation and of any public affairs assistance that may be needed.
- The State of WA Military Dept., Emergency Management Division will coordinate with federal agencies to keep them informed of the situation, and of any assistance that might be needed.
- Incident Commanders will appoint a PIO and spokesperson at the incident scene. If no PIO is appointed, the IC will act as spokesperson. Close coordination between the PIO at the scene and the PIO at the EOC/JIC is necessary.
- If an outside agency/organization, such as FEMA, US Forest Service, an airline, etc. sets up a public information office/JIC in Chelan County because of an event, the Chelan County PIO will coordinate with that agency in order to avoid conflicts in information being released. Preferably, the Chelan County PIO or their representative will liaison with the other agency’s public information office/JIC, if established.
- The PIO, which is part of the command staff in the Incident Command System (ICS), reports directly to the Incident Commander.



Whole Community and Non-Discrimination

ESF 15 is committed to communicating with the Whole Community during emergency response and disaster recovery operations. The Whole Community includes populations with limited English proficiency (LEP), and individuals with disabilities and access and functional needs. CCEM Appendix C: Limited English Proficiency (LEP) Response Plan, provides details on how CCEM will communicate with LEP populations. The plan meets guidance published by the U.S. Department of Homeland Security entitled *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons*, 76 Fed. Reg. 21755-21768, (April 18, 2011).



Appendix B: External Affairs (ESF 15)

In the context of this Emergency Support Function, the Whole Community includes individuals, families, households, communities, the private and non-profit sectors, faith-based organizations, and local, state, tribal, territorial, and Federal governments. Engaging the Whole Community means developing messages for and delivering messages to a wide range of audiences that includes children (through parents or guardians); older adults; individuals with disabilities and others with access and functional needs; those from religious, racial, and ethnically diverse backgrounds; people with limited English proficiency; and owners of animals, including household pets and service and assistance animals.

Notification

Appropriate county agencies will be notified when an emergency or disaster has occurred that requires a PIO response and they will be asked to keep the PIO at the EOC or JIC informed of the situation in their area of responsibility.

News Releases

When the Chelan County EOC and/or the JIC are activated, the PIO or their designee coordinates the preparation and release of news regarding the emergency situation. All news releases and status reports will be coordinated with the PIO to reduce release of conflicting information.

RESPONSIBILITIES / ACTIVITIES / ACTIONS

Emergency Management (Primary Coordinating Agency)

Preparedness Activities

- Establish the framework and operational procedures for collaboratively developing, disseminating, monitoring and evaluating Chelan County emergency public information through all phases of emergency response and disaster recovery . Such procedures address communicating with limited English proficient populations.
- Identify and prepare public information resource materials for use in emergency response or disaster recovery operations. Resource materials include pre-scripted instructions and information translated into most frequently spoken non-English languages, and list of non-English and ethnic media and other contacts for LEP communities.
- Work with contract cities to identify and train appropriate staff to implement the external affairs responsibilities outlined in this ESF.
- Lead ESF 15 training and exercise programs to test messaging and operating procedures for Chelan County EOC, Joint Information System and Joint Information Center emergency operations.
- Identify appropriate staff to be responsible for implementing the external affairs responsibilities outlined in this ESF. These staff will attend training and participate in exercise programs established by Chelan County Emergency Management to become familiar with plans, operating procedures and systems used during emergency response and disaster recovery activities.
- Maintain a media contact list. This list will be kept with the EOC SOP manual.



Appendix B: External Affairs (ESF 15)

Response Activities

- Fill ESF 15 staff positions as dictated by the actual or projected scale and scope of the emergency or disaster, and to support the communication needs of the incident.
- Recommend activation of the JIC when deemed necessary.
 - Monitor news coverage and social media platforms for situational awareness, and prepare communications to address or correct rumors and misinformation.
 - Dispatch public information / external affairs liaisons to local jurisdictions, as necessary or requested.

Recovery Activities

- Support the recovery-related communication needs of the incident.
- Provide accurate, and timely recovery-related information to the public social media platforms, as well as other means appropriate to the situation, e.g., message boards, posters in locations frequented by the public, etc.
- Ensure translated recovery-related information is provided to limited English-proficient populations through ethnic news media and social media, and other means appropriate to the populations being served, e.g., community groups, churches, schools and other organizations, message boards, etc.
- Develop a list of issues and possible solutions or lessons learned throughout the emergency response and disaster recovery for after action reporting and follow up.

Public Information Officer

- The PIO is responsible for the preparation and release of news regarding the emergency situation. Pre-scripted information may be prepared for all types of hazards which may occur in Chelan County.
- Obtain approval from the Incident Commander prior to issuance of a press release.
- Distribute press releases to all local media using the pre-established contact list. This may be done by using faxes, phone, e-mail or scheduling/conducting briefings, or using messengers.
- Plan, schedule, and coordinate briefings or news conferences for the media.
- Coordinate with the State EOC PIO and provide WA EMD with copies of all press releases issued.
- If a Federal Disaster Recovery Assistance Center is established in the county, the PIO will continue to coordinate the release of news throughout the recovery phase.
- Provide information concerning individual and public assistance when available.
- If the activation of the Emergency Alert System is deemed necessary, it will be approved by the Emergency Manager or Incident Commander and activated through RiverCom or WA EMD.
- Prepare recorded messages for the emergency information hotline as necessary.
- If an evacuation of part, or all, of the county becomes necessary due to an emergency, the PIO has the primary role in disseminating instructions to the public.



Appendix B: External Affairs (ESF 15)

Contract Cities

- Legislative authorities (Mayors) will remind all of their departments to clear any releases to the media or public through the County PIO in order to prevent release of conflicting information and to assist with rumor control.
- Participating cities within the County are responsible to:
 - Identify and train personnel to implement the public information responsibilities outlined in this ESF.
 - Prepare and coordinate public information resource material that might be needed by their agency during an emergency.
 - Participate in programs to educate the public about hazards caused by emergencies or disasters, and actions people may be asked to take to protect themselves, their property, and the environment.

American Red Cross

The American Red Cross will be responsible for sheltering, feeding and registering displaced persons. They may also coordinate volunteers who wish to assist in the response and/or the recovery efforts. The PIO will maintain contact with the Red Cross and coordinate information to the public about the services that are being provided.

All County and City Agencies and Departments

County and city agencies and departments will notify the PIO of any requests for information from any of the media, and of any material or reports they provide to the media.

REFERENCES

- Washington State Comprehensive Emergency Management Plan – Emergency Support Function: ESF 15 External Affairs, July 2016
- *Communicating with Limited English Proficient Populations*, ESF 15 Appendix 1, Washington State CEMP.
- *Developing and Maintaining Emergency Operations Plans*, Comprehensive Preparedness Guide (CPG) 101, Version 2.0, FEMA, November 2010.
- FEMA 517 – *Basic Guidance for Public Information Officers, National Incident Management System (NIMS)*, November 2007

TERMS, ACRONYMS, DEFINITIONS

ARC – American Red Cross: A private non-profit organization chartered by the U.S. Congress to provide aid to disaster survivors, and serve as a medium of communications between members of the armed forces and their families.

Authorized Interpreter – A person who has been screened and authorized by the Department to act as an interpreter and/or translator for others.



Appendix B: External Affairs (ESF 15)

Auxiliary Aids - Tools used to communicate with people who have a disability or impairment. They include but are not limited to, the use of gestures or visual aids to supplement oral communication; a notepad and pen or pencil to exchange written notes; a computer or typewriter; an assistive listening system or device to amplify sound; a teletypewriter (TTY) or videophones (video relay service or VRS); taped text; qualified readers; or a qualified interpreter.

Disability or Impairment - A physical or mental impairment that substantially limits a major life activity, including hearing or seeing, regardless of whether the disabled person uses assistive or adaptive devices or auxiliary aids. Individuals who wear ordinary eyeglasses or contact lenses are not considered to have a disability (42 USC § 12102).

EMAC – Emergency Management Assistance Compact: The legal structure approved by the U.S. Congress through which member states and territories can request mutual aid assistance from other members to respond to or recover from emergencies and disasters.

EOC – Emergency Operations Center: A facility in which an emergency response organization coordinates its activities to assist individuals and other organizations during emergencies and disasters.

ESF – Emergency Support Function: ESFs provide the structure for coordinating interagency support for a response to an incident. They are mechanisms for grouping like functions most frequently used to provide state government support to local jurisdictions as well as to other state agencies and organizations during emergency response and disaster recovery operations.

FEMA – Federal Emergency Management Agency: FEMA coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terror. It is Washington State's initial point of contact for requesting resources and emergency or disaster assistance from the federal government.

IAP - Incident Action Plan: An Incident Action Plan is a written plan that defines the incident objectives and reflects the tactics necessary for an incident management organization to manage response or recovery activities during an operational period. An IAP is developed by command and general staff of a local incident or an on-scene incident management team.

JIC – Joint Information Center: A Joint Information Center is a central location from which multiple responding agencies work to collaboratively prepare, coordinate and disseminate information to the public and news media during an emergency or disaster.

JIS – Joint Information System: A Joint Information System is a collaborative method of operation that facilitates the coordination of information across organizations and jurisdictions during an emergency or disaster. Collaboration can be accomplished through a variety of means, including conference calls (daily or as needed), email exchanges, web-based platforms, or other information sharing arrangements. Responding agencies operating



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in either a Joint Information System or a Joint Information Center do not lose their autonomy to prepare and disseminate organization-specific messages to their stakeholders and the public. The purpose of such operating arrangements is to foster information sharing among response agencies so that information they disseminate is accurate and consistent.

LEP – Limited English Proficient: Any individual whose primary language is not English and who has a limited ability to read, write, speak or understand English. These individuals may be competent in certain types of communication (e.g., speaking or understanding) but still be LEP for other purposes (e.g., reading or writing). Similarly, LEP designations are context-specific; an individual may possess sufficient English language skills to function in one setting but these skills may be insufficient in other situations. Limited English Proficient: Under Title VI of the Civil Rights Act of 1964, Presidential Executive Order 13166, and other laws and regulations prohibiting discrimination on the basis of national origin, recipients of federal financial assistance are required to take reasonable steps to provide meaningful access to their activities, information and programs to people with limited English proficiency. In many cases this means that providing written translations or verbal interpretations so that LEP individuals can take advantage of the offerings.

Qualified bilingual member - A member of the Chelan County Sheriff's Office, designated by the Department, who has the ability to communicate fluently, directly and accurately in both English and another language. Bilingual members may be fluent enough to communicate in a non-English language but may not be sufficiently fluent to interpret or translate from one language into another.

SEOC – State Emergency Operations Center: A facility located within Building 20 on the Military Department's Camp Murray in which the state government's response to emergencies and disasters is coordinated. It includes an Alert and Warning Center, the state's primary contact point for emerging incidents that have the potential to adversely affect the people, property, environment, and economy of the state. The SEOC is staffed by members of the Military Department staff, other state agencies, and the Washington National Guard operating in the Incident Command System and in a structure using Emergency Support Functions.

Whole Community - The Whole Community includes individuals, families, households, communities, the private and non-profit sectors, faith-based organizations, and local, state, tribal, territorial, and Federal governments. In the context of this Emergency Support Function, engaging the Whole Community means developing messages for and delivering messages to a wide range of audiences that includes children (through parents or guardians); older adults; individuals with disabilities and others with access and functional needs; those from religious, racial, and ethnically diverse backgrounds; people with limited English proficiency; and owners of animals, including household pets and service and assistance animals.



B1: Joint Information Center Operations

Purpose

Protection of the public health and safety in the event of a major emergency or disaster requires many local, state, federal, and private industry organizations to provide accurate and timely information to the public. Effectively and rapidly communicating what happened, what is being done in response and what the public needs to do to protect itself is the primary task of the Public Information Officer (PIO) of the agencies responding to the emergency.

Public welfare calls for a coherent, overall response to an emergency and at the same time, clarity in what may be differing messages from responding jurisdictions. A community's information system must be able to provide the public with the information they need in order to cope with the emergency situation. The coordination of this information and its timely dissemination is extremely important.

Gathering and disseminating emergency information in a multi-jurisdictional response requires a well-organized coordination process. When jurisdiction PIOs coordinate with each other from their respective emergency operations centers, with the community, or by providing media with a single information source, they are using a Joint Information Center (JIC).

Intent

To provide implementing procedures for the activation of the Chelan County JIC during emergency responses and other situations in which multiple organizations need to collaborate to provide timely, accurate, and useful information to the public and other stakeholders.

Situation

Upon receipt of information of an impending local emergency or intensifying national crisis, a decision may be made to enhance activation of the Chelan County Emergency Operations Center.

Centralized county/state coordination and dissemination of factual, official information helps assure a well-informed public, avoid or minimize the release of incorrect information, and deflate rumors.

Should the JIC be activated, it may operate near the EOC, but normally will not be at the EOC.



B1: Joint Information Center Operations

In major emergency or disaster situations there may be a large number of media representatives seeking information about the situation and about response actions. It is the intent of the Chelan County Emergency Management Office to cooperate fully with the media in all phases of emergency management.

A major emergency or disaster will attract regional and national media representatives which may necessitate the activation of a JIC staffed by PIO-trained personnel.

Assumptions

When activated, the JIC becomes the primary tool for facilitating the release of information to the media, as well as to the citizens of the affected area.

During emergency situations and disasters, the general public and media will require information about the emergency situation and instruction on proper response actions.

When the JIC is activated, it is in the process of starting up or preparing to open. When the JIC is operational it is responding to requests for information and officially open and ready for business. The JIC may be declared operational once the necessary personnel and equipment are in place.

The local media will perform an essential role in providing emergency instructions and up-to-date information to the public.

Depending on the severity of the emergency, or the media's perception of the severity of the emergency, regional and national media may also cover the story and require information and comment from local officials.

Our capability to provide information will be overwhelmed if sufficient staff are not provided and if sufficient planning is not completed to accommodate media and public needs.

Upon activation, the JIC will organize to accommodate the work space and office needs of each responding agency. However, the facility for the Chelan County JIC may not be reasonably equipped to handle multiple agencies. Agency PIOs should be prepared to provide their own equipment, such as laptop computers and printers, as needed, although some may be available at the JIC.

In order to provide an organizational framework in the JIC, a team approach to management, coordination and dissemination has been developed.

The JIC will be equipped with enough communications resources to ensure the timely and accurate gathering and dissemination of information.

The public relies on the JIC concept. All media use the center to receive official news, information, instructions and procedures should a local incident or severe national crisis occur.



B1: Joint Information Center Operations

Concept of Operations

Public Information Response Activities

The overriding concept of the Chelan County JIC is that each individual represents his or her own agency, and at the same time participates in a coordinated public information approach.

A JIC is a co-located group of representatives from organizations and agencies involved in an event that are designated to handle public information needs. The JIC structure is designed to work equally well for large or small situations and can expand or contract to meet the needs of the incident. JIC activation will be recommended by the EOC Manager or Incident Commander.

When public or private agencies and organizations come together to respond to an emergency event, efficient information flow is critical to effectively carry out the PIO responsibilities and meet expectations of the public. A JIC is a centralized location that serves to achieve that information flow.

Throughout the emergency, the JIC Manager will provide internal briefings, reconcile conflicts and provide a forum to discuss issues relating to the JIC process.

The JIC will operate 24-hours a day, seven days a week if needed and as able, with scheduled hours of operation being determined by the JIC Manager in consultation with agency PIOs and JIC staff.

All response agencies unable to locate within the JIC will be encouraged to coordinate and disseminate copies of their press releases to and through the JIC. Other agency PIOs may fill support positions within the JIC.

Statements that include reporting on actions by other jurisdictions will normally be coordinated within the JIC with the appropriate organization(s) prior to release.

The JIC will make available to the media all information received from other organizations, as appropriate.

JIC staff will assist agencies in responding to inquiries. They will answer all news media inquiries for which there is releasable information available, and refer news media inquiries to the appropriate agency's PIO.

The JIC Manager will facilitate overall policy guidance and operations for the JIC, and will coordinate, as needed, with the lead agency in the JIC, if one is designated.



B1: Joint Information Center Operations

The emergency public information staff may be called upon to warn the public about evacuations and other significant emergency requirements. In this case, the emergency public information organization's representatives will fully mobilize and disseminate emergency instructions and information to the public in the following order of priority:

- Lifesaving/health preservation instructions
- Emergency status information
- Other useful information originated by the government or in response to media inquiries

Organization

The JIC Organizational structure is based on functions that generally must be performed whether a person is handling a routine emergency or managing communications for a major response to a disaster. For proper coordination in a major emergency or disaster, it is essential that emergency public information be released from a single point to assure consistency and authenticity. The establishment of a JIC will avoid multiple releasing points.

At emergency incidents, on-scene PIOs will release information from a single location. It is desirable that the public information representatives from other involved agencies join the PIO at the scene in releasing information through a single coordination point on-scene. All information releases will be coordinated by the PIO with final approval given by the Incident Commander.

The PIO (at the EOC/JIC) will coordinate information releases from the emergency and stay in contact with the PIO on scene and other agency PIOs.

Goals of the JIC:

- Provide confirmed, accurate, and consistent public information
- Provide the public with one contact base for all departments, governments, medical facilities, and public utilities
- Answer media calls and requests
- Set up news conferences, brief executives, and notify the media
- Write press releases, advisories, statements, and speeches, as requested
- Provide rumor and damage control



Appendix C: LEP Response Plan

COMMUNICATING WITH LIMITED ENGLISH PROFICIENCY POPULATIONS

INTRODUCTION

Purpose

The purpose of the Limited English Proficiency (LEP) Response Appendix is to outline the responsibilities of Chelan County Emergency Management (CCEM) in regards to LEP persons and establish a process for providing assistance to them for agency programs, activities and services that meet both the federal and State requirements concerning LEP populations.

Scope

Emergency public information actions before, during and after any emergency will be determined by the severity of the emergency or potential emergency. Chelan County Emergency Management will take reasonable steps to ensure access to vital public health and safety information and services to LEP populations during emergencies or disasters, as well as the recovery phase of incidents impacting Chelan County. The appropriate mix of language services – translations and interpretations – will be decided on a case-by-case basis, based on LEP populations in the impacted areas and operational needs.

This plan details responsibilities, the ways in which assistance may be provided, staff training, how to notify LEP persons that assistance is available, and information for future plan updates.

Core Capabilities

Public Information and Warning is the focus and Primary Core Capability of Response of this CCEM Appendix. CCEM has a significant role and resources to provide public information and notices to LEP populations during emergency and disaster incidents.

Primary Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard and, as appropriate, the actions being taken, and the assistance being made available.



Appendix C: LEP Response Plan

The CCEM role to provide initial public alerts and notifications, in both English and Spanish, to the affected segments of the community continues throughout the life of the incident. CCEM also supports the following Core Capabilities by providing updated incident alerts and information concerning evacuations, shelters, and other public health and safety information and services.

Support Core Capabilities	
Planning	Conduct a systematic process engaging the Whole Community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.
Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Mass Care Services	Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Public Health, Healthcare, & Emergency Medical Services	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support and products to all affected populations.



Appendix C: LEP Response Plan

AUTHORITIES AND POLICIES

Title VI of the Civil Rights Act of 1964

"No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Executive Order 13166

"Improving Access to Services for Persons With Limited English Proficiency". Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination. Executive Order 13166 directs each Federal agency that is subject to the requirements of Title VI of the Civil Rights Act of 1964 to publish guidance for its respective recipients and sub-recipients clarifying that obligation.

EPCRA

The Emergency Planning and Community Right-to-Know Act (EPCRA) provisions help increase public's knowledge and access to information on chemicals at individual facilities, their uses, and releases into the environment.

Title 38.52.070 RCW

Section (3) establishes the requirement for emergency management organizations to include a communications plan which identifies "significant population segments" that have Limited English Proficiency and defines how life safety information will be disseminated to those populations during an emergency or disaster.

"Significant population segments" is defined as a language group that constitutes five percent or one thousand residents, whichever is less, of the population of persons eligible to be served or likely to be affected within a city, town, or county. The data source which is used for this determinations must come from the Office of Financial Management.

(3)(a) Each local organization or joint local organization for emergency management that produces a local comprehensive emergency management plan must include a communication plan for notifying significant population segments of life safety information during an emergency. Local organizations and joint local organizations are encouraged to consult with affected community organizations in the development of the communication plans.

(ii) "Significant population segment" means, for the purposes of this subsection (3), each limited English proficiency language group. The office of financial management forecasting division's limited English proficiency population estimates are the demographic data set for determining eligible limited English proficiency language groups.

SSB 5046 – Modified Title 38.52 RCW to establish requirements for providing public notices of public health, safety, and welfare in a language other than English.



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Chapter 118-30 WAC

LEP populations are components of the Whole Community concept which is discussed as a requirement for inclusion throughout the planning process.

Chapter 388-271-0010 WAC

This WAC defines LEP services. These include interpreter (verbal) services in person and/or over the telephone; and translation of department forms, letters and other printed materials.

Chelan County Sheriff's Office Policy Manual

Policy 331.2: Limited English Proficiency Services

It is the policy of the Chelan County Sheriff's Office to reasonably ensure that LEP individuals have meaningful access to law enforcement services, programs and activities, while not imposing undue burdens on its members.

The Department will not discriminate against or deny any individual access to services, rights or programs based upon national origin or any other protected interest or right.

Policy 332.2: Communications with Persons with Disabilities

It is the policy of the Chelan County Sheriff's Office to reasonably ensure that people with disabilities, including victims, witnesses, suspects and arrestees have equal access to law enforcement services, programs and activities. Members must make efforts to communicate effectively with individuals with disabilities.

The Department will not discriminate against or deny any individual access to services, rights or programs based upon disabilities.

Chelan County Emergency Management

The Chelan County Sheriff's Office Division of Emergency Management (CCEM) has taken reasonable steps to ensure meaningful access to the planning process and information and services it provides.

The LEP plan includes elements to ensure that LEP individuals have access to the planning process and published information. CCEM will also work toward ensuring the production of multilingual publications and documents and/or interpretation at meetings/events when needed.

Chelan County Emergency Management, and other public safety agencies in the County, strive to deliver coordinated and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods. CCEM will attempt to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available in both English and Spanish.



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SITUATION OVERVIEW

Natural hazards, as well as other emergencies and disasters, pandemics or mass fatality emergencies can occur at any time, causing significant loss of life, as well as damage to the infrastructure and loss of essential services.

Every reasonable effort to provide emergency alerts and warnings to the public will be made in a timely manner. However, resources and communication systems may become overwhelmed by the magnitude of an incident and its impacts.

Due to the unique geography of Chelan County, transportation routes and the ability to move the population could be affected by the following hazards disrupting the ability to use roads:

- Wildfire
- Flooding
- Severe weather
- Earthquake
- Hazardous Materials incident
- Terrorism Event

LEP Populations in Chelan County

Chelan County has a Hispanic population of 22,939 residents, based on the 2022 US Census Bureau. This means that both English and Spanish, which constitutes a significant LEP language group, will be used to provide emergency public alerts and notifications, as well as for CCEM public information programs, activities and programs.

The primary data sources to determine the number of limited English proficient populations in Chelan County that may be impacted by emergencies and disasters is the U.S Census Bureau (USCB) data and the State Office of Financial Management (OFM) LEP data.

- Chelan County include: White 67.1%, Hispanic or Latino 28.7%, American Indian 2.1%, African American .9%, Asian 1.3.%.
- According to the WA State OFM, Spanish is the primary language of 38.11% of all students in Chelan County
- According to the Census data, as well as the WA Office of Financial Management, the Hispanic and Latino population in the Chelan County has increased 1.9% from 2010 to 2015.
- According to the American Community Survey (ACS), Spanish speaking individuals make up 94% of the LEP population in Chelan County, making this ethnic group the target audience for preparedness materials and outreach.



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- The fruit agriculture industry in Chelan County also has a seasonal influx of Spanish speaking employees that is estimated at 75-85% in fruit packing warehouses and 90-95% in migrant worker camps and housing.

Chelan County Emergency Management, and other public safety agencies in the County, strive to deliver coordinated and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods. CCEM will attempt to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available in both English and Spanish.

Emergency Information for the LEP Population

Emergency alerts and notifications are extremely important to the safety of individuals, families and communities . Through prompt and appropriate messaging, individuals and families can take proactive and protective measures to secure their safety and wellbeing and be informed of services and programs.

CCEM emergency preparedness outreach programs, activities, and educational materials to the LEP population, as well as those with disabilities, functional and access needs, are important to the prepare individuals and families before an emergency of disaster strikes. Local organizations, agencies and industry contacts are used to partner with CCEM to provide emergency preparedness materials and information to LEP populations in the County.

Emergency information that should be translated or interpreted to LEP populations includes all vital information for emergency preparedness, emergency notifications and alerts, and critical information during emergencies, or recovery, that is related to the health, life safety or security of individuals in Chelan County.

The most frequent encounters with LEP individuals and families happen through public safety responders (fire, EMS, and Law enforcement) conducting routine response activities. LEP populations also encounter emergency notifications through emergency alerts issued through the RiverCom 911 Communication Center or an emergency management organization. Emergency alerts and notifications providing life-safety or public health and safety information are most often provided to specific areas of the county and their English and Spanish (LEP) populations for wild fires, severe weather with flooding events, and hazardous materials incidents.

Some alerts and notifications can be partially pre-scripted to provide timely and effective life-safety and public health and safety information to the Whole Community. See Table 9, "LEP Pre-Scripted Health and Safety Messages", page ?) Table 9 provides pre-scripted alerts and notification messaging for the following topics:

1. Notices on evacuation or in-place sheltering (identify impacted area, time the notice applies, specific action to be taken, etc.).



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2. Notices on the location and hours of operations of facilities where evacuees and disaster survivors can obtain care or assistance (e.g., emergency medical care, overnight shelter for individuals; location and availability of food, water, showers; shelter, food and water for animals; etc.).
3. Information on potential impacts of secondary hazards (e.g., earthquake aftershocks, flooding caused by dam failures, landslides, hazardous materials spills, etc.).
4. Notices on food safety (e.g., safe handling and disposal of potentially contaminated food products).
5. Information to protect public health (e.g., air quality announcements; generator safety tips; how to avoid carbon monoxide poisoning; how to disinfect potentially contaminated wells; personal hygiene tips following a disaster; how to clean up safely after a disaster, and when and how to dispose of damaged household goods; where to go for health screening or prophylaxis to prevent spread of infections, diseases; how to handle human remains safely and with respect).
6. Emergency closure or detour notices for key transportation highways and roads (which routes, when, where, etc.).
7. Emergency restricted hours / closure notices for state facilities where important services are provided directly to the public.
8. Announcements of upcoming community meetings involving public safety and local officials.
9. Other information related to the health, safety or security of individuals impacted by the ongoing emergency or disaster.

Emergency Alert and Notification Delivery Resources and Capabilities

Alert Sense Notification System

The RiverCom 911 Communications Center is the dedicated multi-jurisdictional Public Safety Answering Point (PSAP) for Chelan and Douglas counties. RiverCom utilizes the "Alert Sense Notification System" to supply emergency notifications, alerts and other critical information to the general public and public safety agencies. The system can be used for emergency alerts, as well as non-emergency incidents that may have significant impacts to residents.

The Chelan County Sheriff's Office Emergency Management (CEM) also has the capability to initiate Alert Sense for emergency notifications, alerts and other critical information throughout the response and recovery phases of an incident.



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The Alert Sense Notification System is a secure, software platform - mass notification system - that includes the following alert systems:

- **IPAWS** (Federal Warning System) **Alerts:** Reach all the cellphones users, including unregistered visitors, in the impact area through Wireless Emergency Alerts (WEA).
- **Emergency Alert System (EAS)** Broadcasts deliver emergency alerts through Radio and TV networks.
- **Wireless Emergency Alerts (WEA)** - Emergency alerts through text messages can be delivered to all cell phones held by residents and visitors physically located in the alert area. Cellphone users receive alerts with no pre-registration required.
- **Geo-targeted reverse 911:** Voice Alerts to residents and businesses through map-based selection. CCEM can utilize the Alert Sense's GIS tools to select recipients in a geographic area by drawing polygons, circle, freehand line with multiple buffer zones, include/exclude circle and flexible square frame. They have the ability to search by address, landmark, contact location, street segments, city, zip code, and Latitude/Longitude.
- **Subscriber Alerts:** Notify public subscribers through their preferred contact method, including text, mobile app, email or voice call.

Other Resources Available to provide Emergency Notification Information

RiverCom 911 Communications Center LEP Services

RiverCom 911 Communications Center works cooperatively with public safety agencies to provide LEP individuals with equal access communication assistance and services. RiverCom utilizes a 24/7 on-demand interpreting service (Voiance) when receiving emergency calls to deal with language access issues. At the time a call for service is received from a non-English speaker, the interpreter is conferenced into the 911 call along with the telecommunicator and caller. RiverCom also provides the public safety agencies with access to the Chelan/Douglas Regional Vulnerable Person's Registry database. This database provides important information to determine and facilitate on-site LEP language communications and the resources needed to provide for LEP and special needs individuals and families of Chelan and Douglas County.

The CCEM Website <https://www.co.chelan.wa.us/emergency-management>

The CCEM Website provides a Google Translate service link (At the upper right top of the screen) to quickly translate the information to Spanish. The Home Page also provides a quick link to Active Emergencies for the most current emergency information about the emergency, including public safety notifications and evacuation information.



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The **Chelan County Emergency Management Facebook** page is also updated when new information is made available on current emergencies. <https://www.facebook.com/CCSOEM/>

Public Information Officers

The Chelan County Emergency Management (CCEM) Assistant Emergency Manager or other CCEM trained public information officer (PIO), in coordination with the Incident Command PIO and Chelan County PIO, will provide accurate, accessible, and timely information and instruction to the public and various stakeholders during and following an emergency incident. In a major emergency incident or disaster, the Chelan County PIO will be the liaison with the ICS PIO and other Federal and State agency PIO's or established Joint Information Center (JIC). All public alerts and notifications and other public safety information provided and coordinated through Chelan County public information officers during an emergency incident impacting municipalities, communities or other populated areas, will be provided in both English and Spanish in accordance with this plan.

Public Alerting and Notifications During Wildfires

Rapid and effective notification to the public is paramount during a wildfire event that is threatening a municipality, community or other populated area. Redundancy is key when conducting alerts and notifications. There is potential for some residents to not receive one type of alert, but they may be in a position to receive another form of notification. Having multiple alerting options in place to notify the public mitigates the potential for some residents being left uninformed and unaware of the danger. There are multiple methods of conducting alerting and notifications.

It is highly recommended that door-to-door notifications be conducted in affected areas during any Level 2 and Level 3 wildfire evacuations. This should begin as soon as possible after unified command has designated an area at a Level 2 or Level 3 evacuation status. Teams of law enforcement personnel and trained volunteers should be formed into strike teams and assigned specific areas to conduct the door-to-door notifications. Each address contacted should be logged with the numerical address, last name of resident, number of persons present, whether they are leaving or staying and a phone number. At residences where no one is present should be posted with an evacuation notification sheet (English and Spanish sided) and logged as well. It is important to identify any resident with "special needs" during the door-to-door operation. Those individuals may need outside assistance in evacuating their home.

Sources of LEP Translation and Interpretation Services

Chelan County Emergency Management will use the services of certified translators and interpreters to the extent possible and practical during emergency response and disaster recovery operations. However, the criticality of information to be shared and the availability of certified translators or interpreters may impact when and how certified individuals will be used.



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Oral (Interpreter) Language Services

Competency of Interpreters -The Department recognizes the responsibility to ensure competency of the language service provider no matter the strategy being utilized. It will be ensured that interpreters:

1. Demonstrate proficiency in and ability to communicate information accurately in both English and in the other language and identify and employ the appropriate mode of interpreting (e.g., consecutive, simultaneous, summarization, or sight translation)
2. Have knowledge in both languages of any specialized terms or concepts peculiar to the entity's program or activity and of any particularized vocabulary and phraseology used by the LEP individual(s)
3. Understand and follow confidentiality and impartiality rules to the same extent that staff for whom they are interpreting and/or to the extent their position requires.
4. Understand and adhere to their role as interpreters without deviating into a role as counselor, legal advisor, or other roles (particularly in court, administrative hearings, or law enforcement contexts).

When no formal certification assessments currently exist for a language, other qualifications to consider are qualified by a state or federal court, level of experience and participation in professional trainings and activities, demonstrated knowledge of interpreter ethics, etc.

Hiring Bilingual Staff and Staff Interpreters - Having bilingual persons on staff offers one of the best, and often most economical, options . It is important to keep in mind that being bilingual does not automatically mean that a person has the ability to interpret. Also, there may be times when the role of the bilingual employee may conflict with the role of an interpreter.

Hiring or Contracting Interpreters - Where there is a frequent need for interpreting services it may be necessary and reasonable to provide on-site interpreters. Depending on the facts, this may be the most helpful to provide accurate and meaningful communication with LEP individuals. Contracting may be a more cost-effective approach when there is no regular need for a particular language skill. It can be cost-effective to contract with community-based organizations and mutual assistance associations that provide interpretation services to certain languages already.

Telephone Interpreter Line - When the mode of communicating with and LEP individual is over the phone, telephone interpreter service lines can offer speedy interpreting assistance in many different languages. Although useful in many situations, it is important to ensure the competency of the interpreter regarding technical or legal terms that may be important parts of the conversation.



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Community Volunteers - Under appropriate circumstances, providing supplemental language assistance through coordinated community volunteers may be cost-effective. It is best to use volunteers trained in the information or services of the program that have been identified as competent in the skill of interpreting and are knowledgeable about applicable confidentiality and impartiality rules. Developing a formal arrangement with a community-based organization can help ensure services are more regularly available.

Family Members/Friends as Interpreters - Extra caution should always be used when the LEP individual chooses to use a minor, by ensuring that the choice is voluntary, since there may be sensitive information and the Department could provide a competent interpreter at no cost to the LEP person.

Written (Translation) Language Services

The Department recognizes that many LEP individuals may not be able to read their native language and that the availability of oral interpretation is always advantageous.

Documents that Should be Translated - The Department can apply the four-factor analysis to determine if the department has taken reasonable steps to ensure meaningful access to programs and activities by LEP persons and if particular programs or projects include the translation of vital or generic widely used written materials. Regular review can help determine whether certain critical outreach materials should be translated. Translation of materials can be more effective when done in tandem with other outreach methods such as ethnic media, schools, grassroots, faith-based and community organizations. If a document sent out to the general public includes both vital and non-vital information, providing guidance in the appropriate language where a LEP individual might obtain an interpretation or translation of the document is important.

Safe Harbor - Although safe harbor circumstances provide strong evidence of compliance with written translation obligations, the failure to provide written translations under safe harbor circumstances does not mean noncompliance. Rather, the circumstances provide a common starting point for recipients to consider the importance of the service, benefit or activity involved; the nature of the information sought; and whether the number or proportion of LEP individuals served call for written translations.

Competency of Translators - The skill of translating is very different from the skill of interpreting and the Department will ensure that translators of written documents are competent. Where certification or accreditation is not possible or necessary, a particular level of membership in a professional translation association can provide an indicator of professionalism. Translation can be checked by having a second independent translator check the work or have them back translate. Understanding the expected reading level of the audience while also having fundamental knowledge about vocabulary and phraseology is imperative because sometimes a translator will need to provide appropriate alternatives if there is not a direct translation. For vocabulary and phraseology that does not have a direct translation, the Department can work to develop a consistent and appropriate set of descriptions for future use. Consistency will help with the effectiveness and cost of



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translating terms of art, legal or other technical concepts. This can include partnering with agencies and organizations to ensure common vocabulary and phraseology. Written translations tend to be permanent and the Department recognizes the responsibility to ensure that the quality and accuracy permits meaningful access by LEP individuals.

Local Interpretation and Translation Language Services

Chelan County Emergency Management recognizes the responsibility to ensure competency of the language service provider. Qualified and competent local interpreters and certified translators, depending on the urgency of the emergency notification, instructions or documents, will be the primary resource for providing LEP services for CCEM.

The following LEP Plan tables of local individuals, agencies, organizations, and industry contacts provide LEP resources and services within Chelan County and are valuable LEP resources and contacts that can assist CCEM in LEP emergency preparedness programs and services. (See References and Supporting Guidance, pages 20-27, for contact information).

- Table 1 - Interpretation and Translation Language Services
- Table 2 - English / Spanish Media Broadcasting
- Table 3 - Agricultural Industry Facilities
- Table 4 - Migrant Camps
- Table 5 - Chelan/Douglas Health District
- Table 6 - Faith Based Groups
- Table 7 - Public Safety Agencies & Organizations
- Table 8 - School Districts

State and Other Interpretation and Translation Language Services

Written translation services (using vendors that provide service under the WA State Category 6 of the master contract):

<https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=04312>

- In-person interpretation services:
<https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=03514>
- Telephone-based interpretations:
<https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=05614>
 - Note: Vendors on this contract are available on a 24-hour, 7-days- a-week basis.
- Sign-language interpretation:
<https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=08114>
- Individuals identified in the Department of Social and Health Services list of Certified/Authorized Interpreters and Translators (fee involved).
<https://fortress.wa.gov/dshs/dshsltc/MyReports/Search.aspx>



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- Individuals identified in the Washington State Courts Interpreter Program list (fee involved). http://www.courts.wa.gov/programs_orgs/pos_interpret/
- Individuals identified in the Washington State Coalition for Language Access list: (fee involved). <http://www.wascla.org/directory/>
- Department of Labor and Industries Spanish Translation Pool.
 - Note: Availability may be limited to normal business hours. Contact Lisa Heaton, (360) 902-5411, regarding availability and scheduling. lisa.heaton@lni.wa.gov

CONCEPT OF OPERATIONS

In the event an emergency or disaster occurs, the incident is typically reported by either a community member or First Responder to RiverCom 911 Communication Center, the Public Safety Answering Point (PSAP), for public safety communications in Chelan and Douglas counties.

RiverCom 911 has several programs and services to provide communication access or assistance to LEP and AFN individuals that report an emergency or need emergency assistance from public safety agencies (Fire, EMS or Law Enforcement). Depending on the nature and extent of the incident, RiverCom sends out emergency alerts, warnings, and information.

Upon notification of an incident, Chelan County Emergency Management (CCEM) will alert and notify the appropriate emergency management staff and officials, activate the EOC, and implement the Chelan County Comprehensive Emergency Management Plan (CEMP). CCEM will support the Incident Commander by activating public information alerts and notifications, establishing a liaison with other organizations and entities, and implement appropriate plan annexes and appendices to support response and recovery operations.

RiverCom and CCEM utilize the "Alert Sense Notification System" to supply emergency alerts, notifications, and other critical information to the general public and public safety agencies.

While most of the initial public alerts and notifications to the public are provided by the RiverCom Communication Center, Chelan County Emergency Management's operational objective of public information alerts and notifications, in both English and Spanish, includes assistance to RiverCom through follow-up or additional public alerts and notifications when RiverCom is overwhelmed with callers and dispatch for responding agencies. CCEM has all Alert Sense Notification System public alert and warning system capabilities to provide the affected segments of the community with critical lifesaving and life-sustaining information, by a variety of means, to aid the public to take protective actions.

Alert and Warning information and notifications provided to the public should offer information on the current situation, provide clear and actionable guidance, and be culturally and linguistically appropriate, to the maximum extent possible, under the circumstances. Additional considerations should be given to provide information to the LEP population regarding evacuations and reentry, mass care services, and issues that affect public health.



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This objective continues throughout the life of the incident as emergency management provides updated incident alerts and information concerning evacuations, shelters, and other public health and safety information and services. The successful outcome of this objective is completed when the incident is stabilized and public health and safety notifications and information is no longer needed to provide actionable guidance concerning public services and assistance related to the incident response and recovery.

During emergency evacuations or other protective actions in an impacted area CCEM or other public safety agencies may require translation or interpretation services. CCEM will use the services of certified translators and interpreters to the extent possible and practical during emergency response and disaster recovery operations. However, the criticality of information to be shared and the availability of certified translators or interpreters may impact when and how certified individuals will be used.

CCEM also provides a trained public information officer (PIO), in coordination with the Incident Command PIO and Chelan County PIO, will provide accurate, accessible, and timely information and instruction to the public in both English and Spanish in accordance with this plan. The incident PIOs may also utilize translation services, systems, and several forms of media to disseminate information to the public in English and Spanish.

Functional Areas of Responsibility

Some functions of this appendix may include, but are not limited to, the following:

- Pre-Incident Planning
- Public Awareness Campaign
- Delivering Actionable Guidance
- Culturally and Linguistically Appropriate Messaging
- Assessing Hazard Impacts
- Relocation Assistance
- Incorporating Risk Analyses
- Establishing Roles and Responsibilities
- Evacuation Information
- Determining Priorities, Objectives, Strategies
- Analyzing Information
- Sheltering, Feeding, Hydration, Pets (messaging)
- Operational Planning
- Command, Control, and Coordination
- Ensuring Access
- Communication Systems
- Public Health Intervention
- Securing Disaster Areas
- Integrating Different Plans
- Ensuring Unity of Effort
- Health Assessments
- Communications to Assist Affected Population
- Voice Communications
- Whole Community Involvement and Coordination
- Alerts and Warnings
- Establishing Lines of Communication
- Environmental Impact Analysis
- Data Communications
- Family Reunification
- Delivering Situation Reports



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Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public, including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

This plan describes a variety of programs and services to provide communication access and assistance to LEP and AFN individuals during emergency response and recovery activities. The Chelan County Emergency Management Annex to the CC CEMP has identified and addressed the “Whole Community” essential needs of children, those with access and functional needs, and the essential needs of household pets and service animals in disaster preparedness and planning.

The RiverCom 911 Communications Center Annex has several programs and services to address how LEP and AFN are integrated into its respective responsibilities for PSAP and other public telecommunications. RiverCom 911 utilizes a 24/7 on-demand interpreting service (Voiance) when receiving emergency calls to deal with language access issues. RiverCom works cooperatively with public safety agencies to provide them with equal access communication assistance and services. RiverCom also provides the public safety agencies with access to the Chelan/Douglas Regional Vulnerable Person’s Registry database. This database provides important information to provide on-site communications and determine the resources needed to provide for the special needs individuals and families of Chelan and Douglas County during the course of their duties and responsibilities.

Critical Tasks

Critical tasks are the distinct elements required to perform a core capability. They are operationally focused tasks that are necessary to ensure success and execution of the primary and support LEP Plan core capabilities. They include the activities, resources, and responsibilities required to fulfill the capability targets.

Mission Area	Critical Task I.D.	Critical Task
Public Information and Warning		
Response	1	Inform all affected segments of society of critical lifesaving and life-sustaining information by all means necessary, including accessible tools, to expedite the delivery of emergency services and aid the public to take protective actions.



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Mission Area	Critical Task I.D.	Critical Task
Public Information and Warning		
	2	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.
Planning		
Response	1	Develop operational plans that adequately identify critical objectives based on the planning requirement, provide a complete and integrated picture of the sequence and scope of the tasks to achieve the objectives, and are implementable within the timeframe contemplated in the plan using available resources.
Operational Coordination		
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Infrastructure Systems		
Response	4	Formalize partnerships with governmental and private sector cyber incident or emergency response teams to accept, triage, and collaboratively respond to cascading impacts in an efficient manner.
Critical Transportation		
Response	2	Ensure basic human needs are met, stabilize the incident, transition into recovery for an affected area, and restore basic services and community functionality.
Environmental Response/Health & Safety		
Response	2	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.
Mass Care Services		
Response	1	Move and deliver resources and capabilities to meet the needs of disaster survivors, including individuals with access and functional needs.
	3	Move from congregate care to non-congregate care alternatives and provide relocation assistance or interim housing solutions for families unable to return to their pre-disaster homes.
Operational Communications		
Response	1	Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between Federal, tribal, state, and local first responders.



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Mission Area	Critical Task I.D.	Critical Task
Public Health, Healthcare, & Emergency Medical Services		
Response	2	Complete triage and initial stabilization of casualties and begin definitive care for those likely to survive their injuries and illnesses.
	3	Return medical surge resources to pre-incident levels, complete health assessments, and identify recovery processes.

ORGANIZATION

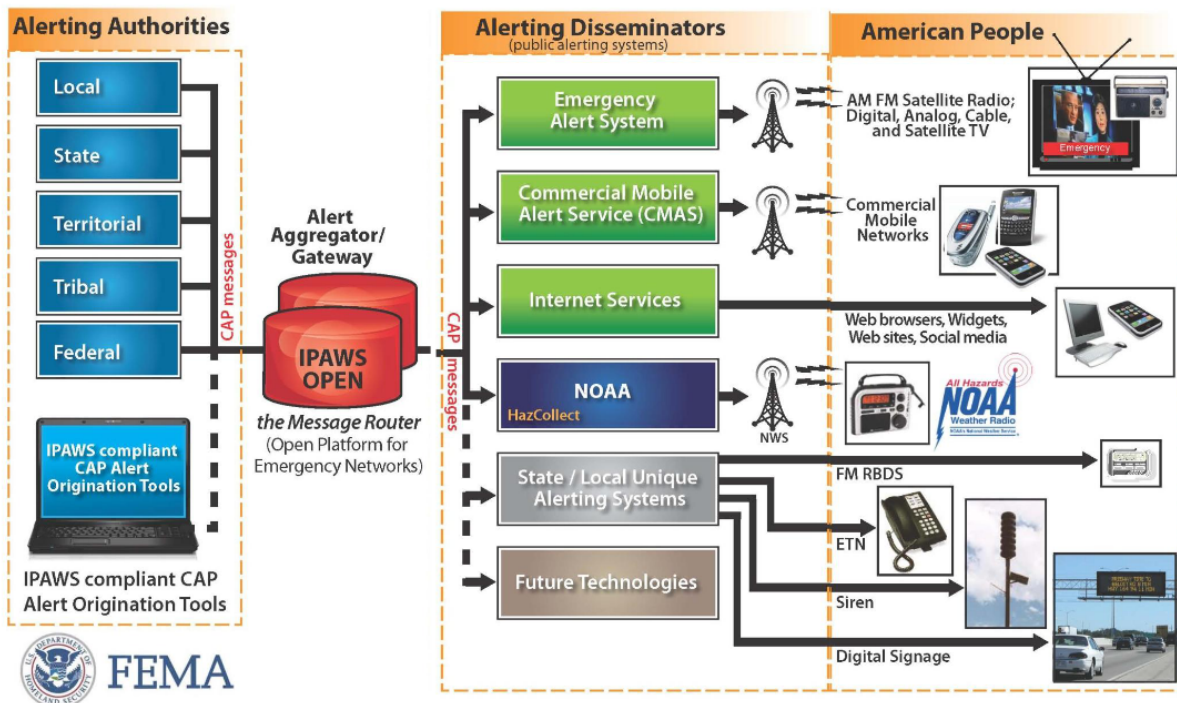
RiverCom and CCEM utilize the "Alert Sense Notification System" to supply emergency alerts, notifications, and other critical information to the general public and public safety agencies.

The Integrated Public Alert and Warning System (IPAWS) program was created by the Federal Emergency Management Agency (FEMA). The following diagram illustrates how local alerting authorities (RiverCom and CCEM) use Alert Sense to supply emergency alerts, notifications, and other critical information to the general public in both English and Spanish.

The Alert Sense Notification System (a software interface program) allows RiverCom and CCEM to create IPAWS compliant Common Alerting Protocol (CAP) messages that use the IPAWS OPEN (open platform for Emergency Networks) for dissemination to the public via the Emergency Alert System (EAS) Wireless Emergency Alerts (WEA), and other communication pathways.

IPAWS Architecture

Standards based alert message protocols, authenticated alert message senders, shared, trusted access & distribution networks, alerts delivered to more public interface devices





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DIRECTION, CONTROL, & COORDINATION

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

The operations of the emergency management within Chelan County are established by the Inter-local Agreement between the County of Chelan and the Cities of Cashmere, Chelan, Entiat, Leavenworth and Wenatchee.

All disasters and emergencies begin locally, and local jurisdictions working in collaboration with county and other local public safety agencies to provide initial response. The complexity of emergency response operations during a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.

Horizontal Integration

RiverCom Inter-local User Agreement - The purpose of this agreement is to define the services that RiverCom provides to signature customer agencies. These include communications services, such as public alerts and notifications and LEP communication access and translation services.

Vertical Integration

Washington State Washington Statewide AMBER Alert Plan – This plan details how emergency alerts are dispatched from the state downwards.



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INFORMATION COLLECTION, ANALYSIS, & DISSEMINATION

Many Essential Elements of Information (EIs) are identified in the CEMP’s CCEM and other support Annexes. EIs specific to public alerts and notifications to the Whole Community include:

Information Collection	Information Analysis	Dissemination
<p>Communications</p> <p>Infrastructure</p> <ul style="list-style-type: none"> • Status of RiverCom telecommunications, alerting and radio capabilities • Status of CCEM EOC communication capabilities <p>Alert, Warnings, Messages</p> <ul style="list-style-type: none"> • Status of the emergency alert system (e.g., TV, radio, cable, cell) • Status of public safety radio communications • Dispatch - Status of phone infrastructure and emergency line 	<p>Infrastructure</p> <ul style="list-style-type: none"> • Options for dissemination of information to the Whole Community • Need for Regional and State communication assistance <p>Alert, Warnings, Messages</p> <ul style="list-style-type: none"> • Options for dissemination of information to the Whole Community 	<p>Infrastructure</p> <ul style="list-style-type: none"> • Request Regional and State communication assistance <p>Whole Community</p> <p>Alert, Warnings, Messages</p> <ul style="list-style-type: none"> • Disseminate alerts and notifications through multiple methods
<p>Transportation</p> <p>Infrastructure</p> <ul style="list-style-type: none"> • Status of major roads and highways <p>Evacuations</p> <ul style="list-style-type: none"> • Evacuation orders • Location of Shelters • Evacuation routes 	<p>Evacuations</p> <ul style="list-style-type: none"> • Determine dissemination methods and scope for Whole Community 	<p>Evacuations</p> <ul style="list-style-type: none"> • Pre-Scripted Health and Safety messages • Provide multiple methods of alerts and notifications
<p>Food, Water, Sheltering</p> <ul style="list-style-type: none"> • Risk to responders and evacuees • Food, water, shelter availability 	<ul style="list-style-type: none"> • Determine dissemination methods and scope for Whole Community 	<p>Whole Community</p> <p>Alert system messaging All forms of media Social Media COAD Agencies</p>



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Health and Medical Public Health <ul style="list-style-type: none"> Public health advisories 	<ul style="list-style-type: none"> C/D Health District public health advisories Determine dissemination methods and scope for Whole Community 	Whole Community <ul style="list-style-type: none"> Pre-Scripted Health and Safety messages Provide multiple methods of alerts and notifications
Hazardous Materials Facilities <ul style="list-style-type: none"> Reported or suspected hazardous material/toxic release incidents 	Determine appropriate life safety and/or protective measures (Evacuation or sheltering in place)	Whole Community <ul style="list-style-type: none"> Pre-Scripted Health and Safety messages Provide multiple methods of alerts and notifications

RESPONSIBILITIES

Preparedness	Activity/Action	Organization(s) Involved
Planning	Pre-Incident Planning	
	Development of Pre-scripted messages	CCEM
	Review, revise and test capabilities to deliver pre-scripted messages using the Alert Sense Notification System technology.	
	Participate in emergency / disaster exercises and drills to test alert warning activation capabilities	
	Operational Planning	
	Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs.	All Public Safety response partners
	Integrating Different Plans	
	Identifying different plans that exist in order to combine/enhance/incorporate efforts.	CCEM
	Whole Community Involvement and Coordination	
	Inviting community or faith leaders who have LEP members to planning meetings in order to solicit involvement in the process, and expand Whole Community involvement and coordination	Emergency Management, Faith-based Groups ,COAD, Community Groups,



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Public Information and Warning	Public Health Interventions	
	Partner with CDHD promote and dissemination of emergency preparedness and public health information to mitigate the extent and impact of diseases and health problems	CCEM CDHD
Public Information and Warning	Public Outreach	
	Presenting preparedness information to public safety partners	CCEM
	Providing preparedness information to agriculture organizations	
	Providing preparedness information to the general public	

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Public Information and Warning	Alerts and Warnings		
	1,2	Deliver verbal and written messages in all identified LEP languages.	RiverCom, CCEM, Local Media
	Culturally and Linguistically Appropriate Messaging		
	2	Coordinate the translation of all prescribed messages through a certified interpreter.	RiverCom, CCEM, Local Media
	Delivering Actionable Guidance		
	2	Ensure that all messages contain instructions that inform the public on actions and activities to take.	RiverCom, CCEM, Local Media
	Protecting Sensitive Information		
	2	Ensure that community member's names are not used when delivering incident information.	RiverCom, CCEM, Local Media
Operational Coordination	Command, Control, and Coordination		
	2	Conduct all emergency operations utilizing ICS principles.	Command, CCEM
	Determining Priorities, Objectives, Strategies		
	2	Work with incident Command to determine public safety issues and needs	Command, CCEM
	Establishing Roles and Responsibilities		
2	Work with incident PIO to coordinate public information	Command, CCEM	



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Establishing Lines of Communication		
2	Serve as a point of contact for information collection, coordination and distribution.	CCEM
Infrastructure Systems	Communications Systems	
4	Status of RiverCom telecommunications, alerting and radio capabilities	RiverCom
4	Status of CCEM EOC communication capabilities	CCEM, CC IT, CC Facilities, CCPUD
Critical Transportation	Evacuation	
2	Provide public information as to areas to avoid, alternate routes of travel, shelter-in-place or evacuation or other information as required.	RiverCom, CCEM, Local Media
Critical Transportation	Reentering Affected Area	
2	Work with CCSO to control level 3 access roads	Law Enforcement
2	Provide current evacuation information	RiverCom, CCEM, Local Media
Environmental Response/Health & Safety	Survivor Safety and Assistance	
	Provide public information and assistance for the Whole Community to receive community services available.	RiverCom, CCEM, Local Media
Mass Care Services	Ensuring Access	
1,2	Support Red Cross and other community service organizations	RC,CCEM, VOAD
1,2	Provide current evacuation information in English and Spanish	RiverCom, CCEM, Local Media
Mass Care Services	Sheltering, Feeding, Hydration, Pets (Messaging)	
1,2	Deliver public information in English and Spanish concerning mass care services	RiverCom, CCEM, Local Media
1,2	Provide support to coordinate the identification of facilities for sheltering displaced people, and pets following emergencies or disasters.	RiverCom, CCEM, Local Media
Operational Communications	Voice Communications	
1	Provide public information on response activities and public safety as necessary during major incidents.	RiverCom, CCEM, Local Media



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Public Health, Healthcare, & Emergency Medical Services	Data Communications		
	1	Provide public information through messaging and other media sources on response activities and public safety as necessary during major incidents.	RiverCom, CCEM, Local Media
	Communication Between Responders and the Affected Population		
	1	Provide public information on response activities and public safety as necessary during major incidents.	RiverCom, CCEM, Local Media
	Health Assessments		
	1	Support CDHD with information collection of data to identify and determine the extent and impact of diseases and health problems that can be used to develop a community health assessment.	CCEM, CDHD
	Public Health Interventions		
	1	Partner with CDHD promote and dissemination of emergency preparedness and public health information to mitigate the extent and impact of diseases and health problems	CCEM, CDHD

RESOURCE REQUIREMENTS

All agency representatives invited to participate in EOC operations at the 206A Easy Street location, or an alternate location, should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.

Local interpreters may be requested to an incident scene or to the EOC to support LEP communications or response operations.

DEVELOPMENT and MAINTENANCE

The 2021 revision of the CCEM LEP Response Appendix followed the most current WA State EMD LEP Appendix Template that was created to meet both the federal and State requirements concerning LEP populations. Annual reviews and revisions will be made to the Plan when new information and insights are obtained or LEP agency contacts need changes and revisions.



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CCEM also promotes the common practice of performing after action reports (AARs) and improvement plans following training exercises and real-world incidents to review and evaluate the effectiveness of operational communication plans, systems, interoperability and operational coordination. AARs are used to address challenges associated with communication efforts and develop improvement plans with recommendations to address challenges and list the resources and/or training that is needed to address challenges. Evaluating capabilities and improvement planning are essential for emergency communications preparedness.

Several technological challenges repeatedly limit the effectiveness of public alerts and notifications in Chelan County:

- The success of WEAS or IPAWS messaging is often based on the number of cellular towers communicating with each other in a specific area. In rural locations where only one or two cellular towers reach into the affected location, the messaging can bleed over to unaffected areas or may not reach affected residents.
- WEAS messaging is currently limited in the characters per message, which also limits the clarity and effectiveness of the information being sent.
- Presently, phone carriers are not required to send out notifications in secondary language. (Need Federal mandate)
- Alert Sense has not activated their second language (Spanish) capabilities and previously promised.
- State does not have 24 hr. interpretation available through State EMD.
- Locally, there are delays in getting a certified translator, so the first translation is through google translate.
- Local Spanish radio stations are not staffed 24 hours a day so cannot always be used to get notifications and messages sent

While most of the repeated challenges are out of our control, CCEM is currently reviewing various IPAWS compliant software interface programs that might provide more efficient alert and notification capabilities. They are also planning to develop additional COAD and community partners to increase the effectiveness of emergency alerts and notifications, especially to the Limited English Proficiency (LEP) and Access and Functional Needs (AFN) populations in Chelan County.

Monitoring Compliance, Performance, and Revisions

CCEM will monitor implementation of the LEP plan on an ongoing basis, making revisions to policies and procedures as may be required periodically. At a minimum, the Department will review the overall effectiveness of its LEP Plan. Considerations of the following information as well as any other factors that may become appropriate may be included during a review:

1. Changes in demographics including new language groups and changes in the proportion of existing language groups, types of services and other needs
2. Frequency of encounters with LEP individuals
3. Nature and importance of activities to LEP individuals



Appendix C: LEP Response Plan

4. Availability of resources and costs imposed
5. Adequacy of current plan meeting needs of LEP individuals
6. Understanding by the staff of the LAP and how to implement it
7. Availability and viability of identified sources

DEPARTMENT TRAINING

The Department shall provide training to its staff regarding the LEP Plan. All employees who are likely to have contact with LEP individuals shall be trained to assure that they understand and reinforce the importance of the LEP Plan and ensure its effectiveness.

LEP training shall be part of the orientation for all new employees who work with LEP individuals. The Department will document training and orientations on the LEP Plan for new employees with the level of detail appropriate to their assigned job responsibilities. On-going employees will receive a one-time orientation on the LEP Plan which will be documented.

REFERENCES and SUPPORTING GUIDANCE

CCEM English/Spanish - Public Outreach – Emergency Preparedness Materials

The following electronic copies of our annual Limited English Proficiency (LEP) preparedness materials are sent out annually, each Spring, to the agriculture fruit industry facilities and migrant camps as the Whole Community prepares for both the fruit harvest and the coming wildfire season.

They provide information on signing up for the **Alert Sense Notification System**; important information on the **Ready-Set-Go Levels for Evacuation; Emergency Preparedness Brochures**; and **Emergency Preparedness Posters** for facilities and safety boards.



alert sense flyer
half sheet English S



All-Hazard-English-
Chelan-3.pdf



All-Hazard-Spanish-
Chelan-Final-2.pdf



All-Hazard-English-
WA-State-EMD-POS



All-Hazard-Spanish-
WA-State-EMD-POS



Evacuation
guide.pdf



Evacuation
(Spanish).pdf

Public Alerting and Notifications During Wildfires

Rapid and effective notification to the public is paramount during a wildfire event that is threatening a municipality, community or other populated area. Redundancy is key when conducting alerts and notifications.



Appendix C: LEP Response Plan

The following documents provide foundational principles of alerting and notifications and procedures for conducting wildfire evacuations.



Public Alerting and
Notifications During



WASPC Model
Policy - 2019 Revisio

Limited English Proficiency (LEP) Contacts

The following LEP Plan tables of local individuals, agencies, organizations, and industry contacts provide LEP resources and services within Chelan County and are valuable LEP resources and contacts that can assist CCEM in LEP emergency preparedness programs and services.

- Table 1 - Interpretation and Translation Language Services
- Table 2 - English / Spanish Media Broadcasting
- Table 3 - Agricultural Industry Facilities
- Table 4 - Migrant Camps
- Table 5 - Chelan/Douglas Health District
- Table 6 - Faith Based Groups
- Table 7 - Public Safety Agencies & Organizations
- Table 8 - School Districts
- Table 9 - Public Health and Safety Pre-Scripted Messages

Redaction of Personal Identifying Information

LEP Plan Tables 1 to 8 are not included with the public plan document. These tables include employee and volunteer information (personal telephone numbers and email addresses) that are protected under Washington State RCW 42.56.250 (4).



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LEP – Table 9

Public Health and Safety Pre-Scripted Messages

Life-Safety Notifications	
Notices on evacuation (include information on available transportation, if available)	EVACUATION ALERT - There is a (HAZARD) located at (LOCATION). If you are in the area, you are instructed to evacuate immediately until you receive an all-clear.
Notices on sheltering / sheltering in place	SHELTER IN PLACE - There is a (HAZARD) at (LOCATION). You are instructed to shelter in place until you receive an all-clear. (would include instructions on what to do in the room based on what is causing the shelter in place – if hazmat for instance, seal up windows and doors...)
Notices where individuals can obtain care or assistance (e.g., food, water, showers, medical care; and shelter and food / water for pets and large animals, etc.). Include information on available transportation, if available.	_____ has set up shelters in the following locations: For people WITHOUT PETS _____ For people WITH SMALL PETS _____
Notices on facility lockdown	These would be issued by the facility that is going on lockdown. CCEM would share the information on their Facebook page.
Notices on food safety (e.g., safe handling and disposal of potentially contaminated food products).	This would come from the Health Department. CCEM would share the information on their Facebook page.
Notices of curfew and curfew-related restrictions.	WA State does not have a curfew law.
Other public health and safety information (e.g., air quality announcements; generator safety tips; how to avoid carbon monoxide poisoning; how to disinfect potentially contaminated wells; cleaning up after a disaster, and when and how to dispose of damaged household goods; need for health screening or prophylaxis to prevent spread of infections, diseases, etc.).	This would come from the Health Department. CCEM would share on their Facebook page.



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Other Emergency Messages	
Emergency closure or detour notices for key transportation corridors, passenger rail lines and public transit systems (bus routes, commuter rail, ferry routes).	ROAD CLOSURE - A (MAJOR INCIDENT/ACCIDENT) has occurred at [location] [on/near] resulting in road closures. Seek alternate routes. If not in the area, stay away and allow emergency services personnel to work safely.
Emergency restricted hours / closure notices for local facilities where important services are provided directly to the public (e.g., offices of local health department or district, social services agencies, utilities / PUDs, building departments, etc.).	CCEM would share information received from affected facilities on their Facebook page.
Announcements related to disaster-related consumer protection issues (e.g., how to hire a contractor; insurance coverage, and how to file claims and complaints, etc.).	CCEM could share approved information on their Facebook page.
Announcements on reporting damages to local authorities for damage assessment purposes (e.g., what information is needed, how, when and where to report it, etc.).	CCEM could share approved information on their Facebook page
Announcements of upcoming community meetings conducted by local / state / federal / tribal officials.	CCEM would post/share this information on their Facebook page.
Other information related to the health, safety to security of individuals impacted by the ongoing emergency or disaster.	?
Bilingual staff of local governments, local health districts, county court systems, local schools, community organizations, churches, etc.	?
Local interpreters or translators (may require payment for services).	?
Local volunteers	?
Vendors identified in state master contracts (fee involved). Local organizations that signed a master contract usage agreement with the State Department of Enterprise Services can access services through these master contracts.	?



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TERMS and DEFINITIONS

Authorized Interpreter – A person who has been screened and authorized by the Department to act as an interpreter and/or translator for others.

Auxiliary Aids - Tools used to communicate with people who have a disability or impairment. They include but are not limited to, the use of gestures or visual aids to supplement oral communication; a notepad and pen or pencil to exchange written notes; a computer or typewriter; an assistive listening system or device to amplify sound; a teletypewriter (TTY) or videophones (video relay service or VRS); taped text; qualified readers; or a qualified interpreter.

Back Translation - When a document is translated and a second, independent translator translated the document back to English to check that the appropriate meaning has been conveyed.

Communication Plan – As defined in Title 38.52.010 RCW, "means a section in a local comprehensive emergency management plan that addresses emergency notification of life safety information."

Federal Financial Assistance: Includes funding for grants, training, use of equipment, donations of surplus property, and other assistance.

Disability or Impairment - A physical or mental impairment that substantially limits a major life activity, including hearing or seeing, regardless of whether the disabled person uses assistive or adaptive devices or auxiliary aids. Individuals who wear ordinary eyeglasses or contact lenses are not considered to have a disability (42 USC § 12102).

Four Factor Analysis: An individualized assessment of four factors designed to be a flexible and fact-dependent standard that balances the need to ensure meaningful access while not imposing undue burdens on small business, small local governments, or small nonprofit entities.

Interpretation: The act of listening to something in one language (source) and orally translating it into another (target). Interpretation is in person or via a telephone interpretation service ranging from on-site interpreters for critical services provided to a high volume of LEP persons through commercially available telephonic interpretation services.

Language Access Plan (LAP): An implementation plan developed after the four-factor analysis to decide what language assistance services are appropriate to address identified needs of the LEP populations served.

Life Safety Information - As defined in Title 38.52.010 RCW, "means information provided to people during a response to a life-threatening emergency or disaster informing them of actions they can take to preserve their safety. Such information may include, but is not limited to, information regarding evacuation, sheltering, sheltering-in-place, facility lockdown, and where to obtain food and water.



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Limited English Proficiency (LEP) Person: Persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. These individuals may be competent in certain types of communication (e.g., speaking or understanding) but still be LEP for other purposes (e.g., reading or writing). Similarly, LEP designations are context-specific; an individual may possess sufficient English language skills to function in one setting but these skills may be insufficient in other situations. Such person(s) may be entitled, at no cost to them, to language assistance with respect to a particular type of service, benefit or encounter.

Limited English Proficient: Under Title VI of the Civil Rights Act of 1964, Presidential Executive Order 13166, and other laws and regulations prohibiting discrimination on the basis of national origin, recipients of federal financial assistance are required to take reasonable steps to provide meaningful access to their activities, information and programs to people with limited English proficiency. In many cases this means that providing written translations or verbal interpretations so that LEP individuals can take advantage of the offerings.

Qualified bilingual member - A member of the Chelan County Sheriff's Office, designated by the Department, who has the ability to communicate fluently, directly and accurately in both English and another language. Bilingual members may be fluent enough to communicate in a non-English language but may not be sufficiently fluent to interpret or translate from one language into another.

"Safe Harbor": If a recipient provides written translations (a) of vital documents for each eligible LEP language group that constitute 5 percent or 1,000, whichever is less of the population of persons eligible to be served or likely to be affected or encountered; or (b) if there are fewer than 50 persons in a language groups that reach the 5 percent trigger from (a) then such actions will be considered strong evidence of compliance with the recipient's written-translation obligations. *Note: These provisions apply to the translation of written documents only.*

Significant Population Segment – As defined in Title 38.52.070 RCW, "means, for the purposes of this subsection (3), each limited English proficiency language group that constitutes five percent or one thousand residents, whichever is less, of the population of persons eligible to be served or likely to be affected within a city, town, or county. The office of financial management forecasting division's limited English proficiency population estimates are the demographic data set for determining eligible limited English proficiency language groups."

Timely: Language assistance should be provided at a time and place that avoids the effective denial of the service, benefit, or right at issue or the imposition of an undue burden on or delay in important rights, benefits, or services to the LEP person. *Note: there is no single definition that is applicable to all types of interactions at all times by all types of recipients.*

Translation: The replacement of a written text from one language (source) into an equivalent written text in the target language. Written translation can range from translation of an entire document to translation of a short description of the document.



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Vital Document: Any document that contains information that is critical for obtaining or contain the services or benefits that are supported by Federal funds, or that are required by law. Such documents may include but are not limited to applications, consent forms, notices of participant rights and responsibilities, disciplinary notices, letters or notes that require a response from the participant or beneficiary, legal notices and notices advising LEP persons the availability of free language services.

Whole Community - The Whole Community includes individuals, families, households, communities, the private and non-profit sectors, faith-based organizations, and local, state, tribal, territorial, and Federal governments. In the context of ESF 15: External Affairs, and this Appendix, engaging the Whole Community means developing messages for and delivering messages to a wide range of audiences that includes children (through parents or guardians); older adults; individuals with disabilities and others with access and functional needs; those from religious, racial, and ethnically diverse backgrounds; people with limited English proficiency; and owners of animals, including household pets and service and assistance animals.



Appendix D: Emergency Operations Center Activation

Purpose

The purpose of this CCEM appendix is to provide guidance and procedures for the activation and operation of the Chelan County Emergency Operations Center (EOC)

Core Capabilities

The primary Core Capabilities for this EOC Appendix include

Primary Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community with clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities
Logistics & Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Mass Care Services	Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

See the CCEM Annex for additional Primary and Support Core Capabilities, Critical Tasks, and Activities and Actions that are important responsibilities and functions that CCEM may manage or coordinate from the EOC.



Appendix D: Emergency Operations Center Activation

Authorities and Policies

Chelan County Code, Chapter 7.14 – Emergency Management

Adoption of the National Incident Management Plan (NIMS)

Adoption of the Chelan County Comprehensive Emergency Management Plan (CEMP)

RCW 38.52 – Emergency Management

W.A.C. 118-30-050 – Emergency Management

Situation Overview

Emergencies or disasters could occur in the county at any time causing significant human suffering, injury and death, public and private property damage, environmental degradation, loss of essential services, economic hardships to businesses, families, and individuals and disruption of governmental entities. The CCEM EOC is a physical location that is set up with the communication systems and resources, and staffed with personnel to support and coordinate the primary and support Core Capabilities that must be activated to mitigate the emergency or disaster situation during response and through recovery.

Concept of Operations

EOC Activation Process

The Chelan County EOC is activated for various reasons based on the needs of a jurisdiction, organization, or Incident Commander; the context of a threat; the anticipation of events; or in response to an incident. Circumstances that might trigger EOC activation include:

- More than one jurisdiction becomes involved in an incident and/or the incident involves multiple agencies
- The Incident Commander or Unified Command indicates an incident could expand rapidly, involve cascading effects, or require additional resources
- A similar incident in the past led to EOC activation
- The EOC director or an appointed or elected official directs that the EOC be activated;
- An incident is imminent
- Threshold events described in the emergency operations plan occur; and/or
- Significant impacts to the population are anticipated.

The EOC is activated by order of the Director or Assistant Director of Emergency Management, the Chelan County Commissioners, or requests from City Mayors or City Managers. It can also be activated by requests from Incident Commanders, through the Director, or Assistant Director of CCEM to support a local incident and from requests from City and/or County Administrators to support their jurisdiction's EOC.



Appendix D: Emergency Operations Center Activation

Upon notification of an incident, Chelan County Emergency Management (CCEM) will alert and notify the appropriate emergency management staff and officials, activate the EOC, and implement the Chelan County Comprehensive Emergency Management Plan (CEMP). CCEM will support the Incident Commander by activating public information alerts and notifications, establishing a liaison with other organizations and entities, and implement appropriate plan annexes and appendices to support response and recovery operations. The CCEM activation level is determined by the size, scope and complexity of an incident.

The operational objective of activating the Emergency Operations Center (EOC) includes serving as a point of contact for information collection, coordination and distribution to support decision making throughout the life of the incident. It is essential to facilitate public information, continuity of government and essential services, emergency management support and coordination involving damage assessment, logistics and resource management, and public services. This objective is completed when the incident is stabilized and the support of information and coordination of response support activities are no longer needed. An incident after action report (AAR) of response functions and activities is an essential tool that will help evaluate the EOC operation activities to highlight strengths, as well as areas for improvement, so that corrective actions can be implemented to resolve capability gaps and shortcomings identified in the EOC incident operations.

CCEM maintains the public safety radios for the Chelan County Sheriff's Office and the CCEM EOC. The CCEM EOC has access to a cache of two-way hand-held radios that are programmed with all county frequencies as well as many of the neighboring counties' frequencies. CCEM also has a portable repeater system that can be utilized in some of the areas that have poor radio reception, or where a repeater has been damaged. The radios also contain the common state frequencies and some federal (mainly US Forest Service) frequencies.

OSCCR: Primarily used by public safety agencies, "on-scene" at an event/incident for command and coordination of activities between agencies. OSCCR can only be employed in the simplex mode via mobile and/or handheld equipment.

SAR: Primarily used by Search and Rescue organizations for coordinating operations between SAR units. Can only be employed in the simplex mode, via mobile and/or handheld equipment.

REDNET: Primarily used by fire departments and districts for on-scene fire operations.

NLEEC: Primarily used by law enforcement agencies for mutual operations. Also used by EMD for activation of the Emergency Alert System (EAS) relay network. This frequency is not currently in the pre-programmed Chelan County portable radios.

HEAR: Primarily used by ambulance services for administrative communications with hospitals.

During localized emergency situations, a mobile Command Post may be utilized to establish communications from agencies involved at the scene. In more extreme circumstances, the mobile Command Post may also be used to link field units with the decision makers stationed at the Emergency Operations Center. The CCSO EM Mobile Command Trailer-Search and Rescue Trailer is equipped with (2) 50-watt two-way public agency radios on whip antennas, and a mast antenna; a cache of Family Radio Service radios; along with response gear for Search and Rescue.



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In times of emergency, Amateur Radio Services' volunteers may provide an additional local or state-wide communications network from their individual base and/ or mobile stations. The Radio Operators can provide two-way VHF, UHF and HF backup and auxiliary radio communications for first responders, hospitals, the EOC, other emergency and support agencies as well as shelters. A.R.E.S./R.A.C.E.S volunteers can provide communications services for extended care facilities, "at-risk" populations, and communication points for the public. These resources are deployed upon request of the agency or facility needing communication support and are coordinated with Chelan County EM/EOC. All hospitals in Chelan County have access to an amateur radio in their facility. This local capability provides an extra backup communication system at the Chelan County Emergency Operations Center if required.

EOC Personnel and Staffing

The EOC staff (Emergency Management personnel) will report immediately to the EOC upon notification. The first to arrive will start the set-up of the EOC, referring to the EOC Activation Checklist. When the checklist has been completed it should be given to the EOC Manager . One or more persons may be initially tasked to the following functions:

- EOC Manager
- Operations
- Information, Analysis, Planning
- Logistics / Resource Management
- Administrative
- Public Information
- Telecommunications
- Selected other agencies, as needed

Initial EOC staffing will be handled by CCEM personnel. The need for additional EOC staff will be assessed by the EOC Manager. Staffing will expand and contract during the various phases of the disaster, with the largest commitment of personnel usually required during the response phase.

During a major emergency or disaster, it may become necessary to support the EOC with personnel from varying departments. All Directors, Supervisors, Chiefs and other heads of departments, agencies, and local political subdivisions should provide personnel to support the EOC when requested.



Appendix D: Emergency Operations Center Activation

EOC Activation Levels

CCEM utilizes the standard NIMS EOC activation levels:

NIMS EOC Activation Levels	
Activation Level	Description
3 – Normal Operations	Activities that are normal for the EOC when no incident or specific risk or hazard has been identified; or an activity that can be dealt with using existing local resources or minimal mutual aid assistance, and that is short term in nature and limited in scope.
2 – Partial Activation	Certain EOC staff and departments/agencies activated to monitor a credible threat, risk, or hazard and/or to support the response to a new and potentially evolving incident; or incident activities with increasing scope, complexity and mutual aid resources.
1 – Full Activation	All EOC staff and multiple department/agencies are activated to support the response to a major incident or credible threat; or broad scope community emergencies with long term impact, representing a significant threat to life, property and/or the environment; and requiring a substantial commitment of personnel,

In the event the magnitude and complexity of the incident overwhelm or exhaust local capabilities and resources, Chelan County EM will activate the EOC, if not already activated; alert and notify the appropriate staff and officials; and implement the Comprehensive Emergency Management Plan. CCEM will identify and mobilize available local, state and federal resources to restore the community to its pre-disaster state to the fullest extent possible.

1. Obtain proclamation of emergency, if necessary, to activate emergency powers. Suspend normal non-essential activities, and divert local resources to augment disaster response and recovery.
2. Request support from the Washington State Emergency Operations Center (SEOC). They will evaluate local resource commitment and coordinate additional resource response.
3. In the event that the capabilities of state government are exceeded, the Governor may request federal disaster assistance. A disaster declaration by the President will be necessary in order to release certain federal aid.



Appendix D: Emergency Operations Center Activation

WebEOC

CCEM utilizes WebEOC (a web-based software technology system) for information management of EOC activities and events. It provides real-time access to details in neighboring jurisdictions and the SEOC for management of an incident, details for management of contingencies (e.g., weather trends, satellite images, mapping information, and local, regional or national resource status), and a standardized statewide process for requesting and tracking resources.

Deactivation Process

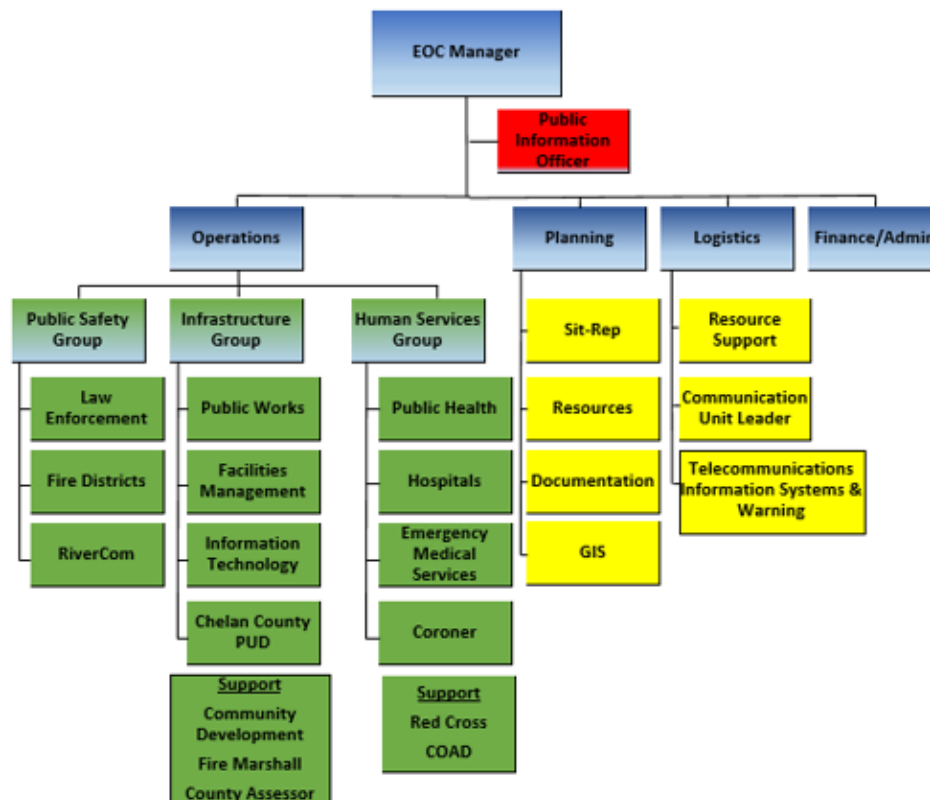
The EOC director deactivates EOC staff as circumstances allow, and the EOC returns to its normal operations/steady state condition. Deactivation typically occurs when the incident no longer needs the support

and coordination functions provided by the EOC staff or those functions can be managed by individual organizations or by steady-state coordination mechanisms. EOC leadership may phase deactivation depending on mission needs. EOC staff complete resource demobilization and transfer any ongoing incident support/recovery activities before deactivating.

Organization

Chelan County Emergency Management uses an ICS-like structure in their EOC. An ICS-like EOC structure reflects the standard ICS organization with varying with minor title changes to emphasize the coordination and support mission of the EOC.

Chelan County Emergency Management Organization Structure





Appendix D: Emergency Operations Center Activation

The Chelan County Comprehensive Emergency Management Plan includes Agency/Department Annexes and contract city Appendices that correspond with the Operations Groups (Public Safety, Infrastructure and Human Services) to provide the coordination and management during an EOC activation.

Primary/Alternate Location

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation. The primary alternate is Chelan County Fire District 3 (Leavenworth), Chelan County Fire District 7 (Chelan) or Wenatchee Police Department.

Resource Requirements for EOC Operations

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operation.

Whenever alternative EOC locations are activated, all CCEM representatives, as well as department and agency representatives invited to participate in EOC operations at the alternative location should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operation.

References and Supporting Guidance

Chelan County CEMP – Basic Plan (Current Revision)

- Includes links to Agency/Department Annexes, CCEM Appendices and Contract City Appendices



Appendix E: Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)

Lead Agencies / Organizations

Chelan County Emergency Management (CCEM)
Chelan/Douglas Community Organizations Active in Disasters (COAD)

Support Agencies / Organizations

Mass Care - Sheltering

American Red Cross (primary)
Salvation Army
Hospitality Ministries

Mass Care - Feeding/Hydration

American Red Cross
Salvation Army (mobile and fixed sites)
Southern Baptist Disaster Relief
Chelan/Douglas Community Action Council
Serve Wenatchee Valley

Mass Care - Distribution of Emergency Supplies

Chelan County EM
American Red Cross

Emergency Assistance—Donations Management

Chelan County EM
The Salvation Army

Emergency Assistance—Services for Animals (also see ESF #11)

Wenatchee Valley Humane Society

Emergency Assistance—Reunification

American Red Cross
Chelan County EM
Schools/school districts

Temporary Housing/Housing Assistance (includes repairs)

Chelan County & City of Wenatchee Housing Authority
Chelan/Douglas Community Action Council
Serve Wenatchee Valley

Human Services—Crisis Counseling

American Red Cross
Chelan County Behavior Health Unit
Catholic Charities Serving Central Washington
Salvation Army
NCW Chaplain Foundation
Christ Center Church Chaplaincy Program



Appendix E: **Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)**

Human Services—Disaster Case Management

American Red Cross
Salvation Army

State and Federal Leads

Washington State Emergency Management Division (EMD)
Washington State Department of Early Learning (DEL)
Office of the Superintendent of Public Instruction (OSPI)
Washington State Department of Agriculture (WSDA)
Washington State Department of Social and Health Services (DSHS)
Washington State Animal Response Team (WASART)
Washington National Guard
Federal Emergency Management Agency (FEMA)

Purpose

Emergency Support Function (ESF) 6: Mass Care, Emergency Assistance, Housing, and Human Services coordinates and provides life-sustaining resources, essential services, and statutorily required programs to fulfill the needs of disaster survivors at the local (county) government capabilities.

Scope

This document applies to all lead and support agencies identified above and to the additional governmental and non-governmental agencies which may have significant roles supporting Emergency Support Function (ESF) #6 during emergencies or major disasters.

This ESF reflects the actual combined capabilities of agencies and organizations that cooperate at the county level to bring all available resources to provide life-sustaining support to individuals and households who survive emergencies and disasters. County agencies and other organizations work together to provide mass care, emergency assistance, temporary housing, and human services to support the delivery of life-sustaining assistance to emergency and disaster survivors.

This ESF promotes the delivery of services and the implementation of programs to assist individuals, households, and families impacted or potentially impacted by emergencies or major disasters in the following four functional areas: mass care, emergency assistance, temporary housing, and human services.

1. **Mass Care:** Sheltering, feeding, hydration, distribution of emergency supplies, crisis counseling, and reunification of children with their parent(s) or legal guardians and adults with their families. Household pets are to be included in sheltering, feeding, distribution of emergency supplies, and reunification of animals to owners.



Appendix E:

Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)

2. **Emergency Assistance:** Coordination of COAD (Community Organizations Active in Disaster) and other voluntary organizations, management of unaffiliated volunteers and unsolicited donations; essential community relief services; non-congregate and transitional sheltering; support to individuals who may require additional assistance in congregate facilities; support to mass evacuations; and support for the care of ADA recognized service animals and household pets.
3. **Temporary Housing:** Temporary housing options may include rental, repair and loan assistance; replacement or construction; referrals; identification and provision of accessible housing; and access to other temporary housing assistance resources.
4. **Human Services:** Certain programs are available only under a major federal Disaster Declaration or Individual Assistance Declaration to help survivors address unmet disaster-caused needs and non-housing losses through loans or grants; disaster supplemental nutrition assistance; crisis counseling; disaster unemployment; and disaster legal services. Other county, state, and federal human services programs may benefit survivors, such as child care, temporary assistance to needy families, housing vouchers, etc.

Core Capabilities

The primary Response Core Capability for this Appendix is Mass Care Services.

Primary Core Capabilities	
Mass Care Services	Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.

The following support Core Capabilities are also important to provide mass care, emergency assistance, housing, and human services to disaster survivors.

Support Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities



Appendix E:
Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)

Logistics and Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Public Health, Healthcare, and EMS	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support and products to all affected populations.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.
Fatality Management Services	Provide fatality management services, including decedent remains recovery and victim identification, and work with local, state, tribal, territorial, insular area, and Federal authorities to provide mortuary processes, temporary storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.

Authorities and Policies

ESF #6 will be implemented upon the appropriate request for assistance following an event. All appropriate governmental and volunteer agency resources will be used as needed and available, with the American Red Cross (ARC) taking the role as lead agency.

- All services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
- The Chelan County ESF-#6 will not supersede ARC’s response and relief activities. ARC operations will conform to the ARC Board of Governors’ Disaster Services Policy Statement and will be performed in accordance with the ARC Disaster Services regulations and procedures. ARC will maintain administrative and financial control over its activities.
- Information about those injured and remaining within the affected area, and casualties evacuated from the affected area to other medical facilities, will be limited to that provided by local medical care facilities, either directly or through the ARC’s Disaster Welfare Information (DWI) System.



Appendix E: **Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)**

The following are more specific policies to be followed:

Chelan County Code

[Title 4-Chapter 4.04 Garbage](#)

[Title 7-Chapter 7.40 Animal Control 7.40.050 Destruction or other disposition](#)

[Americans with Disabilities Act](#)

[Chapter 16.36 RCW Animal Health](#)

[Title VI of the Civil Rights Act of 1964](#)

ESF 6 support requirements which cannot be met at the local level, will be forwarded to the State EOC for assistance. If needed, federal assistance may be requested.

Situation Overview

The magnitude of damage could rapidly overwhelm the capability of Chelan County and the ARC to assess the event and respond effectively to basic and emergency human needs. Damage to roads, airports, communications, etc. could hamper emergency response efforts. The movement of emergency supplies could be seriously impeded. Many professional emergency workers and others who normally would help during an event could be dead, injured, involved with family problems resulting from the situation, or unable to reach their assigned posts. Local emergency facilities could be severely damaged or inaccessible.

Large numbers of victims could be forced from their homes depending on such factors as time of occurrence, area demographics, building construction, and existing weather conditions. There may be large numbers of dead and injured. Family members may be separated immediately following a sudden-impact event, such as children in school and parents at work. Large numbers of transients, such as tourists, students, and foreign visitors may be involved.

Planning Assumptions

Assumptions are based on a worst-case scenario in which an event occurs without warning and will produce maximum casualties. The nature and extent of the event requires a planned, immediate, and automatic response from the ARC and cooperating private sector and volunteer organizations.

- The disaster could necessitate the temporary relocation of victims. The shelter program shall be developed on the assumption that people may have to remain in public shelters for a period of time.
- Less than 3% of the population will require public shelter services in any given situation; research conducted by Snohomish County (1981) indicates most people evacuated from their homes for extended periods of time will find their own shelter in a non-impacted area either with friends or relatives.



Appendix E: **Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)**

- Surviving telephone service into and within the event area will be either inadequate or unable to handle disaster welfare inquiries, and communications may be disrupted for weeks. It is also assumed that relocation of victims will limit or prevent routine mail delivery.
- Mass care operations and logistical support requirements will be given high priority by the Chelan County Emergency Operations Center (EOC) and support agencies.
- There are enough resources available locally to care for the local population for at least two weeks.
- Some medical facilities will be so overwhelmed that accurate record keeping on treated, released, hospitalized, and transferred individuals may be disrupted. The names of many of the injured that are treated and released may continue to appear on casualty lists. Seriously injured people may need to be transferred to offsite hospitals.
- When an animal shelter is not co-located at a mass care shelter, animals may be brought into Wenatchee Valley Humane Society (WVHS) shelters that are beyond medical treatment. Euthanasia of some animals may become necessary, and judgments will be handled according to WVHS protocol.
- Spontaneous volunteers in the affected area will require a planned recruitment strategy and operational training effort.

Concept of Operations

General

Activation

Chelan County Department of Emergency Management (CCEM) contacts all primary and support agencies with notification of ESF- 6 activation, information specific to the incident. As part of the initial notification to support agencies, the CCEM provides an initial briefing of the situation as it pertains to mass care and immediate action requests, as indicated.

Initial response activities will focus on meeting urgent needs of victims on a mass care basis. Services provided will be based on the needs of victims, the situation, and available resources. As recovery activities are introduced, close coordination will be required between those agencies responsible for recovery activities and the voluntary agencies providing recovery assistance, such as the ARC.

Direction

CCEM at the Emergency Operations Center (EOC) coordinates actions with the Operations Section Chief, following the Incident Command System. As the government lead for ESF-6, CCEM coordinates closely with the ARC liaison assigned to ESF-6. All



Appendix E: **Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)**

staff arrivals, departures, resource requests, situation reports and other required reports, significant events, and essential elements of information should be logged.

Coordination

The operational rhythm is flexible and subject to adjustment based on the EOC schedule. Coordination is achieved through direct communication with partners and stakeholders, email, or scheduled conference calls.

Information concerning the shelter program, including public shelter locations, will be disseminated as directed by CCEM or the Public Information (PIO) in coordination with the ARC.

Deployment

In certain instances, the ESF-6 lead may determine it is beneficial to deploy staffing resources to the location(s) impacted by the disaster. All deployments are coordinated in advance with the EOC Operations Section Chief and Logistics Section Chief.

Task Forces

The ESF-6 lead, in coordination with the ARC and WVHS liaisons, determines when a task force may be beneficial to meet the sheltering and feeding needs of humans and animals. The ESF-6 lead may also designate additional task forces to meet the needs of other specific demands.

Mass Care

Shelter, Feeding, and Hydration Coordination and Support

The ARC maintains memoranda of understanding with a list of accessible pre-identified shelter sites throughout Chelan and Douglas Counties for use as shelters during disasters. The ARC will work with these resources to identify facilities that are adequate to meet the immediate and short-term shelter needs of disaster displaced populations and associated ADA recognized service animals and household pets when at all possible. Once the shelter is set up, the ARC provides dormitory services including cots, blankets, food, water, psychological first aid, medical triage, and case work. WVHS will provide resources for associated ADA recognized service animals and household pets. The ARC and WVHS services are provided to the extent of their resource capabilities at the time of the disaster, which may be limited due to other responses already underway or other factors. The ARC liaison in the EOC, working with the ESF-6 lead, may submit resource requests for government support.



Appendix E: **Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)**

Distribution of Emergency supplies

In the context of Mass Care and Emergency Assistance, these emergency supplies can be divided into three categories: 1. Life sustaining (e.g., food, water, tents, durable medical equipment) 2. Comfort (e.g., blankets, clothing) 3. Other essential supplies (e.g., shovels, masks, and cleaning supplies)

Considerations for delivery and distribution of emergency supplies include: Procurement / Transportation / Storage and warehousing / Distribution sites.

Community Points of Distribution (CPODs) are centralized locations in an impacted area where survivors pick up life-sustaining relief supplies following a disaster or emergency. Common distribution points in Chelan and Douglas Counties are the local food bank locations.

Local restaurants and caterers may prepare and donate food and provide feeding commodities to be distributed at distribution sites, and local voluntary organizations may provide the human resources to staff the sites as well. Big box stores may be able to procure, transport, and store items at their warehouses.

Crisis Counseling

Experiencing a natural disaster or other emergency can be intensely stressful. A range of mental health and chemical abuse (behavioral health) problems may surface in the early stages of an emergency situation. These may continue to emerge among the public and among professionals who respond to an event. Addressing these concerns improves the emergency response and the health of the Whole Community.

Even when the immediate danger has passed, the impact can still be felt. People may feel grief or anger over the damage or loss, fear or hopelessness when thinking about rebuilding their lives, or they may simply feel overwhelmed and not know how to begin.

Terms and Definitions

Psychological First Aid (PFA): Helping people to reduce stress symptoms and assist in a healthy recovery following a traumatic event, natural disaster, public health emergency, or even a personal crisis.

Post-traumatic stress disorder (PTSD): *Post-traumatic stress disorder (PTSD)* is a mental health condition that's triggered by a terrifying event — either experiencing it or witnessing it. Symptoms may include flashbacks, nightmares and severe anxiety, as well as uncontrollable thoughts about the event.



Appendix E: **Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)**

Crisis Counseling: A process that has as its focus the emotional consequences of a crisis

Crisis Intervention: An immediate and short-term psychological care aimed at assisting individuals in a crisis situation.

Crisis Counseling is offered by a variety of local COAD organizations (American Red Cross, Chelan County Behavioral Health Unit, Catholic Charities Serving Central Washington, Salvation Army, NCW Chaplain Foundation, and Crist Center Church Chaplaincy Program). See COAD and Support Agency Contacts.

Reunification

Reunification is a critical Mass Care function to reconnect individuals, families, or displaced and unaccompanied children as quickly as possible following a disaster or incident. This service is also critical for the personal recovery of disaster survivors and their relatives and friends, who may have limited means to communicate and reunify. In response to a mass-casualty or mass-fatality incident, there are a variety of local and regional organizations that have plans and procedures in place to provide family assistance and support the reunification process.

The American Red Cross provide human and technological resources to facilitate communication through a [Safe and Well website](#) to establish contact with family members who have been separated within a disaster area and working with other Red Cross partners to resolve reunification-related inquiries.

Local hospitals use [WATrac](#) patient tracking technology facilitate family reunification for patients and work with the Red Cross, law enforcement and the National Emergency Child Locator Center (NCMEC) to facilitate reunification.

Local schools and school districts, as guardians of children also may have a significant role to play in reuniting children with their families.

Emergency Assistance

The Chelan and Douglas County COAD (Community Organizations Active in Disaster) is a collaborative group of local organizations that provide multiple types of emergency assistance and services to the community in each phase of a disaster. See the current Chelan-Douglas COAD Resource Guide for organizations and notification/contact information.

Examples of emergency services include coordination of disaster donations; essential community relief services; non-congregate and transitional sheltering; support to individuals with disabilities and others with access and functional needs in congregate facilities; support to children in disasters; support to mass evacuations; and support for the rescue, transportation, care, shelter, and essential needs of household pets and service animals.



Appendix E: **Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)**

Temporary Housing

The ESF #6 housing function addresses needs of survivors in the impacted areas, and is accomplished through the coordination and implementation of programs and services from various organizations designed to:

Assist with short-term and interim housing for survivors. Interim housing covers the period after survivors emerge from shelters until they are either permanently re-housed or leave the area.

Ensure that transportation, physical accessibility needs, adequate space for families and other factors that can influence housing situation are considered to develop a proper housing assistance approach.

Provide guidance and assistance on rental assistance, repairs, construction or loan assistance, and the identification and, provision of accessible housing. Identify solutions for short-term and interim housing for survivors, as appropriate. Housing assistance provided to survivors may include rental assistance and temporary housing.

Assess overall capacity and capability of shelters and ensure that there are enough resources to support, not only the general population, but also evacuees with functional or access needs and/or unique circumstances.

Coordinate with ESF #7 for resources, including picture boards or talk boards, wheelchairs, other durable medical equipment, alternative format materials, specialized diets, medical cots/beds, privacy curtains, shelter/reception processing site kit items that address the needs of people with access or functional needs. These should be available at arrival points and/or shelters, if possible. An itemized list may be too long to add to an operational plan; however, lists can be acquired from many sheltering and disability Non-Governmental Organizations.

When the number of displaced residents exceeds the housing stock capacity, FEMA may provide manufactured homes as interim housing locations for up to 18 months.

Human Services

The ESF #6 human services component implements programs and provides services to assist survivors. The programs and services are coordinated and implemented through a variety of programs and organizations to:

Support immediate, short-term emotional support for individuals, households, and groups dealing with anxieties, stress, and trauma associated with an emergency or major disaster, act of terrorism, and/or incident of mass criminal violence.



Appendix E: **Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)**

Coordinate, identify, and provide mass care services to individuals with access and functional needs within the impacted area, including the elderly, children, people with disabilities, and people communicating in languages other than English (including sign language). Agencies providing services to individual clientele, and group care facilities, such as group homes for children, nursing homes, and assisted living facilities will ensure that emergency commodities provided are delivered to their clientele and facilities.

Reunification of school age children during school hours will be handled by school and school districts according to their existing plans.

Plan for unaccompanied minors and adults requiring care/supervision.

- Work with the appropriate law enforcement and legal authorities to develop a disaster protocol for temporary care of unaccompanied children/minors and adults requiring care.
- Plan for access to reunification tools, such as the Red Cross Safe and Well Web Site, for all displaced populations.
- Plan to provide a toll-free phone number or hotline to facilitate the reunification of evacuees.

Identify special programs that may be available under an emergency or major disaster declaration, or under the Individual Assistance program, to help survivors with mass care needs.

Assist with providing referrals to the proper organizations that fill unmet needs, provide mental and spiritual health support, provide disaster legal services and disaster unemployment assistance; potentially including childcare, housing vouchers, and disaster supplemental nutrition assistance.

Disaster assistance programs that help survivors address unmet disaster-caused needs and/or non-housing losses through loans and grants; also includes supplemental nutrition assistance, crisis counseling, disaster case management, disaster unemployment, disaster legal services, and other state and Federal human services programs and benefits to survivors.

Certain programs are available only under a major federal Disaster Declaration or Individual Assistance Declaration to help survivors address unmet disaster-caused needs and non-housing losses through loans or grants; disaster supplemental nutrition assistance; crisis counseling; disaster unemployment; and disaster legal services. Other county, state, and federal human services programs may benefit survivors, such as child care, temporary assistance to needy families, housing vouchers, etc.



Appendix E: **Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)**

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations. Chelan County Emergency Management has identified and addressed the essential needs of children, those with access and functional needs, and the essential needs of household pets and service animals in disaster preparedness and planning.

The Chelan County Emergency Management Annex to the CC CEMP has identified and addressed the “Whole Community” essential needs of children, those with access and functional needs, and the essential needs of household pets and service animals in disaster preparedness and planning.

The CCEM Appendix C - Limited English Proficiency (LEP) Response Plan Appendix describes a variety of programs and services to provide communication access and assistance to LEP and AFN individuals during emergency response and recovery activities.

The concept of Whole Community is not new, but it provides a more defined picture for empowering, and leveraging, collective emergency management teams that include not only government, but also non-profit and voluntary organizations, faith- and community-based groups as well as the private sector (business and industry).

ESF- 6 is supported by multiple non-governmental agencies, many of which have specific missions to serve or advocate on behalf of children, the elderly, people who live in poverty, people who are institutionalized, who are disabled, have LEP, and others with access and functional needs. This ESF expects all agencies and organizations to comply with federal law. For more information on how each agency or organization complies with federal law, please contact the individual agency or organization. Any agency or organization that receives federal funding is required to have a plan or policy for addressing the needs of individuals with LEP, pursuant to Title VI, the Civil Rights Act.

Organization

Chelan County Emergency Management (CCEM) is the coordinating agency for this appendix, and works with the American Red Cross, Greater Inland Northwest (ARC) to coordinate and provide the mass care, human services and resources needed in the community following a disaster. The Wenatchee Valley Humane Society (WVHS) is also a very important primary agency for the needs of domestic pets and livestock animals.



Appendix E: **Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)**

The Chelan County EOC will alert, and may request activation of mass care agencies. When alerted or activated, agencies will contact their staff, appropriate teams and individual volunteers. They will maintain communication and coordination with the Chelan County EOC. The ARC representative to the EOC will function as the mass care representative.

The Chelan County Commissioners may authorize use of county facilities and resources in support of mass care. In addition, they may enter into contracts with local businesses or agencies for additional resources or facilities.

When public, private, and mutual aid or inter-local agreement resources from adjacent political subdivisions are exhausted, the Chelan County EOC will request assistance from the State Emergency Operations Center (SEOC).

Direction, Control, & Coordination

The National Incident Management System (NIMS) is a comprehensive, national approach to incident management that is applicable at all jurisdictional levels and across functional disciplines. It is intended to be applicable across a full spectrum of potential incidents, hazards, and impacts, regardless of size, location or complexity.

The NIMS model for incident management is the Incident Command System (ICS). The Incident Command System is the basis for all direction, control and coordination of emergency response and recovery efforts conducted in Chelan County. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

NIMS guides all levels of government, nongovernmental organizations (NGO), and the private sector to work together, providing stakeholders across the Whole Community with the shared vocabulary, systems, and processes to successfully deliver the core capabilities.



Appendix E:
Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)

	<p>Maintain coordination and communication between support agencies and the Chelan County EOC.</p> <p>Establish a communication system between all shelters (animal and human).</p> <p>Work with ARC to establish disaster welfare inquiry services for the purpose of reporting victim status and assisting family reunification.</p> <p>Coordinate post-disaster reunification efforts.</p>	
ESF Primary Agencies	Responsibilities and Activities	Core Capabilities
American Red Cross	<p>Coordinate with CCEM, CDHD, and WVHS to identify usable facilities for human and animal sheltering. Sheltering options should include cohabitation and co-location for household pets as options.</p> <p>Create written agreements to use shelters, as appropriate. Maintain a current list of available shelters. ARC will attempt to share their finalized resource list with CCEM and WVHS.</p> <p>Provide food, shelter, and distribution of emergency supplies to affected people immediately following the disaster.</p> <p>Provide individual client services through casework for people with disaster-related needs, with particular attention to those who have experienced significant damage or loss of their homes.</p> <p>Deploy licensed health and mental health professionals who are trained and equipped to provide assistance at the time of a disaster. Disaster health services professionals can provide basic first aid and medical assessment, triage and replacement of medications, or referrals to community partners. Disaster mental health professionals provide mental health assessments, crisis intervention and a sympathetic ear to those in need.</p>	<p>Operational Coordination</p> <p>Mass Care Services</p>



**Appendix E:
Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)**

	<p>Coordinate with Emergency Management on planning issues and other mass care concerns. Maintain contact with the Chelan County EOC.</p> <p>Staff and operate Disaster Welfare services. Track displaced individuals</p>	
Wenatchee Valley Humane Society	<p>Coordinate with CCEM, CDHD, and ARC to identify usable facilities for animal sheltering, including cohabitation and co-location options. Identify usable shelters, including but not limited to fairgrounds, boarding facilities, and humane society shelters. Create a liaison officer position within the WVHS command structure to facilitate communication.</p> <p>Provide food, shelter, and emergency first aid services to affected household pets and livestock immediately following the disaster.</p> <p>Prepare for post-disaster reunification of animals with their owners.</p> <p>Collaborate with EOC in creating and releasing information on disaster planning and safety for animals through resources such as press releases, brochures, and online resources.</p> <p>Prepare for post-disaster reunification of animals with their owners.</p>	Operational Coordination
Support Agencies	Responsibilities & Actions	Core Competencies
Amateur Radio Operators	If needed, act as a support agency for coordinating communications	Operational Communications
Wenatchee Valley Animal Care and Control	Provide assistance to domestic animal complaints and emergencies. Contacted through WVHS. If needed, act as a support agency to accomplish WVHS goals	Mass Care Services



Appendix E:
Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)

North Central EMS and Trauma Care	Coordinate emergency medical services during emergencies	Medical Services
Fire Services	Provide fire suppression, EMS and other emergency operations during emergencies	Fire Management
Law Enforcement	Provide scene security, traffic control, and public safety during emergencies	Security and Protection
Public Works Departments	Provide debris removal and management services Provide emergency road maintenance	Critical Transportation
LINK Transit	Provide emergency transportation during emergencies	Critical Transportation
Chelan Douglas Health District	Coordinate with ARC, WVHS, and the CCEM to provide public health inspections for facilities used for sheltering	Public Health
Chelan County Coroner	Provides fatality management during disasters and emergencies	Fatality Management
School District(s)	Possible shelter and/or provider of additional resources and family reunification efforts	Mass Care Services
WA Animal Control Assoc.	Provide WA State animal care and control training program Provide direction and support for local animal care and control programs	Mass Care Services
Washington State Animal Response Team (WASART)	Responds to disaster and emergency situations involving all domesticated livestock and companion animals	Mass Care Services
Community Organizations Active in Disasters (COAD)	Public and private organizations and agencies that support the emergency operation functions of Mass Care, Emergency Assistance, Temporary Housing, and Human Services (including Crisis Counseling)	Mass Care Services
Chelan/Douglas Community Action Council	Provides Counties in emergency housing and food assistance programs Helps coordinate C/D food bank distribution locations	Mass Care Services
Serve Wenatchee Valley	Assist Counties in emergency housing and food assistance programs	Mass Care Services



**Appendix E:
Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)**

Local Community Churches	Possible shelter and/or provider of additional resources Possible Crisis Counseling services provided	Mass Care Services
Washington State Department of Agriculture (WSDA)	Provides Food Assistance Programs Determine nutritional assistance needs. Obtain appropriate food supplies. Arrange for transportation of food supplies.	Mass Care Services
Washington State Department of Social and Health Services	Coordinates with USDA and WSDA for food assistance programs, transportation, staging areas, and distribution facility resources.	Mass Care Services
US Dept. of Agriculture (USDA)	Assist WSDA in administering food assistance programs to affected communities.	Mass Care Services
Washington National guard	May be deployed to provide assistance for mass care service programs	Mass Care Services

RESOURCE REQUIREMENTS

The county will provide space, communications, and administrative support for the mass care representative at the Chelan County EOC. Resources may have to be mobilized in support of human and household pet mass care activities. These may include but are not limited to cots, blankets, sleeping bags, portable toilets, water containers, cooking equipment, registration forms, first aid, shelter medical supplies, comfort and cleanup kits, portable lamps, generators, fans, office supplies, tables, and chairs. Many of these supplies will already be in the shelter locations or can be obtained through normal supply channels.

Vehicles to be used by the ARC and other support agencies will be provided by those agencies.

Available undamaged facilities may have to be augmented by tents, mobile homes, and railroad cars from outside the area.

Personnel resources may include requested skilled laborers, trained staff, and volunteers.

REFERENCES and SUPPORT PLANS

- American Red Cross Board of Governor’s Disaster Services Policy Statements
- American Red Cross Disaster Services Regulations and Procedures (ARC 3000 Series.
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288), as amended.



Appendix E:

Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)

- Homeland Security Act of 2002
- Homeland Security Presidential Directive 5
- Pets Evacuation and Transportation Standards Act of 2006
- Chelan County CEMP - Emergency Management Annex and Appendices
- CCEM Appendix C – LEP Response Plan
- Wenatchee Valley Humane Society - Domestic Animal Disaster Sheltering Plan
- Chelan-Douglas COAD Resource Guide

TERMS, ACRONYMS, & DEFINITIONS

Acronyms

- ARC: American Red Cross
- AAR/IP: After-Action Report / Improvement Plan
- CART: Community Agricultural Response Team
- CCEM: Chelan County Emergency Management
- CCEOC: Chelan County Emergency Operations Center
- CDHD: Chelan-Douglas Health District
- COAD: Community Organizations Active in Disaster
- CFSPH: Center for Food Security and Public Health
- CPOD: Community Points of Distribution
- DWI: Disaster Welfare Information
- EHPS: Emergency Household Pet Sheltering
- ESF: Emergency Support Function
- EMAC: Emergency Management Assistance Compact
- EMD: Emergency Management Division
- EOC: Emergency Operations Center
- FRP: Federal Response Plan
- MOU: Memoranda of Understanding
- NARSC: National Animal Rescue and Sheltering Coalition
- TBD: To be determined
- WVACC: Wenatchee Valley Animal Care and Control
- WVHS: Wenatchee Valley Humane Society



Appendix E: **Mass Care, Emergency Assistance, Housing, and Human Services (ESF 6)**

Definitions

Co-habitation EHPS: A congregate shelter in which people and approved animals share space

Co-located EHPS: An animal shelter located in reasonable proximity to a General Population Shelter

Stand Alone EHPS: A shelter for household pets from various sources sheltered in one facility. It may or may not be located near a General Population Shelter for people

Shelter-in-Place: Homes that are structurally sound and out of the way of danger in which animals remain and receive daily care from owners or emergency responders, depending on human-evacuation status.

Congregate Shelter: Private or public facilities that provide contingency congregate refuge to evacuees, but that day-to-day serve a non-refuge function such as schools, stadiums and churches

Transitional Shelter: A private or public facility that, by design, provides a short- term lodging function and an increased degree of privacy over a congregate shelter such as hotels or motels



Appendix F: Logistics and Resource Management (ESF 7)

ESF Coordinating Agency: Chelan County Emergency Management

Support Agencies:

- RiverCom
- Chelan County Board of Commissioners
- City Mayors / Councils
- Wenatchee Valley Humane Society
- Energy/Utility Providers
- R.A.C.E.S Amateur Radio Operators
- American Red Cross
- North Central EMS and Trauma Care
- Fire Services
- Law Enforcement Services
- Public Works
- LINK Transit
- Chelan County Assessor
- Chelan County Auditor
- Chelan County Coroner
- Chelan Douglas Health District
- Chelan County Prosecuting Attorney
- Chelan County Treasurer

Purpose

Ensure efficient utilization of resources during an emergency or disaster situation.

Provide for the effective conservation and/or allocation of existing and requested resources during and after local major emergencies or disasters.

To provide a framework for the process to establish mandatory controls on essential materials, supplies and services during and after major disasters, if adequate resources are not or will not be available.

Scope

Resource support is triggered when local jurisdictions exhaust their resources and capacity or forecast future needs for the provision of services, personnel and commodities during the response and recovery phases of an emergency or disaster. This may include emergency relief supplies, office equipment, office supplies, facilities, transportation services and personnel required to support emergency activities. The Chelan County Emergency Operations Center (EOC) coordinates resources and support agencies and organizations including the county and city resources, volunteer groups, businesses, and community service organizations.



Appendix F: Logistics and Resource Management (ESF 7)

Core Capabilities

The primary Response core capability for this CCEM appendix is Logistics and Supply Chain Management

Primary Core Capabilities	
Logistics & Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.

The following table lists the core capabilities that ESF 7 most directly supports.

Support Core Capabilities	
Mass Care Services	Provide life-sustaining and human resources to the affected population, such as: hydration, feeding, sheltering temporary housing, evacuee support, reunification, and distribution of emergency supplies.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.

Policies

Chelan County Emergency Management/EOC functions are based on the Constitution and Revised Code of Washington (RCW) governing emergency management, which includes references regarding resource procurement, etc.

- WA State Constitution Article 8, Section 7 "No county, city, town or other municipal corporation shall hereafter give any money, or property, or loan its money, or credit to or in aid of any individual, association, company or corporation....."



Appendix F: Logistics and Resource Management (ESF 7)

- Washington State RCW 38.52
 - RCW 38.52.070 Emergency Contracts and Obligations
 - RCW 38.52.110 Use of existing resources, command the service and equipment of the citizens
 - RCW 38.52 authorizes the use of emergency workers as outlined in state law. "Emergency Worker" is defined in RCW 38.52.010(7), while provisions addressing the registration, use, classification and coverage of emergency workers are addressed by RCW 38.52.180, RCW 38.52.310 and WAC 118.04.
- The Washington Intrastate Mutual Aid System (WAMAS) established in RCW 38.56, provides for mutual assistance among member jurisdictions, to include every county, city and town of the state.
- The Emergency Management Assistance Compact (EMAC) is a national governor's interstate mutual aid compact that facilitates the sharing of resources, personnel and equipment across state lines during times of disaster and emergency. EMAC is formalized into law (RCW 38.10.010) and requires a Governor's Proclamation before use.
- In 2015, after the devastation caused by the SR 530 Landslide in Oso, Washington, the Washington State Legislature amended the Washington State Fire Services Resource Mobilization Plan (RCW 43.43) to include All-Risk incidents. This amendment allows for reimbursement for responding resources to an authorized All-Risk mobilization event.

Situation Overview

Resource support could be affected by several disaster scenarios, such as earthquake, flood and/or wildfire. The main focus would be on a disaster situation that would isolate the County or certain areas of the County, which would prevent timely arrival of resource support. Due to this, the County as a whole and the Cities must be able to coordinate local resources for a period of time prior to the arrival of additional resources.

Another situation might be a lack of specific resources necessary for emergency response activities.

An extreme situation could also develop that might require the elected legislative authorities of the county to invoke local resource restrictions or economic controls to assure an acceptable level of recovery and response.



Appendix F: Logistics and Resource Management (ESF 7)

Planning Assumptions

Following an emergency or major disaster there may be a need to provide resources goods, and/or services to the affected areas.

The county's support of the response to the emergency or major disaster will be severely impacted.

The management and logistics of resource support is highly situational and is dependent upon flexibility and adaptability.

Support agencies and incorporated cities and towns will perform tasks and expend resources under their own authorities, including implementation of mutual aid agreements, in addition to resources received under the authority of this plan.

Fundamental resources such as water, food, first aid supplies, shelter and sanitation supplies, fuels, and hand tools, may be exhausted due to impacts of disasters. Extraordinary measures may have to be taken to meet demands.

Routine forms of communication will be severely interrupted during the early phases of an emergency or major disaster.

Transportation to affected areas may be cut off due to weather conditions and damage to roads, bridges, airports, and other transportation infrastructure.

Volunteer management will be handled at the local level.

Donations management will be coordinated to the extent possible at the local level.

Concept of Operations

Upon notification of an incident, Chelan County Emergency Management (CCEM) will alert and notify the appropriate emergency management staff and officials, activate the EOC, and implement the Chelan County Comprehensive Emergency Management Plan (CEMP). CCEM will support the Incident Commander by activating public information alerts and notifications, establishing a liaison with other organizations and entities, and implement appropriate plan annexes and appendices to support response and recovery operations.

The NCW Area Emergency Services Mutual Aid Agreement establishes local government and public safety agency and department responsibilities for mutual aid response and services relating to fire protection, rescue, and other emergency response capabilities.

All signature agencies to this agreement implement the Incident Command System (ICS) on all incidents, as per WAC 296-305 and follow the concepts of the National Incident Management System (NIMS).



Appendix F: Logistics and Resource Management (ESF 7)

NIMS resource management concepts include:

- Providing a uniform method of identifying, acquiring, allocating, and tracking resources.
- Classifying kinds and types of resources required to support incident management.
- Using a credentialing system tied to uniform training and certification standards.
- Incorporating resources contributed by private sector and nongovernmental organizations.

In a large scale multi-agency response a coordinating group of policy level officials will determine resource allocation, if necessary. This group may include, but is not limited to the following: Legislative authorities; Public Utility Districts; Public Transit (LINK); National Guard; Law Enforcement; Fire Services, and Emergency Management.

Requests for additional outside equipment or other assistance must be a coordinated effort. Responding agencies should notify CCEM or the EOC, if activated, for all outside requests made for emergency resources. Resource coordination will be from either the Emergency Management office or EOC.

The appropriate Board of County Commissioners, Mayor or City Commission has executive responsibility and authority to place economic controls, within legal constraints, into effect as the situation demands, or if contact with the state government is lost. If necessary, voluntary controls will be the preferred method of resource management, although mandatory controls may be required as a temporary measure. The public will be encouraged to voluntarily cooperate with emergency measures through the public information program.

When applicable, private agricultural, industrial, commercial, financial, or other service enterprises shall assist local government in an advisory capacity with development and support of emergency resource redistribution and mobilization policies or subsequent control programs.

Donated goods/money will be handled by local Community Service organizations with the American Red Cross being the lead agency. Receiving points for donated goods will be determined by the American Red Cross.

Staging of incoming resources will be determined on a case-by-case basis, depending upon the situation.

WebEOC

CCEM utilizes WebEOC (a web-based software technology system) for information management of EOC activities and events. It provides real-time access to details in neighboring jurisdictions and the SEOC for management of an incident, details for management of contingencies (e.g., weather trends, satellite images, mapping information, and local, regional or national resource status), and **a standardized statewide process for requesting and tracking resources.**



Appendix F: Logistics and Resource Management (ESF 7)

Resource Typing

Resource typing is defining and categorizing incident resources by capability. Resource typing definitions establish a common language for discussing resources by defining minimum capabilities for personnel, teams, facilities, equipment, and supplies. Resource typing enables communities to plan for, request, and have confidence that the resources they receive have the capabilities they requested. FEMA leads the development and maintenance of resource typing definitions for resources shared on a local, interstate, regional, or national scale. Jurisdictions can use these definitions to categorize local assets.

Emergency Worker Program/Liability Protection

The WA State EOC (SEOC) will assign an Incident Number to a local jurisdiction any time they declare a disaster. If the state declares a state of emergency, or a disaster, then all counties that are impacted may be included under the same number. This number will be used through the response and recovery phases of the incident. When an Incident Number has been obtained there is some coverage for injuries and loss of equipment of registered "Emergency Workers".

Equipment and vehicles should only be used by trained, qualified personnel. Personal property not relevant to the mission will not be considered for compensation coverage.

Procurement Methodologies

The Washington Intrastate Mutual Aid System (WAMAS) established in RCW 38.56, provides for mutual assistance among member jurisdictions, to include every county, city and town of the state. Members of WAMAS are not precluded from entering into or participating in other mutual aid agreements that are authorized by law. WAMAS does not replace current mutual aid agreements; it is a mutual aid tool to use when other agreements do not exist.

The Emergency Management Assistance Compact (EMAC) is a national governor's interstate mutual aid compact that facilitates the sharing of resources, personnel and equipment across state lines during times of disaster and emergency. EMAC is formalized into law (RCW 38.10.010) and requires a Governor's Proclamation before use. It is coordinated through the Washington Emergency Management Division.

Out-of-state mutual aid resources can also be requested through the Pacific Northwest Emergency Management Arrangement (PNEMA), established in Public Law 105-381. It is also coordinated through Washington Emergency Management Division.

The Washington State Fire Services Resource Mobilization Plan provides a mechanism for fire service resources to respond to fires, disasters, or other events. In 2015, after the devastation caused by the SR 530 Landslide in Oso, Washington, the Washington State Legislature amended RCW 43.43 to include All-Risk incidents. This amendment allows for reimbursement for responding resources to an authorized All-Risk mobilization event.



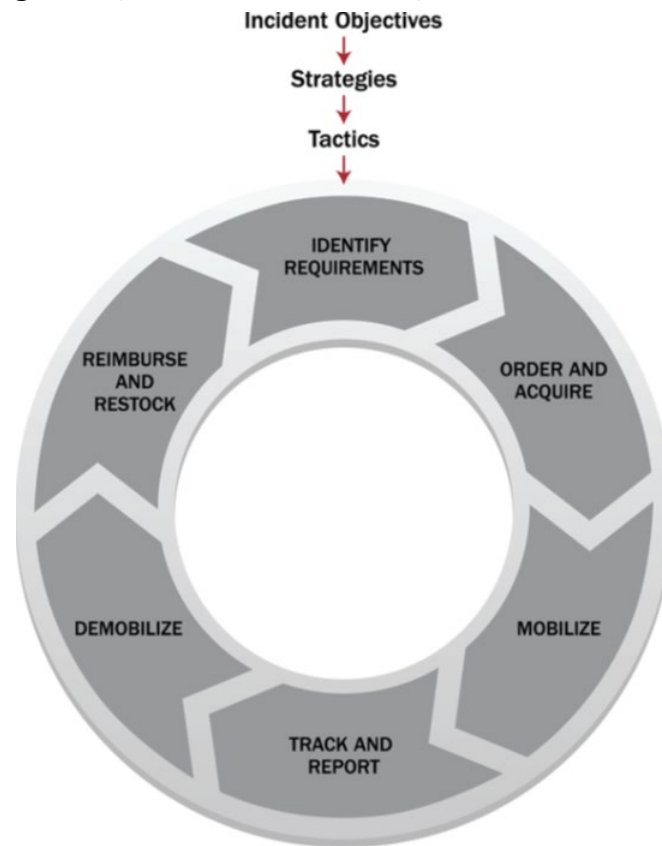
Appendix F: Logistics and Resource Management (ESF 7)

There are many types and kinds of specialized resources that may be needed for both emergencies and disasters (e.g., search and rescue air support, underground/mine rescue, urban search and rescue (USAR), specialized health professionals, disaster housing inspectors, mobile telecommunications equipment, HAZMAT teams, etc.). Some of these resources can be identified through mutual aid or secured through the Washington Emergency Management Division. Other resources may require a declaration process.

Resources should deploy only when appropriate authorities request and dispatch them through established resource management systems. Resources that authorities do not request should refrain from spontaneous deployment to avoid overburdening the recipient and compounding accountability challenges.

Resource Tracking

Resource requests are tracked throughout their entire life cycle, from the time submitted, until filled (if consumable) or until the resource is demobilized and returned (if non-consumable). Supply chain elements, such as state and local staging areas, reception and integration centers, movement coordination centers, and movement control points activate as appropriate to the situation. State and local staging areas serve as temporary storage areas for the movement of resources to affected areas. Reception and integration centers provide reception, integration, onward movement, and accountability for out-of-state resources.



Resource Tracking Life Cycle



Appendix F: Logistics and Resource Management (ESF 7)

Demobilization

The response is rapidly transitioning from the emergency response phase to a planned recovery effort. The demobilization of incident resources must be conducted in an efficient and safe manner and shall not interfere with ongoing incident operations. Demobilization ensures that resources checking out of the incident have completed all appropriate incident business and provides the Planning Section information on resources released from the incident.

Whole Community Involvement & Non-Discrimination

The "Whole Community" includes; individuals, families, and households, the private and nonprofit sectors, faith-based organizations, institutionalized people, as well as local, tribal, state, and federal governments. It also includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs (AFN). This ESF is committed to communicating with the Whole Community as needed during emergency response and disaster recovery operations

Partner agencies and organizations should reflect the population of Washington in full spectrum. ESF-6 is supported by multiple non-governmental agencies, many of which have specific missions to serve or advocate on behalf of children, the elderly, people who live in poverty, people who are institutionalized, who are disabled, have LEP, and others with access and functional needs. This ESF expects all agencies and organizations to comply with federal law.

Organization and Responsibilities

Chelan County Emergency Management will establish overall resource management priorities and strategies as appropriate and necessary.

The EOC Manager will assign a Logistic Section Chief to activate and supervise Logistic Section units needed for EOC support and services during EOC operations. The Logistics Chief has the responsibility for coordinating resources in support of the incident and provides information and submits requests for support to Washington State EMD, should local and County resources be exhausted. A Resource Support Group may be activated to coordinate resource support and management.

Chelan County Commissioners may establish an Emergency Resource Management Organization (ERMO) selecting public agency representatives and representatives from the private sector representing the following interests: construction, utilities, industrial production, petroleum products, transportation, food, labor, medical and health and telecommunications.



Appendix F: Logistics and Resource Management (ESF 7)

Direction, Control & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

Direction

The Logistics Section follows ICS standards and chain of command. The Logistics Section operates under the direction of the EOC Manager in support of the Operations Section. All resources are acquired with the purpose to respond and mitigate the impact of an emergency event.

Control

All resources necessary to support both the EOC and field operations will be ordered through the Logistics Section. The Logistics Section will use WebEOC, enterprise access management and the ICS 213 (no resource request should be met without the requestor providing an ICS - 213). This system referenced will be used to order, track, account for and demobilize resources in a timely fashion.

Coordination

Resource requests will be received, coordinated and processed through the CCEM EOC. Requests will be evaluated and assigned to the appropriate group or sub-group for completion of the task.

Chelan County EOC may request additional outside resources. These requests will be coordinated through the State EMD.

Incoming resources will usually be processed through a staging area operation, which will be determined by the situation.



Appendix F: Logistics and Resource Management (ESF 7)

Responsibilities

Mitigation Activities

Chelan County Emergency Management works with local agencies and organizations to establish and review department and agency roles and responsibilities for preparedness, and providing resource support during the response and recovery phases of an emergency or disaster. CCEM also participates in emergency management training at the county and state level.

Support agencies and organizations develop plans and conduct a needs assessment analysis to identify their resource needs; and identify resources that can be provided to them during response and recovery phases of an emergency or disaster. Necessary resources may include, but are not limited to the following:

- Identify essential personnel and staffing for internal and external support requirements.
- Identify emergency supplies needed for personnel
- Identify essential records, equipment, office supplies, and office space requirements
- Identify additional transportation requirements and resources in support of emergency or disaster
- Identify and prioritize internal activities that may require assistance from CCEM in an emergency or disaster

Preparedness Activities

Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs. It also includes:

- Develop SOPs in accordance with state and local regulations and this plan.
- Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs.

Response Activities

Response is comprised of the coordination and management of resources (including personnel, equipment, and supplies) utilizing the Incident Command System in an all-hazards approach; and measures taken for life / property / environmental safety. The response phase is a reaction to the occurrence of a catastrophic disaster or emergency.

Response emphasizes restoring basic services and technologies, restoring community functionality, providing universal accessibility, establishing a safe and secure environment, and supporting the transition to recovery.



Appendix F: Logistics and Resource Management (ESF 7)

Lead Agency	ESF Responsibilities and Activities
Chelan County Emergency Management (CCEM) EOC	<ul style="list-style-type: none"> • Activates EOC or other location for coordination of resources, as appropriate • Prioritizes requirements in support of ESF 7, and other ESFs as necessary, when activated for an emergency or disaster • Establish resource needs and identify available resources • Develop and maintain local resources inventory • Coordinate activities with adjacent jurisdictions • Assist all other local agencies in establishing resource inventories and resource management procedures • Maintain communication with involved agencies, and coordinate required logistical and resource support • Coordinate local resources through the CCEM EOC or other coordination point • Document and report on resource status and activity • Activate/request and coordinate with registered volunteer organizations and individuals as needed based on the type of emergency or disaster • Coordinate the establishment and operation of staging areas to process incoming resources • Provide support and coordination for managing spontaneous donations of goods, services, and volunteers that are received by the county or EOC • Coordinate with the PIO regarding public announcements and press releases to clearly specify what the resource needs are, and how to support them • Enter into contracts for critical goods or services, if not available through local government or volunteer agencies • Coordinate local requests for resources and support through the WA State EOC (SEOC), as necessary. Many state resources will require authorization from the governor before they can be deployed to the county • Document all activities and costs incurred



Appendix F: Logistics and Resource Management (ESF 7)

County and Cities	ESF Responsibilities and Activities
Chelan County Commissioners and/or City Mayors	<ul style="list-style-type: none"> • Keep in contact with the Chelan County EOC or other coordinating location for the duration of the incident • Establish overall incident resource management strategies • Prioritize resource necessity and allocation in cooperation with Chelan County EM/EOC and operational agencies • Provide necessary funding for required resources, as appropriate for the incident and available within county/city fiscal capabilities

Support Agencies and Organizations	ESF Responsibilities and Activities
	<ul style="list-style-type: none"> • Keep Chelan County EM/EOC advised on resource status and needs • Prioritize resource needs, identify and prioritize assets • Provide standard and supplemental support and resources to Chelan County • Provide support and coordination of spontaneous donated goods, services and volunteers received by their agencies and organizations. • Coordinate with the EOC PIO regarding public announcements and press releases concerning donations of goods, services, and volunteers. • Document all activities and costs incurred

Recovery Activities

Recovery consists of those activities that continue beyond the emergency period to restore critical infrastructure and community functions and begin to manage stabilization efforts . The recovery phase begins immediately after the threat to human life has subsided. The goal of the recovery phase is to bring the affected area back to some degree of normalcy.

- Follow appropriate policies and procedures in completing required documentation to justify emergency services, purchases, or expenditures.
- Assure continuation of accurate and complete documentation of the event and actions taken. Continue to submit situation reports and after-action reports to the WA State EOC as needed.



Appendix F: Logistics and Resource Management (ESF 7)

Resource Requirements for EOC Operations

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (The EOC is located in Mish ee Twie Hall Building # 1100). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operation.

References and Supporting Guidance

- Chelan County Emergency Management Annex – Appendices
 - F1: Emergency Personnel (Emergency Workers / Volunteers)
 - F2: Management of Donated Goods, Services and Monies
 - F3: Resource Delivery – Transportation Coordination

WA State EMD – Resource Request process



WA EMD - Resource
Request Process.pdf



F1: Emergency Personnel (Emergency Workers / Volunteers)

ESF COORDINATING AGENCY: Chelan County Emergency Management

Purpose

To provide for the utilization and management of local or requested emergency personnel.

Core Capabilities

The following Core Capabilities of Response describe the important responsibilities and functions that are accomplished through the Emergency Worker Program.

Core Capabilities	
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.

Policies

RCW 38.52.110

The Chelan County EM Organization, including county and municipal departments, state and federal agencies, local political subdivisions, volunteer and other organizations; their personnel, services and facilities will be utilized as the primary emergency management staff.

38.52.310

The Emergency Worker Program is a volunteer-oriented program established by RCW 38.52.310. Emergency workers are provided liability, medical, and personal property coverage as well as reimbursement for some incidental expenses while deployed on state-approved incidents and training events.

WAC 118-04

There are 18 classes or categories of emergency workers including Communications, Medical, and Search and Rescue. Full details on the program are contained in Washington Administrative Code (WAC) chapter 118-04.



F1: Emergency Personnel (Emergency Workers / Volunteers)

Emergency Worker Program – Liability Protection

RCW 38.52 authorizes the use of emergency workers as outlined in state law. "Emergency Worker" is defined in RCW 38.52.010(7), while provisions addressing the registration, use, classification and coverage of emergency workers are addressed by RCW 38.52.180, RCW 38.52.310 and WAC 118.04.

The WA State EOC (SEOC) will assign an Incident Number to a local jurisdiction any time they declare a disaster. If the state declares a state of emergency, or a disaster, then all counties that are impacted may be included under the same number. This number will be used through the response and recovery phases of the incident. When an Incident Number has been obtained there is some coverage for injuries and loss of equipment of registered "Emergency Workers".

Equipment and vehicles should only be used by trained, qualified personnel. Personal property not relevant to the mission will not be considered for compensation coverage.

Emergency Worker Personnel

Locally organized and trained volunteer groups will provide the majority of additional specialized emergency personnel resources for areas such as operations, damage assessment, shelter and mass care activities, and handling donated goods and other emergency functions. These groups may include:

- Red Cross
- Fire Services
- Local Church Groups
- Local School Districts
- Law Enforcement reserves and volunteers
- Other local organizations

Additional emergency personnel assistance may be requested and will be coordinated through WA State Emergency Management.

Responding agencies should notify the Chelan County EM/EOC of all requests for additional personnel.

Responsibilities

Chelan County EM/EOC is responsible for coordinating emergency personnel and will:

1. Identify and register available personnel resources as Emergency Workers (**RCW 38.52.310**).
2. Utilize appropriate temporary Emergency Workers by registering and classifying them as to ability and skills (**RCW 38.52.310**)
3. Coordinate specialized training requirements for Emergency Workers



F1: Emergency Personnel (Emergency Workers / Volunteers)

4. Process Emergency Worker liability or other claims as necessary (**RCW 38.52.210**).
5. Adhere to the rules pertaining to the uses, classes, scope, conditions of duty, and training of Emergency workers and compensation of Emergency Workers' claims per **WA State Administrative Code (WAC) 118-07 – Emergency Worker Program**.

During an emergency or disaster Chelan County and city departments and agencies as well as private and volunteer organizations are responsible for:

- Administrative Functions – Documenting all emergency and disaster related expenditures and obligations for auditing and reimbursement purposes.
- Support Functions – Providing personnel as agreed upon, contracted for, or designated in mutual aid agreements.



CCEM Emergency Worker Registration Packet



CHELAN COUNTY EMERGENCY WORKER REGISTRATION INSTRUCTIONS

1. Complete the Emergency Worker Registration.
2. Sign and date WAC 118-04-200 Personal Responsibilities of Emergency Workers.
3. Sign the Waiver and Authorization to Release Information.
4. Specify the group you are affiliated with – to be an emergency worker you need to have a group affiliation. (Example: SAR, Mountain Rescue, Red Cross, etc.)
5. Successfully complete IS-100 and IS-700, IS-100 can be found here: <https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c> and IS-700 can be found here: <https://training.fema.gov/is/courseoverview.aspx?code=IS-700.b>
Please note that a FEMA SID number is required in order to take the final exam and obtain your certificate. There is a link on the site under TAKE FINAL EXAM that takes to the area to get a SID number.
6. Successfully complete a CPR/First Aid Course
7. Get fingerprinted
Go to the Records Department of the Chelan County Sheriff's Office. They are open to do fingerprinting Monday – Thursday, 9 AM to 11:30 AM and 1:30 PM to 4:00 PM. Tell them you are applying to be an Emergency Worker with Chelan County. They are located at the Law and Justice Building at 401 Washington Street, Wenatchee. Enter the building on the second floor (in the breezeway). You will then go through Security after which you can take the elevator down to the Sheriff's Office Records (not Civil).
8. Return the application and copies of certificates of completion for IS-100, IS-700 and CPR/First Aid.
VIA Mail to:
Chelan County Sheriff's Office
Emergency Management Division
401 Washington St. #1
Wenatchee, WA 98801
Or bring to the physical location of the Chelan County Emergency Management Office at:
206 Easy St (building behind the Fire Station)
Wenatchee, WA 98801
9. When your application and fingerprints are complete, we will run a background check. You will then receive a link to complete an online training for CJIS.
10. Please email a headshot to diana.owens@co.chelan.wa.us. This will be used to create your ID card. You can also come to the Emergency Management office at 206 Easy St. and have your picture taken there in place of emailing a photo if you prefer.

Questions? Contact 509-667-6848, Tuesday-Friday 7 a.m. – 4 p.m.



EMERGENCY WORKER REGISTRATION					
JURISDICTION: Chelan County			ISSUE DATE:	REGISTRATION NO.	
NAME (LAST)	(FIRST)	(MIDDLE)	E-MAIL		
ADDRESS					
ADDRESS (MAILING)					
CITY		STATE	ZIP		
DRIVER'S LICENSE NUMBER		DATE OF BIRTH	BLOOD TYPE	SEX	
HEIGHT	WEIGHT	EYE COLOR	HAIR COLOR	ORGAN DONOR?	
PHYSICAL DISABILITIES (IF ANY)			SOCIAL SECURITY NUMBER		
HOME PHONE		WORK PHONE		CELL PHONE	
				CARRIER	
GROUP AFFILIATION (SUCH AS MOUNTAIN RESCUE, RED CROSS, ETC.)			CAN YOU RECEIVE TEXT MESSAGES? Y N		
I certify that the information on this card is true and correct to my best knowledge and belief.			In case of Emergency Please Notify		
Emergency Worker Signature:			Name		
Date of Signature:			Telephone Number with Area Code		
For Official Use Only: ICS 100 ICS 700 FIRST AID CPR			Relation		



WAC 118-04-200 Personal Responsibilities of Emergency Workers:

- (1) Emergency workers shall be responsible to certify to the authorized officials registering them and using their services that they are aware of and will comply with all applicable responsibilities and requirements set forth in these rules.
 - (a) Emergency workers have the responsibility to notify the on-scene authorized official if they have been using any medical prescription or other drug that has the potential to render them impaired, unfit, or unable to carry out their emergency assignment.
 - (b) Participation by emergency workers in any mission, training event, or other authorized activity while under the influence of or while using narcotics or any illegal controlled substance is prohibited.
 - (c) Participation by emergency workers in any mission, training event, or other authorized activity while under the influence of alcohol is prohibited.
 - (d) Emergency workers participating in any mission, training event, or other authorized activity shall possess a valid operator's license if they are assigned to operate vehicles, vessels, or aircraft during the mission unless specifically directed otherwise by an authorized official in accordance with RCW [38.52.180](#). All emergency workers driving vehicles to or from a mission must possess a valid driver's license and required insurance.
 - (e) Use of private vehicles, vessels, boats, or aircraft by emergency workers in any mission, training event, or other authorized activity without liability insurance required by chapter [46.29](#) RCW is prohibited unless specifically directed otherwise by an authorized official in accordance with RCW [38.52.180](#).
 - (f) Emergency workers shall adhere to all applicable traffic regulations during any mission, training event, or other authorized activity. This provision does not apply to individuals who have completed the emergency vehicle operator course or the emergency vehicle accident prevention course and who are duly authorized under state law to use special driving skills and equipment and who do so at the direction of an authorized official.
- (2) Emergency workers have the responsibility to comply with all other requirements as determined by the authorized official using their services.
- (3) When reporting to the scene, emergency workers have the responsibility to inform the on-scene authorized official whether they are mentally and physically fit for their assigned duties. Emergency workers reporting as not fit for currently assigned duties may request a less demanding assignment that is appropriate to their current capabilities.
- (4) Emergency workers have the responsibility to check in with the appropriate on-scene official and to complete all required recordkeeping and reporting.

I have read the above WAC (118-04-200) – Personal responsibilities of emergency workers.

Signature	Date
<div style="display: flex; justify-content: space-between; margin-top: 10px;"> Chelan County Sheriff's Office Page 3 of 5 </div>	



WAIVER and AUTHORIZATION TO RELEASE INFORMATION

I respectfully request and authorize you to furnish any law enforcement agency any and all information that you may have concerning me, my employment record, school record, military history, criminal record, and general reputation. Please include any and all medical, physical and mental records or reports, including all information of a confidential or privileged nature, and photocopies of the same if requested. This information will be used for the purpose of determining my eligibility for a volunteer position in the Chelan County Sheriff's Volunteer Services.

This waiver and authorization shall supersede any prior waiver, authorization, release or direction that I may have given you to the contrary concerning my records.

I understand my rights under Title 5, U.S.C., Section 552a, the Privacy Act of 1974, and waive those rights with the understanding that information furnished will be used by a law enforcement agency in conjunction with the volunteer process.

I hereby release you, your organization or others from any liability or damage which may or could result from furnishing the information requested above or from any subsequent use of such information in determining my qualifications as a volunteer within the Chelan County Sheriff's Volunteer Services.

Print Your Full Name _____ Date of Birth _____ Social Security Number _____
Signature _____ Address _____

If you are under 18 years of age, please have your parent or guardian sign below.

By signing for my son or daughter, I understand he/she will be required to commit time to this program in Chelan County. I also understand a background check will be completed by the Chelan County Sheriff's Office.

Signature _____ Parent of: _____ Date: _____



Automatic Disqualifiers

DRIVING:

- One or more criminal traffic convictions within the last three years (DUI, physical control, reckless driving, etc.)
- Suspension of driver’s license within the past year
- Five or more moving violations within the past two years
- Two or more at-fault accidents within the past two years (will be reviewed on a case-by-case basis)
- Other: a negligent driving conviction (will be reviewed on a case-by-case basis)

DRUG USE:

- Illegal drug/substance use or exposure within the past two years
- Illegal use of ANY controlled substance while employed in a criminal justice related capacity
- Other drug use outside these standards will be considered on a case-by-case basis
- No illegal sale of ANY drug, including marijuana
- Pattern of illegal use or sale of prescription medication
- Use of marijuana within the last year will be considered on a case-by-case basis

CRIMINAL ACTIVITY:

- Any adult felony conviction
- Any misdemeanor or felony conviction(s) while employed in a criminal justice capacity
- Adult misdemeanor convictions will be carefully reviewed
- Juvenile felony convictions will be carefully reviewed
- Domestic Violence convictions of any type will be carefully reviewed
- Conviction for unlawful sexual activity

I have read and understand the Automatic Disqualifiers mentioned above. To the best of my knowledge and belief:

I have NOT been convicted of any crime mentioned above. True False

I do NOT meet any of the disqualifiers above. True False

If you answered False, please explain:

The Chelan County Sheriff’s Office (CCSO) reserves the right to decline an applicant’s request for Emergency Worker status based on any of the above mentioned disqualifiers, and/or any other pertinent information obtained during the background investigation which would demonstrate the individual does not meet the core values of our agency – Integrity, Teamwork, and Excellence.



F2: Management of Donated Goods, Services and Monies

Purpose

This appendix is to provide guidance for the management of donated goods and services in order to meet the needs of Chelan County and to designate the responsibilities for management and dispersal of donated monies.

Scope

This appendix applies to Chelan County Emergency Management, other county and city agencies and departments, church and volunteer service organizations, and private groups. (See the WA State CEMP for listing of specific groups and organizations available throughout the state and country.)

CORE CAPABILITIES

The primary Response core capability for this CCEM appendix is Operational Coordination.

Primary Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities

The main support core capability for this CCEM appendix is Operational Communications.

Support Core Capabilities	
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.

POLICIES

Chelan County EOC will facilitate the operations of voluntary organizations and service groups to enable them to function to the full extent of their mission and expertise.

Chelan County EOC will coordinate with local jurisdictions and agencies to assure that local resources are utilized before requesting assistance from the WA State EOC.

Chelan County EOC, through the Public Information Officer, will advise the public as to which local group(s) or organization(s), such as the Red Cross, donations of money, goods, and/or services may be made.



F2: Management of Donated Goods, Services and Monies

SITUATION

Emergency/Disaster Conditions and Hazards (See Chelan County Basic Plan)

Planning Assumptions

- The event will have such an impact on the county that there will be an outpouring of offers of assistance from throughout the community, region, and likely from throughout the state, and even other states.
- Much of the response will be spontaneous and uncoordinated, and the influx of volunteers and resources will create an additional burden on the Emergency Management system.
- Volunteer organizations and service groups will support and assist with the management of donated goods, services and funds to the full extent of their capabilities.
- State support of the county response to the event will take time to implement, and may be significantly impacted by conditions of the event.
- An Emergency Management office from outside the affected area will be available to assist by opening a resource logistics center.

CONCEPT OF OPERATIONS

General

- Following an emergency or disaster, there may be a need to provide goods and/or services to the affected area. Although these goods and services may be available commercially, this Appendix specifically addresses donated resources.
- During an emergency or disaster, people of all ages and backgrounds, from all parts of the community, state, and nation have shown amazing generosity. Because of the anticipated outpouring of donations and volunteers, it is very important to have a system in place to manage these resources. This system also needs to have the capability of coordinating the release or the transfer of resources to other communities or areas affected by the emergency or disaster once local needs have been met.
- The Chelan County EM/EOC should be prepared to manage volunteers, as well as assure proper handling of monetary donations, including those designated for a specific affected area. In addition to managing resources for incoming help, Chelan County EM/EOC should be willing to provide resource management assistance and logistical support to affected neighboring counties, provided Chelan County has the necessary capabilities and resources.
- The American Red Cross should be prepared to manage donated goods and services, and will determine receiving points for them.



F2: Management of Donated Goods, Services and Monies

Procedures

- The Chelan County EOC is responsible for the management of logistical support to the event. A volunteer coordinator may be designated, as necessary. The volunteer coordinator will work closely with the PIO to inform the public of what is needed, and how they can help. The American Red Cross will coordinate the dissemination of goods and services with the Chelan County EOC.
- When large volumes of volunteers and/or donated goods are anticipated or identified, the Chelan County EOC may designate a logistics center. The American Red Cross will participate in the logistics center for the distribution of donated goods and services. Ideally, the logistics center will be outside of the affected area, yet near enough to be easily utilized. In the case of a widespread disaster, the logistics center may need to be established in a neighboring county. If that were to be necessary, Chelan County EOC would coordinate with the EM office or EOC of that county.
- If individuals or organizations wish to make monetary donations, the preferred method is to request they make the donation to a local service group or charity that provides emergency or disaster assistance. The donor can specify it be used in the local disaster area. The county and cities will not normally accept cash donations.
- The Chelan County EOC and PIO will assist service organizations and charities by encouraging the public to make monetary donations to those groups rather than donations of non-specified goods. Reducing the volume of goods that are not likely to be needed or used greatly reduces the need for space and personnel to manage them, freeing up resources for more critical needs. Additionally, monetary donations can be quickly used for whatever or wherever the most critical and greatest needs are.
- The Chelan County EOC needs to maintain coordination and communication regarding needs and resources. Then, if needs cannot be met with local resources the Chelan County EOC can request assistance from the WA State EOC.

Preparedness Activities

- Chelan County Emergency Management/EOC
 - Involve EOC staff and service organizations in emergency preparedness planning and training, regarding resource management and donations.
 - Identify the roles and responsibilities of the volunteer / resource coordinator and the logistics center manager
 - Coordinate with the PIO in the development of a public information and education outline or plan regarding identification of community needs and how the public can be of assistance.
- Supporting Agencies
 - Participate in preparedness planning and training regarding resource management and donations.
 - Identify roles and responsibilities of leaders and staff, to support, coordinate, and manage incoming donated goods, services and volunteers, and to maintain communication with the Chelan County EOC.
 - Assist Chelan County EM/EOC with identification of potential resources and locations that could be used for managing, coordinating, or storing donated goods, and/or provide an area for registration and coordination of volunteers and donated services.



F2: Management of Donated Goods, Services and Monies

Response Activities

- Chelan County Emergency Management/EOC
 - Coordinate with the PIO to provide press releases and announcements specifying what is and is not needed, and indicate a telephone number and/or locations where people can make donations or volunteer.
 - Establish a resource/volunteer coordinator as needed, provide support to the coordinator as necessary.
 - Establish a logistics center and identify a manager for it. Assure/establish communications between the logistics center and the EOC.
 - Assure communications between supporting agencies and the EOC.
 - Coordinate with the Chelan Douglas Health District representative, and others as necessary, to assure that donated goods meet health and safety requirements and that proper handling and storage procedures are being followed.
 - Coordinate with the WA State Patrol, Public Works representatives, scale master, or others regarding issues such as weight limits, approved routes and other factors for incoming truckloads of donated goods.
 - Provide situation reports to the WA State EOC and request support from them if local resources are inadequate.
- Supporting agencies
 - Open and staff offices and other facilities as needed to manage incoming spontaneous volunteers and donated goods, services and money.
 - Support Chelan County efforts by providing necessary resources as requested if available.
 - Assist Chelan County efforts by helping locate, staff, and/or manage a logistics center if requested.
 - Assure appropriate transportation is obtained for volunteers or goods that the supporting agencies are responsible for.
 - Maintain communication and coordination with the EOC.

RESPONSIBILITIES

Chelan County EM/EOC will have the overall responsibility for the coordination and management of the donated goods and services program or plan. Other county agencies will support this program or plan, according to their day-to-day and emergency mission.

Supporting agencies are responsible for assuring the logistical support of their staff and volunteers, either through their own resources or by coordinating with the county EOC. Supporting agencies will support the donated goods and services program or plan consistent with their day-to-day and emergency mission.



F2: Management of Donated Goods, Services and Monies

RESOURCE REQUIREMENTS

- Administration
 - Maintain all records and reports necessary to accurately document the activities of departments and organizations involved in the response to the emergency or disaster.
 - Provide administration support staff to personnel managing donated goods and services during the emergency or disaster.
 - Document all activities and costs incurred.
- Logistics
 - Provide logistical support staff to the personnel managing donated goods and services during an emergency or disaster.



F3: Resource Delivery – Transportation Coordination

Purpose

To provide the operational structure and logistics coordination for the distribution of essential resources during emergency response and recovery operations.

Scope

Resource support is triggered when local jurisdictions exhaust their resources and capacity or forecast future needs for the provision of services, personnel and commodities during the response and recovery phases of an emergency or disaster . This may include emergency relief supplies, office equipment, office supplies, facilities, transportation services and personnel required to support emergency activities.

Logistics support for resource distribution may also require appointing a Transportation Unit to coordinate and manage the transportation of personnel, equipment, supplies and subsistence stocks, and the transportation of fuels, energy systems and equipment for emergency operations.

Core Capabilities

The primary Response core capability for this CCEM appendix is Logistics and Supply Chain Management

Primary Core Capabilities	
Logistics & Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities

Specific Transportation Needs

There are four specific transportation needs that would require the appointment of a Transportation Unit to coordinate transportation resources and support the moving or evacuating of people and moving equipment and resources:

- Mass Care, Housing, and Human Services
- Resource Support
- Public Health and Medical Services
- Public Safety, Law Enforcement, and Security (Evacuation and Movement)



F3: Resource Delivery – Transportation Coordination

Mass Care Housing and Human Services

Overview

Mass Care assistance may be needed for relocating and sheltering large numbers of persons that may be displaced. In the event of a major disaster, all or any part, of Chelan County could be impacted in such a way that residents might have to evacuate from their homes. If such a situation arises, ways will be needed to evacuate, feed, and shelter a large number of citizens.

Shelter

- The provision transporting victims to emergency shelters may include the use of designated shelter sites in existing structures, creation of temporary facilities such as tent cities, or the temporary construction of shelters, and the use of similar facilities outside the affected area should evacuation become necessary.
- Types of transportation that may be utilized are:
 - Buses
 - Paratransit
 - Taxis
 - Vans

Feeding

- The provision for feeding victims and emergency workers is done through a combination of fixed sites, mobile feeding units, and bulk food distribution. Such operations will be based on sound nutritional standards and will include provisions for meeting dietary requirements of victims with special dietary needs.
- Types of transportation necessary are:
 - Flat Beds
 - Fork Lifts
 - Moving Vans
 - Refrigeration Trucks
 - Vans

Emergency First Aid Supplies

- Emergency first aid equipment may need to be moved to mass care facilities and designated sites within the affected area. These supplies will be supplemental to emergency health and medical services established to meet the needs of the victims.
- Types of transportation that may be utilized:
 - Flat Beds
 - Fork Lifts
 - Moving Vans
 - Refrigeration Trucks
 - Vans



F3: Resource Delivery – Transportation Coordination

Bulk Distribution of Emergency Supplies

- Sites will be established within the affected area for distribution of emergency relief items. The bulk distribution of these relief items will be determined by the requirement to meet the urgent needs of victims for essential items.
- Types of transportation that may be utilized are:
 - Air Transportation
 - Flat Beds
 - Fork Lifts
 - Moving Vans
 - Rail Transportation
 - Refrigeration Trucks
 - Vans

Resource Support

Overview

Transportation needs during a major disaster event could have a widespread and complex impact on the county and its citizens. Transportation resources are a necessity for moving people and equipment. Resource support includes the provision of services, personnel, commodities, and facilities to the County and the cities within the County during the response and recovery phases of an emergency or disaster. This includes emergency relief supplies, transportation services, and personnel as needed to support emergency activities.

Transportation resources are categorized as three types: small equipment and goods, large equipment and goods, and support vehicles.

Small Equipment and Goods

- Examples: Small amounts of medications, pharmaceuticals, food, small tools, etc.
- Types of transportation that may be utilized are:
 - Flat Bed
 - Moving Van
 - Van

Large Equipment

- Examples: Large pallets of food, large fans, large pumps, etc.
- Types of transportation that may be utilized are:
 - Flat Bed
 - Vans
 - Moving Vans
 - Air Transportation
 - Rail Transportation

Support Vehicles

- Examples: Evacuating people away from the disaster area to a public shelter. Moving animals to a shelter.
- Types of transportation that may be utilized:
 - Air Transportation
 - Buses
 - Paratransit Vehicles
 - Vans



Public Health and Medical Services

Overview

During a disaster, resources within the affected area will be inadequate to clear casualties from the scene or treat them in local hospitals. Additional medical capabilities will be needed to supplement and assist local jurisdictions to triage and treat casualties in the affected area, and then transport them to the appropriate hospital or health care facility. Additionally, medical resupply will be needed throughout the disaster area. It may be necessary to arrange for air transportation to areas that have sufficient hospital beds and where patients will receive necessary definitive medical care.

Transportation Support (if resources are available) include:

- Aircraft for transporting incoming medical personnel, supplies and equipment.
- Rail transportation for deployment of incoming assets within the affected area; and
- Ground transportation, fixed and rotary-wing aircraft for movement of casualties within and out of the affected area.

Aircraft for transporting incoming medical personnel, supplies, and equipment:

To provide transportation to and from the airport in moving resources, there will need to be a coordinated effort with the airport to identify the following:

1. The contact person on site
2. Entrance into airport
3. Security issues
4. Safety concerns working around planes
5. Other

Rail transportation for deployment of incoming assets, within the affected area:

To provide transportation to and from the rail lines in moving resources, there will need to be a coordinated effort with the rail lines to identify the following:

1. The contact person on site
2. Location of rail pick up
3. Security issues
4. Safety concerns working around rail cars
5. Other

Ground transportation for deployment of incoming assets, within the affected area:

To provide ground transportation services in moving resources, there will also need to be a coordinated effort with the specific transportation service to identify the following:

1. The contact person on site
2. Location of ground vehicle
3. Security issues
4. Safety concerns working around ground vehicles
5. Other



Public Safety, Law Enforcement, and Security (Evacuation and Movement)

Overview

Emergency or disaster situations could require the need for evacuation. Specific local hazards that may require evacuation activities include: wildfires, urban fires, dam failures, flooding, hazardous materials, transportation and facility incident spills or release, or a major accident at the nuclear power plant in Benton County.

An emergency or disaster could require the evacuation of a large number of people in or near a threatened or stricken area. The operation of a major evacuation may be difficult, especially in rural areas, due to compromising factors like the isolation of an area, the difficulty of providing adequate and timely warning and limited transportation routes and capabilities.

Operations could be further complicated for those individuals who are at risk medically, the elderly and the handicapped (Special Needs Population). An evacuation could involve the movement of citizens from one part of the county to a safer portion of the county, or possibly out of the county.

Response

The process that will be followed when transit personnel are called for response to evacuation and movement of large amounts of people are as follows:

1. The Transportation Coordinator will call the responsible party for activating their agency.
2. The responsible party will activate their agency with the parameters given.
3. The agency follows their protocols in sending equipment and personnel to the designated areas for evacuation.
4. Agencies need to identify resources that can be allocated regarding their schedule.
5. Logistical items need to be identified, such as food, fuel, maintenance, etc.
6. Provide information and instructions to the driver(s):
 - Disaster description
 - Staging area to report to
 - Contact
 - Frequency
 - Primary and alternate route
 - Possible hazard and safety issues
 - Accountability for loading, when enroute, and unloading
 - Location the evacuees will be taken to
 - Next assignment status
 - Communication



Public Safety, Law Enforcement, and Security **(Evacuation and Movement)**

Terms and Definitions

Definitions

Standby status – (or on call) means that a person is to remain in contact by phone, at home or at work, until the emergency situation is over or they are asked to report to the Chelan County EOC. If the person on Standby is unavailable for a period of time, that person is responsible to advise the Chelan County EOC who their replacement will be.

Staffing the Chelan County EOC means either the department head or an alternate authorized by the department head that can represent them and make decisions for deployment of department resources.

Definitions for Modes of Transportation

Air Transport Used to transport people, equipment, and supplies

Animal Control Vehicle Vehicles are usually small enclosed pickups that have cages used for transporting small and medium size animals like dogs and cats. These types of vehicles will not be used for large animals like horses, cows, etc. Vehicles can transport up to 5 animals at a time.

Bus Vehicles can transport the largest amount of people per trip. Buses are categorized by size. Large buses range in seating capacity from 24-72 passengers. The smallest bus (mini bus) seats 12 people.

Flatbed truck Vehicles of this type can carry small equipment and supplies as long as the goods are covered with tarps. Vehicles may be trucks, or trailer. Flatbed trucks are 24', 40', 44'. Flatbed trailers are usually 24' or 40'.

Fork lift

Mortuary Vehicle Vehicles to transport deceased persons. Vehicle may be available through the Coroner's Office or local funeral homes.

Moving Van

Paratransit Vehicle Vehicles that can be used to transport individuals that have special needs, such as those that use a wheel chair or scooter to get around. Most of these vehicles can transport 3 or 4 people at a time. Vehicles may be available through LINK or local ambulance companies.



Public Safety, Law Enforcement, and Security **(Evacuation and Movement)**

Railroad Train Primarily used for shipping of goods or animals.

Refrigerated Trailer If a temporary morgue is needed near the disaster a refrigerated vehicle may be used to hold a large number of deceased people. When selecting a refrigerated trailer, the following parameters must be considered:

- Type of floor --- needs to be metal
- Normal use --- cannot be a trailer that usually transports food

Taxi Taxi service may utilize passenger cars that can carry up to four people, or possibly vans.

Van Vehicles that can carry up to 12 people depending on the type of van

Supporting Guidance

CCEM Transportation Unit – Activation Check List

CCEM Guides For Providing Transportation



Appendix G: Agriculture & Natural Resources (ESF 11)

ESF COORDINATING AGENCY: Chelan County Emergency Management

PRIMARY AGENCIES: Wenatchee Valley Humane Society
Local Veterinarians
American Red Cross
WSU Extension Office
Chelan/Douglas Health District
WA State Dept. of Agriculture
WA State Dept. of Health
US Dept. of Agriculture
Food and Drug Administration
North Central EMS and Trauma

SUPPORT AGENCIES: Law Enforcement
Fire Services
RiverCom Communications Center
Amateur Radio Operators
Public Works
Other State and Federal Agencies
WASART
ASPCA

INTRODUCTION

Purpose

The Emergency Support Function (ESF) 11 - Agriculture and Natural Resources Plan organizes and coordinates Chelan County support for the protection of the county's agricultural, domestic animal, and natural resources during incidents occurring within the county. ESF #11 works with local and state entities during actual and potential incidents to provide nutrition assistance, respond to companion and agricultural animal health issues, and preserve natural resources.

Scope

ESF 11 reflects the actual combined capabilities of agencies and organizations that cooperate at the county level to bring all available resources to provide life-sustaining support to individuals and animals impacted by emergencies and disasters. Local and state agencies and other organizations work together to provide mass care, emergency assistance, temporary housing, and human and animal services to support the delivery of life-sustaining assistance to emergency and disaster survivors in Chelan County. This ESF outlines the procedures/guidelines to support and supplement activities defined in ESF 6 - Mass Care, Housing and Human Services. ESF 11 also provides coordination of public information relating to the protection and control of agricultural and wildlife resources affected by the emergency or disaster.



Appendix G: Agriculture & Natural Resources (ESF 11)

The three (3) primary functions of ESF #11 are:

1. **Provide nutrition assistance:** Includes working with affected populations and state agency partners to determine nutrition assistance needs, obtaining appropriate food supplies, and arranging for delivery of the supplies.
2. **Responding to animal and plant diseases and pests:** Includes implementing an integrated local, state, federal response to a significant outbreak of a highly contagious or economically devastating animal/zoonotic disease or an outbreak of a harmful or economically significant plant pest or disease.
3. **Providing animal care in support of animal and agricultural emergency management:** To provide animal care in man-made or natural disasters affecting the welfare of companion animals and livestock in Chelan County.

Policies

Primary agencies listed in this appendix will, within the limits of their resources and authority, coordinate with other organizations having responsibility to respond to an emergency or disaster.

The provision of food and water for nutrition assistance will be accomplished through the mass care function and activities as detailed in ESF 6. Nutrition Assistance is provided through state agency services, such as The Emergency Food Assistance Program (TEFAP), to supplement the local food distribution system of Chelan County.

SITUATION AND ASSUMPTIONS

Situations

- A significant emergency or disaster will deprive substantial numbers of people access to and/or the means to prepare food and obtain water. In addition to substantial disruption to the commercial supply and distribution network, an event may partially or totally destroy food products stored in the affected area.
- The effects of an agricultural or food/feed emergency could reach far beyond Chelan County borders.
- Disasters may occur without warning. ESF #11 responders will be required to support affected populations with little or no advance notice.
- Chelan County may request the Governor proclaim a state of emergency for affected communities with Chelan County in the event of a plant or animal health event caused by a foreign animal disease or an infestation of plant pests or plant diseases.



Appendix G: Agriculture & Natural Resources (ESF 11)

Planning Assumptions

- The transportation and distribution of food supplies within an affected area are arranged by federal, state, local and voluntary organizations and priority is given to moving critical supplies of food into areas of acute need and then to areas of moderate need.
- Citizens should be self-sufficient for three (3) days. Home storage of a supply of food and water will be encouraged.
- Chelan County does not stockpile food or water for emergencies. Government commodities may be released under authorization by the USDA when a federal disaster declaration is in place to meet the immediate needs of survivors.
- The following conditions will exist within the event area:
 - Individuals and families may be displaced from their homes and about twenty percent (20%) of them will be provided shelter by one or more volunteer organizations.
 - On-hand food inventories at volunteer organizations may be inadequate to support the number of individuals in the shelters.
 - Local food supplies may not be restocked and replenished through normal commercial channels.
 - Seventy five percent (75%) of the water supply may be unusable, requiring juices or potable water supplies to be made available. Water may exist in some areas of the county to provide for the needs of areas without necessary water supplies. As available, local fire services may be utilized to distribute a potable water supply. Tanks will be flushed and cleaned per the Chelan Douglas Health District.
 - There may be a near total disruption of energy sources. The only energy sources available will be fuel for generators and propane tanks.
 - Most commercial cold storage freezer facilities in the affected area may be inoperable.
 - Highways into the affected areas may be temporarily cut off requiring use of alternate delivery means.
- Displaced persons and their pets may need transportation to shelter facilities.
- Shelter operations will have sufficient sanitation and cooking facilities for the occupant load of the shelter.
- Most animal and agriculture emergency response resources and assets are owned or controlled by the private sector and Non-Governmental Organizations (NGOs). Chelan County has a limited capacity of resources and will rely heavily on NGO and private industry contribution.



Appendix G: Agriculture & Natural Resources (ESF 11)

- Animal and agricultural health responses will be conducted in collaboration with state and federal authorities and private industries.
- Actions taken during an emergency threatening the environment or cultural and historic resources will be done in collaboration with the appropriate local, state, and tribal agencies.

CONCEPT OF OPERATIONS AND RESPONSIBILITIES

General

Chelan County Emergency Management, as the coordinating agency for ESF #11, coordinates with the ESF primary agencies. Chelan County coordinates the capabilities and resources of the county through the county Emergency Operations Center (EOC) to facilitate the delivery of services, technical assistance, expertise, and other support for emergencies and disasters affecting the county.

Chelan County, through ESF #11, and in coordination with ESF #8, ensures the safety and security of the food supply following an emergency or disaster and mitigates the effects of the incident(s) on the people, economy, and environment of Chelan County.

Organization

The ESF #11 response structure operates under the direction of the Coordinating Agency, which determines the Lead Primary Agency or Agencies on the basis of the assistance needed for the specific incident.

- **For nutrition assistance**, the Southern Baptist Disaster Relief and the American Red Cross are the local primary contacts for mobile feeding units. Coordination and support of local response activities through the Chelan County EOC include local Food Banks, the WSDA Food Assistance Program and other agencies.
- **For animal and plant disease and pest response**, the State Veterinarian or WSDA Assistant Director for Plant Services assumes primary responsibility, see Appendix 1.
- **For animal care in support of animal and agricultural emergency management**, local veterinarians of domestic and large/farm animals assume the primary responsibility for animal care in the communities of Chelan County. The Wenatchee Valley Humane Society will be the primary contact to the public in regards to animal sheltering and provide assistance in animal response and recovery activities. See Appendix G2: Disaster Animal Care and Response.

Regardless of the nature of the emergency, the state establishes a Joint Information Center (JIC) that functions as the principal source of information about the response in the state. The JIC coordinates closely with federal officials to ensure consistency in the information released to the communications media and the public.



Appendix G: Agriculture & Natural Resources (ESF 11)

A local JIC coordinated through the Chelan County EOC and coordinating closely with the state JIC will also be established to ensure consistency in the information released to the communications media and public.

At any time, other agencies and organizations may be called upon as subject matter experts to assist as needed.

Whole Community Involvement & Non-Discrimination

The "Whole Community" includes individuals, families, and households; communities; the private and nonprofit sectors; faith-based organizations; and local, tribal, state, and Federal governments. This ESF is committed to communicating with the Whole Community as needed during emergency response and disaster recovery operations. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs (AFN).

Individuals are responsible for knowing the specific risks to their household and developing emergency plans that accommodate all members of the household. This includes emergency preparedness for the animals in their household, whether those animals are owned for pleasure or commercial purposes. To the extent possible, during an incident, individuals should carry out their emergency plans in accordance with responder instructions.

Businesses where animals are integral to operations (production agriculture, zoos/exhibitors, research facilities, breeders, animal welfare agencies/sanctuaries, and veterinary hospitals) should be encouraged to have contingency plans in place for animals housed in the facility in the event of a disaster or emergency. Nonprofit networks, such as the American Veterinary Medical Association and the Association of Zoos and Aquariums/Zoo Animal Health Network, can provide information on contingency planning for veterinary facilities and other congregate animal facilities.

ESF #11 partner agencies and organizations should reflect the population of Chelan County in full spectrum. ESF #11 is supported by multiple non-governmental agencies, many of which have specific missions to serve or advocate on behalf of children and the elderly, people who live in poverty, people who are institutionalized, who are disabled, who have Limited English Proficiency, and who have access and functional needs. This ESF expects all agencies and organizations to comply with federal law. For more information on how each agency or organization complies with federal law, please contact the individual agency or organization. Any agency or organization that receives federal funding is required to have a plan or policy for addressing the needs of individuals with Limited English Proficiency (LEP), pursuant to Title VI, the Civil Rights Act.



Appendix G: Agriculture & Natural Resources (ESF 11)

MITIGATION / PREPAREDNESS / RESPONSE / RECOVERY ACTIVITIES

Mitigation

All agencies and jurisdictions listed in this ESF and the included appendices will identify hazard mitigation goals, objectives and actions to reduce or eliminate the long-term risks to human life and property.

Preparedness

This ESF should be considered an educational and utility tool for each primary response and supporting discipline at the local level. Each discipline should become familiar with this ESF and its contents in preparation for an emergency requiring animal care. When able, each discipline should pursue and take part in any training or educational opportunities that become available regarding animal care response or an outbreak of FAD. This ESF also contains responsibilities and actions required of each discipline, which should be reviewed and where appropriate, put into place before an event. Each discipline is responsible for their specific sections in this ESF.

Response

Based on the type and/or size of an incident, a variety of outside county resources may be needed. These resource needs will be coordinated through the Chelan County EM/EOC.

Recovery Activities

Each department, agency and individual involved shall maintain accurate records of the incident, including activities conducted, associated costs, and hours worked by paid and volunteer personnel. They will be responsible for maintaining response and recovery expense records for future possible reimbursement. All participants will prepare after action reports and have an opportunity to be debriefed. Copies of all records and after action reports will be provided to and maintained by the Chelan County EM/EOC. Information gleaned from the after-action reports will be used by responding agencies in mitigation, preparedness, and response strategies for a future emergency.



Appendix G: Agriculture & Natural Resources (ESF 11)

ESF RESPONSIBILITIES AND ACTIONS

The following table describes the agencies and organizations identified to provide services and resources to Chelan County in accordance with their individual missions, legal authorities, plans and capabilities.

Primary Agency	Responsibilities and Actions	Core Capabilities
ESF Coordinating Agency Chelan County Emergency Management	<ul style="list-style-type: none"> • Provide guidance and advice to the legislative authorities of the affected jurisdiction(s) • Coordinate information regarding food supplies, monitor the situation, and identify any potential shortfalls that exist or might occur. • Request assistance, as needed, through WA EMD/EOC channels • Coordinate resource information and the needs between agencies • Promote to the general public of Chelan County the need to be prepared to survive on their own and provide their own food and water for up to 72 hours following any emergency or disaster. • Promote preparedness for transport and sheltering of animals • Receive requests and determine the total need of the country for food and water that must be requested from outside agencies • Process all requests for food and water from outside Chelan county • Make requests to the WA EMD/EOC for the required supplies • Prioritize the distribution of the supplies received 	Operational Coordination Operational Communications
Red Cross	<ul style="list-style-type: none"> • Assist in determining requirements for necessary food supplies to support displaced citizens in shelters. 	Mass Care Services
Chelan County Food Banks	<ul style="list-style-type: none"> • Distribute additional emergency food stuffs to residents in need. • Coordinate needs of residents with WSDA Food Assistance Program for supplement food supplies, as needed. 	Mass Care Services



Appendix G: Agriculture & Natural Resources (ESF 11)

Support Agencies	Responsibilities and Actions	Core Competencies
Wenatchee Valley Humane Society	<ul style="list-style-type: none"> • Provide for mass care operations as outlined in ESF 6- Mass Care, Housing, and Human Services • Identify and inventory local food sources for animals 	Mass Care Services
Chelan Douglas Health District	<ul style="list-style-type: none"> • Before distribution is made to any agency, the Health Department will inspect the facilities they are using to determine their ability to properly care for, prepare, and store food and water supplies. • Continue to provide status reports and guidance to the Chelan county EM/EOC on health issues within the county. 	Public Health
Washington State Department of Agriculture	<ul style="list-style-type: none"> • Determine nutritional assistance needs. • Obtain appropriate food supplies. • Arrange for transportation of food supplies. 	Operational Coordination
Washington State Department of Social and Health Services	<ul style="list-style-type: none"> • Work with Chelan County organizations to determine the critical needs of the affected population in terms of numbers of people, their location and usable food preparation facilities for congregate feeding. • Catalog available food, transportation, equipment, storage and distribution facility resources and locate these resources geographically. • In conjunction with WSDA and USDA, verify all identified USDA food is fit for human consumption. • Coordinate staging areas for food supplies and points of distribution for food with the Incident Command Post and the local and tribal Emergency Operation Centers (EOC). • Coordinate shipment of USDA food to staging areas within the affected area. • Initiate direct market procurement of critical food supplies unavailable in existing inventories. 	Situational Assessment Operational Coordination
US Dept. of Agriculture	<ul style="list-style-type: none"> • Assist WSDA in administering additional TEFAP supplies to affected communities. 	Operational Coordination
Volunteer Organizations	<ul style="list-style-type: none"> • Advise the Chelan County EM/EOC as to their capabilities for feeding and food storage. • Identify and inventory local food sources • Determine locations where additional food can be stored 	Situational Assessment



Appendix G: Agriculture & Natural Resources (ESF 11)

RESOURCE REQUIREMENTS

This plan reflects actual existing capabilities and vertically aligns with the Washington State Emergency Support Function #11 - Agriculture and Natural Resources, to the extent feasible. Much of the capability to respond to such emergencies within Chelan county relies heavily on cooperation and partnership with the organizations mentioned above and support from other agencies which may or may not be listed.

REFERENCES & SUPPORT PLANS

ESF 1 - Transportation
ESF 6 – Mass Care, Housing and Human Services
ESF 7 – Resource Support
ESF 8 – Public Health and Medical Services
ESF 13 – Public Safety, Law Enforcement and Security
ESF 15 – Public Affairs

TERMS, ACRONYMS & DEFINITIONS

Acronyms

- ARC: American Red Cross
- ASPCA: American Society for the Prevention of Cruelty to Animals
- CART: Community Agricultural Response Team
- CCDEM: Chelan County Department of Emergency Management
- CCEOC: Chelan County Emergency Operations Center
- CDHD: Chelan-Douglas Health District
- CFSPH: Center for Food Security and Public Health
- DWI: Disaster Welfare Information
- EHPS: Emergency Household Pet Sheltering
- ESF: Emergency Support Function
- EMAC: Emergency Management Assistance Compact
- EMD: Emergency Management Division
- EOC: Emergency Operations Center
- FRP: Federal Response Plan
- MOU: Memoranda of Understanding
- NARSC: National Animal Rescue and Sheltering Coalition
- TBD: To be determined
- WASART: WA State Animal Response Team
- WVACC: Wenatchee Valley Animal Care and Control
- WVHC: Wenatchee Valley Humane Society



Appendix G: Agriculture & Natural Resources (ESF 11)

Definitions

- Co-habitation EHPS: a congregate shelter in which people and approved animals share space
- Co-located EHPS: an animal shelter located in reasonable proximity to a General Population Shelter
- Stand Alone EHPS: a shelter for household pets from various sources sheltered in one facility. It may or may not be located near a General Population Shelter for people
- Shelter-in-Place: homes that are structurally sound and out of the way of danger in which animals remain and receive daily care from owners or emergency responders, depending on human-evacuation status.
- Congregate Shelter: private or public facilities that provide contingency congregate refuge to evacuees, but that day-to-day serve a non-refuge function such as schools, stadiums and churches
- Transitional Shelter: A private or public facility that, by design, provides a short- term lodging function and an increased degree of privacy over a congregate shelter such as hotels or motels

APPENDICES

Appendix G1: Foreign Animal Disease

Appendix G2 -1: Disaster Animal Care and Response



G1: Foreign Animal Diseases

ESF COORDINATING AGENCY: Chelan County Emergency Management
Emergency Operations Center (EOC)

PRIMARY AGENCIES:

WA State Dept. of Agriculture (WSDA)
US Department of Agriculture (USDA)
WA State Veterinarian representatives
Local Veterinarians
Chelan Douglas Health District
WA State Dept. of Health
Food and Drug Administration (FDA)
Law Enforcement

SUPPORT AGENCIES:

Amateur Radio Operators
American Red Cross
Emergency Medical Services
Public Works Department
Washington State Patrol as HazMat Coordinators
Department of Fish and Wildlife
Department of Ecology
Office of the Attorney General
Washington State Emergency Management
Washington National Guard
WSU, Washington Animal Disease and Diagnostic Laboratory
WSU, College of Veterinary Medicine
Washington State Veterinary Medical Association
Federal Agencies
Tribal Governments
Wenatchee Valley Humane Society
Private Organizations and Businesses



G1: Foreign Animal Diseases

INTRODUCTION

Purpose

This appendix provides guidelines for a rapid response and recovery to Animal Health Events (AHEs) affecting the health, safety and welfare of humans, animals and free ranging wildlife populations in Chelan County. The County will support the coordination of sheltering and care for livestock and companion animals; and timely and proper disposal of dead animals, contaminated animal products and animal waste following natural or technological disasters working with State and Federal Agencies. Activation of this appendix may also involve the identification and control of diseases of public health significance as some Foreign Animal Diseases (FADs) are zoonotic (can be transmitted to people) . Preparedness and response issues of major concern in a FAD outbreak include: prevention of disease introduction, disease monitoring and surveillance, rapid identification, disease containment and eradication and, when necessary, disposal of animal carcasses.

Scope

This appendix applies to all AHEs caused by natural or technological disasters. Response activities for AHEs apply to all local, county, and professional animal health organizations working in conjunction with federal and state agencies. This appendix also outlines procedures for the identification, containment and eradication of an FAD or contamination caused by a toxic substance. It is anticipated that the remainder of the supporting private organizations identified in this appendix will participate to the fullest extent possible.

Policies

The Washington State Department of Agriculture (WSDA) and the Washington State Department of Fish and Wildlife (WDFW) represent animal health concerns of the Chelan County as well as the state of Washington. WSDA and WDFW collaborate with emergency management and environmental protection agencies as well as departments and/or agencies representing veterinary medicine, public health, agriculture, native and non-native wildlife, humane societies and animal control agencies.

All primary response agencies listed in this appendix will, within the limits of their resources and authority, coordinate with other local, state, and federal organizations having responsibility to respond to an AHE or FAD event.

Chelan County will coordinate with the primary state agency of jurisdiction, the WSDA and the USDA, in regards to mitigating a FAD outbreak. The State Veterinarian or designated representative will be the state Incident Command representative for AHE's.



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SITUATION AND ASSUMPTIONS

Situations

Livestock and wildlife in Chelan County are subject to a variety of highly contagious FADs. When a highly contagious disease is diagnosed animals may die, their production capability may become severely limited, and depopulation efforts may be necessary. Such an event could severely impact or even destroy the agricultural economic stability and viability of Chelan County, the state, and possibly the nation. Protecting animal agriculture in the United States requires cooperation, participation and partnership between WSDA and USDA. USDA provides leadership in combating FADs but it does not have the resources to assume these responsibilities without state cooperation. A list of diseases of concern is included as Appendix C of this ESF. For additional information refer to WA State County Emergency Management Plan (CEMP), ESF 11 – Agriculture and Natural Resources.

Planning Assumptions

Local livestock producers, dairymen, feedlot operators, abattoir workers, poultry producers, horsemen, and hog producers likely will be the first to notice an unusual condition or disease in their animals. The concerned individual or producer will contact one of four entities:

- A private licensed veterinary practitioner
- The State Veterinarian and/or the local WSDA field veterinarian
- A WSDA laboratory
- The USDA Assistant Director (AD).

Veterinary practitioners will report any unexpectedly high death loss, unusual symptoms or suspected FAD or toxic substance exposure to the State Veterinarian or USDA AD for diagnostic assistance.

Coordination of FAD event involves State and Federal cooperation with Chelan County EM/EOC, local veterinarians, and many other local, county, state, and federal agencies, not limited to those associated with agricultural activities for the control and eradication of an identified FAD.

The plan should work under the assumption that the disease in question is highly contagious until proven otherwise. FADs may be extremely difficult to identify, isolate, control, eradicate and may spread to other states and countries.

The detection, identification, control, and eradication of a FAD could result in long term, costly deployment of emergency control measures for six (6) months or longer. FADs will severely affect both intrastate, interstate, and international movement of live animals and animal products. A FAD can also severely disrupt the economy and even change the culture and well-being of people in Chelan County, Washington State, and the Nation.

A FAD may be introduced by many natural pathways or could be introduced as an act of terrorism.



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Some FADs can adversely affect human health, due to zoonosis, which may expand the response to include human medical intervention.

The Office International des Epizooties (OIE) provides worldwide disease reporting services to 147 member countries including the United States on the occurrence of certain animal diseases and establishes guidelines for trade in animals and animal products.

Constructive and prompt actions may have to be taken by government authorities to quarantine and depopulate domestic animals and wildlife prior to positive identification of a FAD in order to stop the spread of the disease.

A ban on entry of certain animal products into human and/or animal food chains could result in illicit slaughter, processing, and distribution of these products through unregulated channels.

Livestock owners, defenders of animal rights, and other citizens may strenuously object to the depopulation of animals. Some of these individuals may not believe in the viability or validity of the threat posed by a contagious foreign animal disease and may take actions counterproductive to the government process to isolate, control, and/or eradicate the FAD.

CONCEPT OF OPERATIONS

General

Once a concerned individual or local producer contacts a private licensed veterinary practitioner, State Veterinarian/ local WSDA field veterinarian, WSDA laboratory, or the USDA Assistant Director, the event will be managed in coordination of WSDA. The WSDA acting consistently within its statutory mandate, and under the direction of the State Emergency Operation Center (SEOC), will activate the state ESF #11 plan. The WSDA will coordinate with the Chelan County Emergency Operations Center. Response and recovery activities will be consistent with the Chelan County CEMP, this appendix, and the WA State ESF #11 plan.

At the discretion of the State Veterinarian, the facility of concern may be quarantined. The local, county, and state law enforcement agencies may be needed to assist in isolating the area. In addition, the State Veterinarian will coordinate with the local and the state health department if the FAD has zoonotic potential.

The WSDA will dispatch a Foreign Animal Disease Diagnostician (FADD) to the reported incident location. The FADD will gather information, collect samples and make an initial assessment. The FADD will then contact the State Veterinarian or USDA AD, when the State Veterinarian is unavailable. The State Veterinarian or USDA AD will notify the USDA National Center for Animal Health and Emergency Management and/or other federal officials, as appropriate, if the FADD determines the differential diagnosis includes the high likelihood of a foreign animal disease capable of rapid spread and/or significant impact on U.S. livestock, poultry or aquaculture.

The State Veterinarian will contact the WDFW if the suspected disease or toxic substance has potential wildlife or aquatic species implications. The WDFW, in cooperation with WSDA, will



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determine the appropriate response to protect wildlife or conduct wildlife surveillance. The WDFW will forward any reports it receives on a suspected FAD having the potential to affect wildlife or fish to the State Veterinarian. The WDFW will determine the appropriate wildlife response, in cooperation with the WSDA, when the reported disease could potentially have an impact on livestock.

Mitigation Activities

All agencies and jurisdictions listed in this appendix will take actions to mitigate the effects of a foreign animal disease within the extent of their capabilities and resources. Any action taken in advance of an event will limit the adverse effects and benefit the agency or jurisdiction and the community.

Preparedness Activities

This appendix should be considered an educational and utility tool for each primary response and supporting discipline at the local level. Each discipline should become familiar with this appendix and its contents in preparation for a FAD event. When able, each discipline should pursue and take part in any training or educational opportunities that become available regarding FAD. This appendix to ESF 11 also contains responsibilities and actions required of each discipline, which should be reviewed where appropriate, and put into place before an event. Each discipline is responsible for their specific sections in this appendix.

Response Activities

Based on the type and/or size of a FAD incident, a variety of outside county resources may be needed. These resource needs will be coordinated through Chelan County Emergency Management or the EOC. There is a strong probability the USDA will assume control upon their notification of the possibility of a FAD event and will continue control to the resolution. It is essential that EOC representatives keep abreast of state and federal activities and actions taken to assist in keeping Chelan County/City officials and citizens informed and to assist where appropriate and necessary.

Recovery Activities

Each department, agency and individual involved shall maintain accurate records of the incident, including activities conducted, associated costs, and hours worked by paid and volunteer personnel. They will be responsible for maintaining response and recovery expense records for future possible reimbursement. All participants will prepare after action reports and have an opportunity to be debriefed. Copies of all records and after-action reports will be provided to and maintained by the Chelan County EM/EOC. Information gleaned from the after-action reports will be used by responding agencies in preparation for a future FAD event.



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	<p>Preparedness:</p> <ul style="list-style-type: none"> • Conduct training classes as needed for personnel involved in the Incident Command System/FAD Management Operations. • Participate in tabletop and functional exercises at the local, state, and regional level to implement FAD plans and test FAD response procedures. • Coordinate with state and federal agencies to ensure all those that may be involved in FAD response and recovery operations understand their responsibilities and expected actions. <p>Public Information:</p> <ul style="list-style-type: none"> • Provide public information through a PIO or JIC (Joint Information Center). • Coordinate mass alert and warning of persons located in affected areas. <p>Carcass Disposal:</p> <ul style="list-style-type: none"> • In coordination with the Chelan-Douglas Health District, Washington State Department of Ecology, and WSDA develop a plan for rapid disposal of dead domestic animals and contaminated carcasses as needed. Plans for collection and disposal of dead wildlife must be coordinated with the WDFW. 	<p>Operational Communications</p>
<p>Chelan Douglas Health District</p>	<p>General:</p> <ul style="list-style-type: none"> • Monitor and investigate public health threats. • Coordinate with local, state, and federal public health agencies on the establishment of human and animal decontamination procedures to include screening areas, decontamination sites, and reception centers. • Assure the availability of and access to critical health services • Detect and identify possible sources of contamination dangerous to the general public health of the community. • Provide a representative to the Chelan County EOC for coordination of medical and health services. • Coordinate mental health support services for the public. • Declare a health emergency to protect the general public when the Chelan County Health Officer determines a public health emergency exists. 	<p>Environmental Response</p> <p>Health and Safety</p>



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	<p>Food Safety:</p> <ul style="list-style-type: none"> • Coordinate with other agencies to ensure the safety of food and water supplies, and other public health consequences of an event. <p>Public Information:</p> <ul style="list-style-type: none"> • Provide public information regarding disease prevention, sanitation precautions, and risk communications regarding health and safety for the public. • Initiate public health and emergencies and coordinate release of information with the Chelan County EOC PIO. 	<p>Public Health and Medical Services</p> <p>Operational Communications</p>
<p>Law Enforcement</p> <p>Law Enforcement</p>	<p>General:</p> <ul style="list-style-type: none"> • Provide personnel and equipment resources as available. • Provide applicable medical support for ongoing FAD operations. • Perform other functions as requested by the Chelan County EOC, state, and federal officials as capable. • Respond to protestors who desire to hinder or stop FAD related activities. <p>Traffic Control:</p> <ul style="list-style-type: none"> • Provide support and expertise in controlling and restricting vehicular traffic. • Provide law enforcement support for road closures, operating isolation facilities, decontamination operations, animal depopulation actions, closing feedlots, and closing borders. • Provide personnel to assist in restriction of entry into the restricted or quarantined area. 	<p>On-scene Security and Protection</p> <p>On-scene Security and Protection</p>
<p>United States Department of Agriculture</p>	<p>General:</p> <ul style="list-style-type: none"> • Coordinate with WSDA and other State and Federal agencies, industry and producers to eradicate the disease while supporting economic and trade interests of animal agriculture. • Coordinate tasks with other ESFs, Washington state emergency veterinary response teams, and voluntary animal care organizations to respond. • Assume a role in the Unified Command. <p>Animal Disease Response:</p> <ul style="list-style-type: none"> • Detect animal disease anomalies and pests and assign FADDs to conduct investigations. 	<p>Operational Coordination</p>



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	<ul style="list-style-type: none"> • Coordinate sample submission and laboratory testing and reporting with NVSL/FADDL/NAHLN. • Coordinate with ESF #8 on zoonotic disease surveillance activities and animal/veterinary issues. <p>Public Information:</p> <ul style="list-style-type: none"> • Coordinate with WSDA and other State and Federal agencies to provide timely accurate and consistent communication, public information, and messaging. 	<p>Operational Communications</p>
<p>Washington State Department of Agriculture</p>	<p>General:</p> <ul style="list-style-type: none"> • Coordinate with ESF #8 on management of zoonotic disease. • Issue quarantines, embargoes or hold orders and oversee the implementation and enforcement of restricted, embargoed or quarantined areas as determined necessary by the MAC group, with the assistance of the other state and federal supporting agencies. • Coordinate WSDA emergency management activities with ESF #6, ESF #8 and local jurisdictions. • Coordinate multi-state event response and recovery efforts with local, state and federal animal response agencies and appropriate emergency management agencies. <p>Public Information:</p> <ul style="list-style-type: none"> • Coordinate press releases with the SEOC ESF #15 and the Joint Information Center (JIC), when established. <p>Carcass Disposal:</p> <ul style="list-style-type: none"> • Take the lead in the emergency disposal of animals that died from disease or unknown causes. • Identify the most appropriate and expeditious disposal method for animal carcasses, in consultation with the Department of Ecology and local public health officials. • Oversee emergency disposal operations and report number of animals disposed to the SEOC ESF #11 Lead. 	<p style="text-align: center;">Operational Coordination</p> <p style="text-align: center;">Operational Communications</p>
<p>Washington State Department of Health</p>	<p>General:</p> <ul style="list-style-type: none"> • Determine the public health risk and impact of a suspected FAD in the state of Washington. 	



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	<p>Public Information:</p> <ul style="list-style-type: none"> • Assist the Chelan County EOC in the coordination of providing public information regarding disease prevention, sanitation precautions, and risk communications regarding public health and safety. 	
<p>Public Works Department</p>	<p>General:</p> <ul style="list-style-type: none"> • Respond under the Incident Command System and provide services as outlined in this plan, their SOPs, and other local and state regulations. • Provide representatives to the Chelan County EOC to assist in the consideration of the many health and safety concerns and issues related to FAD containment and eradication. • Provide equipment and personnel resources to assist in evacuations. <p>Traffic Control:</p> <ul style="list-style-type: none"> • Coordinate with law enforcement traffic control matters, road and/or street closures, and determine detour routes. • Provide traffic control barricades as necessary. <p>Waste and Carcass Disposal:</p> <ul style="list-style-type: none"> • Coordinate with the USDA and the WSDA regarding hazardous waste interim storage and/or disposal. • Coordinate with Chelan County EOC to coordinate public works actions pertaining to biomedical substances and animal carcass disposal. 	<p style="text-align: center;">Critical Transportation</p> <p style="text-align: center;">Public Service</p>
<p>Washington State Patrol</p> <p>Washington State Patrol</p>	<p>General:</p> <ul style="list-style-type: none"> • The WA State Patrol is the designated incident command agency for Chelan County for hazardous materials incidents. • Respond under the Incident Command System and provide services as outlined in this plan, their Standard Operating Procedures, and other local and state regulations. • Provide representatives to the Chelan County EOC to assist in the consideration of the many health and safety concerns and issues related to FAD containment and eradication. <p>Traffic Control:</p> <ul style="list-style-type: none"> • Provide roadblocks on state and federal highways in restricted or quarantined areas. 	<p style="text-align: center;">Operational Coordination</p> <p style="text-align: center;">Health and Safety</p> <p style="text-align: center;">On Scene Security and Protection</p>



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	<ul style="list-style-type: none"> • Plan for the collection of diagnostic specimens and identify laboratories capable of performing needed tests in a timely manner. <p>Depopulation:</p> <ul style="list-style-type: none"> • Direct and coordinate efforts to control and depopulate a specific game animal in a given area. • Advise and assist in depopulation of uncontrolled and unconfined non-game species. <p>Public Information:</p> <ul style="list-style-type: none"> • Coordinate press releases with the SEOC ESF #15 and the JIC. • Prepare news releases giving justification for testing and euthanizing wildlife, if indicated. 	
<p>Washington State Department of Ecology</p>	<p>General:</p> <ul style="list-style-type: none"> • Assign personnel qualified to make environmental assessments to each destruction and/or disposal location as resources are available. <p>Waste and Carcass Disposal:</p> <ul style="list-style-type: none"> • Provide recommendations to the MAC group on to the most appropriate method(s) for disposal of affected carcasses. • Assist local health jurisdictions in identifying off-site burial locations and make recommendations, in conjunction with the Washington Department of Transportation (WSDOT), regarding specific transportation requirements. 	<p>Situational Awareness</p> <p>Environmental Health</p> <p>Public Health</p>
<p>Office of the Attorney General</p>	<ul style="list-style-type: none"> • Provide direct legal support to the WSDA to assist agency staff in performance of their emergency support functions including: • Quarantines, emergency declarations and orders • Urgent issues of statutory authority, delegation, jurisdiction and liability • Contracts and interagency agreement review. • Function as the liaison between the WSDA and legal counsel representing federal and tribal governments. 	<p>Planning</p>
<p>WSU, Washington Animal Disease Diagnostic Lab</p>	<ul style="list-style-type: none"> • Coordinate with the USDA NVSL during the initial investigative and management phases of an outbreak. • Assist WSDA and/or USDA, when requested, with diagnostic assistance and the collection and submission of appropriate samples for definitive diagnosis of a suspected FAD. 	<p>Public Health Services</p>



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	<ul style="list-style-type: none"> • Report suspected FAD to the State Veterinarian or USDA AD and forward suspect FAD samples received from local producers or veterinarians to the appropriate USDA/APHIS laboratory (Plum Island, New York, or Ames, Iowa). • Quarantine and decontaminate laboratory facilities that processed confirmed FAD samples. 	
WSU College of Veterinary Medicine	<ul style="list-style-type: none"> • Assist and advise the WSDA on the clinical aspects of the disease. • Provide a liaison/technical expert when requested by WSDA. 	Public Services
Tribal Governments	<ul style="list-style-type: none"> • Tribal governments and the US Dept. of Interior will be engaged as appropriate to protect the rights of Native Americans. 	Public Services
Private Organizations and Businesses	<ul style="list-style-type: none"> • May be notified by the WSDA when an animal disease emergency exists. • May maintain lists of or provide resources and personnel to assist state and local jurisdictions in response and recovery phases • May participate as members of state and local planning teams and as participants in planning and preparation exercises and drills. 	Public Services
Local Veterinarians	<ul style="list-style-type: none"> • Report any unexpectedly high death loss, unusual symptoms or suspected FAD or toxic substance exposure to the State Veterinarian or USDA AD for diagnostic assistance. • If accredited by USDA-APHIS Veterinary Services, has authority to verbally restrict movement of animals suspected of being affected with a FAD. 	Situational Assessment
Wenatchee Valley Humane Society	<ul style="list-style-type: none"> • Develop a call list and evacuation procedures for local support personnel and resources. • Provide a representative to assist in the coordination of animal emergency response upon activation of the Chelan County EOC. • Establish communications with the Red Cross and other agencies networking in cooperation to the incident. 	Operational Coordination



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RESOURCE REQUIREMENTS

The resources needed will depend on the particular event, however, the primary and support agencies will, if available, provide their own internal support, such as personnel, vehicles, and equipment for their staff.

Other requirements that may be needed are to be requested from the Chelan County EOC.

This plan reflects actual existing capabilities and vertically aligns with the Washington State Emergency Support Function #11 - Agriculture and Natural Resources, to the extent feasible. Much of the capability to respond to such emergencies within Chelan County relies heavily on cooperation and partnership with the organizations mentioned above and support from other agencies which may or may not be listed.

REFERENCES

WA State CEMP

RCW – 16.38 Livestock Diseases – Diagnostic Service Program



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World Organization for Animal Health - OIE Listed diseases

Updated: 11/08/2017

Multiple species diseases

- Anthrax
- Bluetongue
- Crimean Congo haemorrhagic fever
- Epizootic haemorrhagic disease
- Equine encephalomyelitis (Eastern)
- Heartwater
- Infection with Aujeszky's disease virus
- Infection with *Brucella abortus*, *Brucella melitensis* and *Brucella suis*
- Infection with *Echinococcus granulosus*
- Infection with *Echinococcus multilocularis*
- Infection with foot and mouth disease virus
- Infection with rabies virus
- Infection with Rift Valley fever virus
- Infection with rinderpest virus
- Infection with *Trichinella* spp.
- Japanese encephalitis
- New world screwworm (*Cochliomyia hominivorax*)
- Old world screwworm (*Chrysomya bezziana*)
- Paratuberculosis
- Q fever
- Surra (*Trypanosoma evansi*)
- Tularemia
- West Nile fever

Swine diseases

- African swine fever
- Infection with classical swine fever virus
- Infection with *Taenia solium* (Porcine cysticercosis)
- Nipah virus encephalitis
- Porcine reproductive and respiratory syndrome
- Transmissible gastroenteritis

Sheep and goat diseases

- Caprine arthritis/encephalitis
- Contagious agalactia
- Contagious caprine pleuropneumonia

Cattle diseases

- Bovine anaplasmosis
- Bovine babesiosis
- Bovine genital campylobacteriosis
- Bovine spongiform encephalopathy
- Bovine tuberculosis
- Bovine viral diarrhoea
- Contagious bovine pleuropneumonia
- Enzootic bovine leukosis
- Haemorrhagic septicaemia
- Infectious bovine rhinotracheitis/infectious pustular vulvovaginitis
- Lumpy skin disease
- Theileriosis
- Trichomonosis
- Trypanosomosis (tsetse-transmitted)

Equine diseases

- Contagious equine metritis
- Dourine
- Equine encephalomyelitis (Western)
- Equine infectious anaemia
- Equine influenza
- Equine piroplasmosis
- Glanders
- Infection with African horse sickness virus
- Infection with equid herpesvirus-1 (EHV-1)
- Infection with equine arteritis virus
- Venezuelan equine encephalomyelitis

Amphibians

- Infection with *Batrachochytrium dendrobatidis*
- Infection with ranavirus

Avian diseases

- Avian chlamydiosis
- Avian infectious bronchitis
- Avian infectious laryngotracheitis
- Avian mycoplasmosis (*M. gallisepticum*)
- Avian mycoplasmosis (*M. synoviae*)
- Duck virus hepatitis
- Fowl cholera
- Fowl typhoid



- Enzootic abortion of ewes (ovine chlamydiosis)
- Maedi-visna
- Nairobi sheep disease
- Ovine epididymitis (*Brucella ovis*)
- Peste des petits ruminants
- Salmonellosis (*S. abortusovis*)
- Scrapie
- Sheep pox and goat pox

Lagomorph diseases

- Myxomatosis
- Rabbit haemorrhagic disease

Fish diseases

- Epizootic haematopoietic necrosis
- Infectious haematopoietic necrosis
- Spring viraemia of carp
- Viral haemorrhagic septicaemia
- Infectious salmon anaemia
- Epizootic ulcerative syndrome
- Gyrodactylosis (*Gyrodactylus salaris*)
- Red sea bream iridoviral disease
- Koi herpesvirus disease
-

Bee diseases, infections, and infestations

- Infection of honey bees with *Melissococcus plutonius* (European foulbrood)
- Infection of honey bees with *Paenibacillus larvae* (American foulbrood)
- Infestation of honey bees with *Acarapis woodi*
- Infestation of honey bees with *Tropilaelaps* spp.
- Infestation of honey bees with *Varroa* spp. (Varroosis)
- Infestation with *Aethina tumida* (Small hive beetle).

Other diseases

- Camel pox
- Leishmaniasis

- Highly pathogenic avian influenza and low pathogenic avian influenza in poultry as per Chapter 2.7.12. of the Terrestrial Animal Health Code
- Infectious bursal disease (Gumboro disease)
- Marek's disease
- Newcastle disease
- Pullorum disease
- Turkey rhinotracheitis
-

Mollusc diseases

- Infection with *Bonamia ostreae*
- Infection with *Bonamia exitiosa*
- Infection with *Marteilia refringens*
- Infection with *Perkinsus marinus*
- Infection with *Perkinsus olseni*
- Infection with *Xenohaliotis californiensis*
- Abalone viral mortality

Crustacean diseases

- Taura syndrome
- White spot disease
- Yellowhead disease
- Tetrahedral baculovirus (*Baculovirus penaei*)
- Spherical baculovirus (*Penaeus monodon*-type baculovirus)
- Infectious hypodermal and haematopoietic necrosis
- Crayfish plague (*Aphanomyces astaci*)
- Infectious myonecrosis
- White tail disease



G2: Disaster Animal Response

Primary Agencies:

Chelan County Emergency Management
Wenatchee Valley Humane Society
Chelan Douglas Public Health District
Law Enforcement

Support Agencies:

Emergency Medical Services
Public Works
Amateur Radio Operators
Chelan County Emergency Management
American Red Cross
State and Federal Agencies
WA State Animal Response Team (WASART)
American Society for the Prevention of Cruelty to Animals (ASPCA)
Private Organizations and Businesses
Chelan County Animal Control

INTRODUCTION

Purpose

To provide guidance for mitigating against, preparing for, identifying and responding to, and recovering from any disaster or emergency affecting the health, safety, and welfare of companion animals and livestock in Chelan County. This portion of ESF 11, Appendix 2, provides guidance to coordinate the initial Chelan County based response, as well as private organizations and entities in rapid response to and recovery from an emergency. Veterinary medicine and animal care activities include, but are not limited to, small and large animal care, facility usage, and displaced pets/livestock, wildlife, and exotic animal assistance.

Scope

This appendix provides technical advice and assistance to local, county, and professional animal health organizations and the public during an emergency. This appendix is applicable to all local agencies identified in the primary and supporting agency outline. It is anticipated that the remainder of the supporting private organizations identified in this appendix will participate to the fullest extent possible.

Authorities and Policies

The primary agencies responsible for planning animal care and response activities for Chelan County will be Chelan County Emergency Management, the Wenatchee Valley Humane Society and the Chelan/Douglas Public Health. All primary response agencies listed in this appendix, within the limits of their resources and authority, coordinate with other organizations having responsibility to respond to an emergency or disaster. The Chelan



G2: Disaster Animal Response

County Sheriff's Office Department of Emergency Management (CEM) is the County coordination and support agency for disaster animal care and response.

A major disaster can overwhelm local resources and prevent agencies and jurisdictions from fulfilling all their roles and responsibilities and they may need to request assistance.

WA State ESF #11, Appendix 2– Washington State Animal Plan
RCW 18.92 – Veterinary Medicine
RCW 16 – Animal and Livestock
RCW 16.68 Disposal of Dead Animals
RCW 76.04.021 Livestock Owners Right to Retrieve and Care for Animals
CCSO Wildfire Evacuation Policy (WASPC Model Policy, 2019 Revision)
WVHS – Domestic Animal Disaster Sheltering Plan

SITUATIONS and ASSUMPTIONS

General Circumstances

Companion animals, livestock, hatcheries, and wildlife in Chelan County are subject to a variety of risks in the event of an emergency or disaster.

Several serious disasters around the country affecting large numbers of animals have occurred over the past few years. These incidents underscore Chelan County's need to have adequate plans and resources in place. Many citizens will not leave their homes for a safer location without their animals.

The sheltering and mass care of pets and service animals may be necessary following a natural or technological disaster.

A natural or technological disaster could result in mass animal casualties. A large number of unattended animal carcasses could have a negative impact on public health and the environment. Local authorities are responsible for the removal of animal carcasses. However, if Chelan County is overwhelmed, has depleted or anticipates depleting its resources, it may request assistance through the State Emergency Operations Center (SEOC). The SEOC Operation Section will designate state agencies to assist with the removal of animal carcasses.

Planning Assumptions

Primary threats are wildfire, flood, and earthquake. Secondary threats include severe winter storm, high winds, and hazardous material events.

The Wenatchee Valley Humane Society and veterinarians residing in the county are the first line of response to emergencies involving animals in their communities.

Coordination or response to such events involves Chelan County EM/EOC and other disciplines mentioned in this appendix, including local veterinarians.



G2: Disaster Animal Response

There will be adequate numbers of volunteers to assist with the functions of establishing and maintaining temporary animal care facilities.

Veterinary medicine and animal care activities in the mitigation, preparedness, response, and recovery activity phases of emergency management include, but are not limited to, small and large animal care, facility usage, and displaced pet/livestock, wildlife, and exotic animal assistance.

Companion animal owners, livestock owners, and other citizens may attempt to provide assistance in an uncoordinated fashion, hindering the capabilities of responders to provide the most effective support.

The Wenatchee Valley Humane Society has sufficient capacity to provide temporary shelter for up to 30 companion animals, but no livestock.

Red Cross managed shelters for people may accept companion animals. See ESF 6 for more information.

The Fairgrounds may be managed as a co-located shelter for livestock and human sheltering. There may also be capabilities of managing the human sheltering portion of the fairgrounds as cohabitation for companion animals.

During the evacuation phase of an emergency, law enforcement is not able to provide transportation for animals but may be able to collect information on numbers and locations of animals and report those to the EOC.

Fire Department personnel prioritize human safety and will assist with animal rescue as resources allow.

Authorization for owners or rescue teams to enter evacuated areas is at the discretion of the Incident Commander.

CONCEPT of OPERATIONS

General

Response and recovery activities will be consistent with the Chelan County CEMP, this appendix, and the WA State CEMP.

Capacity for transportation and temporary shelter of companion animals and livestock will be coordinated by the Wenatchee Valley Humane Society (WVHS) and the local veterinarians for domestic and large/farm animals

Procedures

The Wenatchee Valley Humane Society and veterinarians residing in the county are the first line of response to emergencies involving animals in their communities.

Coordination or response to such events involves Chelan County EM/EOC and other disciplines mentioned in this appendix, including local veterinarians.



G2: Disaster Animal Response

The anticipated response to an emergency affecting animals will be as follows, assuming appropriate notifications are made in a timely manner:

CCEM will coordinate with an Incident Commander about notifications to the Red Cross and WVHS for emergency shelters.

It will be the responsibility of the Incident Commander to determine if a temporary shelter for animals is advisable at the perimeter of an affected area of a wildfire.

WVHS will determine whether the animal shelter will provide sufficient capacity or whether additional temporary shelter will be required.

WVHS will:

1. Assess the on-scene situation and notify staff and volunteers, mobilize shelter, animal identification and feeding/watering resources.
2. Determine if assistance from regional or national organizations is required, and notify the Incident Commander.
3. Coordinate with Incident Command regarding transportation needs:
 - (a) From within an evacuated area to its perimeter
 - (b) From such perimeter to temporary shelter sites
 - (c) From mass care shelter sites to temporary shelter site
4. Coordinate with the Red Cross regarding establishment of a temporary human and animal shelter adjacent to the mass care shelter sites.
5. Maintain support of temporary shelter sites for the duration of the event.
6. Coordinate rescue activities with Incident Command.

Preparedness Activities

This appendix should be considered an educational and utility tool for each primary response and supporting agency at the local level. Each agency should become familiar with this appendix and its contents in preparation for an emergency requiring animal care. When able, each agency should pursue and take part in any training or educational opportunities that become available regarding animal care response. This appendix also contains responsibilities and actions required of each agency, which should be reviewed and, where appropriate, put into place before an event. Each agency is responsible for their specific sections in this appendix.



G2: Disaster Animal Response

Response Activities

Based on the type and/or size of an incident, a variety of outside county resources may be needed. These resource needs will be coordinated through the Chelan County EM/EOC.

Recovery Activities

Each department, agency, and individual involved shall maintain accurate records of the incident, including activities conducted, associated costs, and hours worked by paid and volunteer personnel. They will be responsible for maintaining response and recovery expense records for future possible reimbursement. All participants will prepare after action reports and have an opportunity to be debriefed. Copies of all records and after-action reports will be provided to and maintained by the Chelan County EM/EOC. Information gleaned from the after-action reports will be used by responding agencies in preparation for a future emergency requiring animal care.

RESPONSIBILITIES and ACTIONS

Primary Agency	Responsibilities and Actions	Core Competencies
<p>American Red Cross</p>	<p>Mass Care Sheltering:</p> <ul style="list-style-type: none"> Shelter for disaster clients includes the use of pre-identified shelter sites in existing structures, creation of temporary facilities or the temporary construction of shelters, and use of similar facilities outside the disaster-affected area should evacuation be necessary. If a human shelter is established, the Red Cross will notify Wenatchee Valley Humane Society. <p>Mass Care Feeding:</p> <ul style="list-style-type: none"> Provide food to disaster clients and emergency workers through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Such operation will be based on sound nutritional standards and will include meeting requirements of disaster victims with special dietary needs. <p>Transportation:</p> <ul style="list-style-type: none"> Coordinate with the Humane Society in developing a plan to transport animals to animal care facilities when owners are evacuated to shelters. 	<p>Mass Care Services</p>



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<p>Wenatchee Valley Animal Care & Control</p>	<ul style="list-style-type: none"> • Direct and control all activities related to animal protection and control during a disaster or emergency 	<p>Public Services</p>
<p>Chelan County Emergency Management</p>	<p>General:</p> <ul style="list-style-type: none"> • Establish methods and procedures for the appropriate use and accountability of donated funds. Coordinate with the WA State EOC on the handling of donated goods and money as well as volunteers wishing to assist in the disaster animal care operational activities. • Serve as liaison among local jurisdictions, response agencies, WA State EMD, and other state and federal agencies for requesting resources when the capabilities of local response agencies are exceeded. Maintain liaison with supporting agencies. • Coordinate additional communication equipment as needed. • Provide maps as needed with locations of veterinary hospitals and clinics and with animal shelter locations clearly marked. • Maintain records of disaster animal care activities conducted, their costs, and hours worked by paid and volunteer personnel. • Provide needed information and documentation to WA State EOC regarding emergency and/or disaster declarations. • Assist the WA State EOC in the preparations of requests to the governor and subsequently to FEMA for obtaining applicable emergency and/or disaster declarations. • Debrief participants and prepare after action reports. <p>Preparedness:</p> <ul style="list-style-type: none"> • Coordinate with the WVHS and the County Health Dept. to develop a program to ensure all those who may be involved in disaster animal care response and recovery operations understand their responsibilities and expected actions. • Conduct training classes as needed for personnel involved in Incident Command System Disaster Animal Care management operations. 	<p>Operational Coordination</p> <p>Operational Communication</p> <p>Planning</p>



G2: Disaster Animal Response



	<p>Traffic Control:</p> <ul style="list-style-type: none"> Coordinate with law enforcement regarding traffic control matters, road and/or street closures, and determine detour routes. Provide traffic control barricades as necessary. 	<p>Critical Transportation</p>
<p>Tribal Governments</p>	<ul style="list-style-type: none"> Tribal governments and the US Dept. of the Interior will be engaged as appropriate to protect the rights of Native Americans. 	<p>Public Services</p>
<p>United States Department of Agriculture</p>	<ul style="list-style-type: none"> The WSU Extension Agent in coordination with the WA State Dept. of Agriculture may request the support of the USDA in response and recovery activities. 	<p>Public Services</p>
<p>Washington State Dept. of Agriculture</p>	<p>Pet and Animal Response:</p> <ul style="list-style-type: none"> Represent animal health concerns of the state and maintain a liaison with the emergency management and environmental protection agencies, departments and/or agencies that represent veterinary medicine, public health, agriculture, wildlife, non-native wildlife, and humane societies. <p>Carcass Disposal:</p> <ul style="list-style-type: none"> WSDA will coordinate carcass disposal procedures with the Department of Ecology and local public health officials. 	<p>Operational Coordination</p> <p>Public Health</p>
<p>Washington State Department of Fish and Wildlife</p>	<p>Animal Response:</p> <ul style="list-style-type: none"> WDFW will assist permitted facilities in identifying suitable, alternative housing for restricted species. Assist with the response and assessment of potentially dangerous, lost, or escaped captive wildlife, fish, exotic animals, oil-soaked birds, or other impacted species, as deemed appropriate. Coordinate with the county to manage the response and recovery of hatcheries. <p>Carcass Disposal:</p> <ul style="list-style-type: none"> Will coordinate agency, as requested, with emergency disposal operations involving wildlife carcasses. 	<p>Operational Coordination</p>



Appendix G2 - Disaster Animal Response – Agency Contacts

Agency	Contacts	Comments
Chelan County Emergency Management (CCEM)	Sgt. Jason Reinfeld 509-630-7506 Rich Magnussen 509-630-7571 Stan Smoke 509-699-8280	
Wenatchee Valley Humane Society (WVHS)	Animal Care & Control Dispatch 509-888-7283 James Pumphrey, Director [REDACTED] Sgt. Ian Mallory [REDACTED] Kelly McGraw, Operations Mgr. [REDACTED]	7am-10pm Voicemail will Alert Team Personnel cell phones are emergency contacts and not for public use. To be REDACTED from Public Disclosure
Chelan/Douglas Health District (CDHD)	Main Office 509-886-6400 After Business Hours Answering Service 509-886-6499	
American Red Cross Wenatchee	Emergency Contact 509-663-3907 Kylee Redberg [REDACTED] Disaster Program Manager Ron Garrow [REDACTED] Disaster Coordinator	Office and On-call Duty Officer Personnel cell phones are emergency contacts and not for public use. To be REDACTED from Public Disclosure
Chelan County Fair Grounds	Karen Welch, Director 509-782-3232	
Tillicum Riders	Kathy Zackery [REDACTED] Julie Ann Hanley [REDACTED]	Personnel cell phones are emergency contacts and not for public use. To be REDACTED from Public Disclosure
Appleatchee Riders	Joye Delabarre [REDACTED] Susan Ward [REDACTED] Jill English [REDACTED] Breana Howell [REDACTED]	Personnel cell phones are emergency contacts and not for public use. To be REDACTED from Public Disclosure
WA State Animal Response Team (WASART)	425-681-5498	
American Society for the Prevention of Cruelty to Animals (ASPCA)	Customer Service 1(888) 666-2279 Tim Perciful 206-507-1000 Disaster Response Manager	



Appendix G2 - Disaster Animal Response – Agency Contacts

Local Veterinarians	Countryside	509-663-6542	After Hours 509-776-7834
	Cascade (Wen)	509-663-0793	
	Cascade (E. Wen)	509-884-7121	
	Animal Hospital	509-663-8845	
	Valley Veterinary	509-884-3122	



Appendix H: Search & Rescue (ESF 9)

Purpose

To provides detailed roles and responsibilities of agencies responding to Search and Rescue incidents and guidelines for the effective utilization of search and rescue resources and the coordination of search and rescue operations within Chelan County.

According to the Revised Code of Washington: *“Search and Rescue” means the acts of searching for, rescuing, or recovering by means of ground, marine, or air activity any person who becomes lost, injured, or is killed while outdoors or as a result of a natural, technological, or human caused disaster, including instances involving searches for downed aircraft when ground personnel are used....RCW 38.52.010(7)*

Primary Agencies: Chelan County Sheriff’s Office
Volunteer Organizations: (to include but not limited to)

- Chelan County Volunteer Search and Rescue
- Chelan County Mountain Rescue
- Chelan County Swift Water Rescue

Steven’s Pass
WA State Emergency Management Division

Support Agencies: Chelan County Emergency Management
Chelan County Fire Agencies
Chelan County EMS Agencies
RiverCom Communications Center
Red Cross

Core Capabilities

Chelan County Sheriff’s Office considered to be **primary response agency**, having significant authorities, roles, resources to provide the following core capabilities in search and rescue incidents.

Primary Core Capabilities	
Mass Search & Rescue Operations	Deliver traditional and atypical search and rescue capabilities, including personnel, services, animals, and assets to survivors in need, with the goal of saving the greatest number of endangered lives in the shortest time possible.
Support Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.



Appendix H: Search & Rescue (ESF 9)

Authorities and Policies

The **Chelan County Sheriff's Office** or designee is responsible for SAR operations in their law enforcement jurisdiction in Chelan County (**RCW 38.52.400**). SAR can be used at the discretion of the Chelan County Sheriff for various incidents or occurrences as deemed appropriate by the sheriff.

The **National Incident Management System (NIMS)** is the required method of on-scene incident management for all SAR operations.

Wildland and disaster SAR are terms used by the federal government, however are covered under two separate plans, (i.e. **the National Search and Rescue Plan** and the **National Response Plan**).

State law encompasses both wild land and disaster (urban) SAR (**Section 38.52.010(7) RCW**). In the State of WA, Disaster SAR is generally called urban SAR, which is not specifically defined.

Air SAR is defined by **RCW Chapter 47.68** and **WAC Chapter 468.200**. Air SAR for missing or downed civil aircraft is the responsibility of, and coordinated by the Department of Transportation (WSDOT) (**RCW 47.68**)

A separate **Underground (Mine) Rescue Plan** is maintained by the State EMD SAR Coordinator.

Land SAR activities are initiated, coordinated and directed by the Chelan County Sheriff's Office in accordance with state and local jurisdiction plans. If the Sheriff's Office is not able to provide the necessary equipment or resources to successfully carry out a SAR mission, the **State EMD** office will be contacted for assistance.

Urban SAR will normally be the responsibility of the law enforcement agency in whose jurisdiction it takes place.

Underground/mine rescue, after deployment of local resources, may require outside assistance that will be obtained through WA State EMD.

Situation Overview

Chelan County is threatened by major events such as avalanches, earthquakes or aircraft accidents. Such disasters have the potential of resulting in large SAR operations that could be multi-jurisdictional. Chelan County is an extremely mountainous county. The wide range of and easy access to outdoor recreation in Chelan County and the increasing number of people recreating in the outdoors will result in a possible increase in SAR operations.

The Chelan County Sheriff is responsible for all Search and Rescue efforts within Chelan County. As the lead agency they responsible for training and the equipping of personnel that respond to the Search and Rescue calls for service.



Appendix H: Search & Rescue (ESF 9)

SAR missions will continue to increase as the population, recreational opportunities, and the wildland/urban interface continue to grow.

The widely differing terrain and climatic conditions in the county mandate a locally based SAR first response system.

Concept of Operations

Land SAR

Upon receiving information of possible SAR operations, the Chelan County Sheriff's Office will initiate their SAR procedures.

In the event of a search and rescue emergency, all necessary equipment and personnel, including organized volunteer services, will be mobilized and dispatched to the scene. Control of all emergency search and rescue functions will remain the responsibility of the law enforcement agency concerned. Based on the type and size of the incident, a variety of resources may be needed. It is critical for the Sheriff's Office or any other emergency service provider first on the scene to provide an accurate and timely size-up. An Incident Commander must be identified, as well as a staging area. The IC will assign personnel to specific areas or tasks, and coordinate and assign resources.

Upon notification of a search and rescue emergency, Chelan County Emergency Management will advise the SEOC of any search and rescue mission which may utilize Chelan County Volunteer Search and Rescue (CCVSAR) and other qualified volunteer organizations and individuals to request a mission number. The issuance of this mission number authorizes the deployment of volunteers under the provisions and protection of Chapter 38.52 RCW and extends liability coverage to participating, registered personnel and equipment. Chelan County must keep the State EMD Duty Officer advised of progress until the mission is completed. Mission numbers need to be closed at the completion of the SAR mission.

Search and Rescue operations will normally be controlled and coordinated from a field command post location. Large scale Search and Rescue may utilize the EOC for coordination of resources.

Whenever local resources are exhausted, unavailable, or unqualified for a particular search and rescue mission, Chelan County Emergency Management may request assistance through the state Division of Emergency Management. The state office will authorize state and federal search and rescue volunteer organization resources and initiate the access of personnel, equipment, air support, and other specialized or requested supplies.

The WA State EMD, upon receiving a request for assistance from an authorized official, will coordinate the resources of other political subdivisions, as well as state, out-of-state, federal, and international agencies in support of the requesting jurisdiction. The state SAR Coordinator may be deployed to the scene to provide this coordination.



Appendix H: Search & Rescue (ESF 9)

The radio frequency 155.160 MHz has been dedicated statewide for search and rescue communications purposes.

Multi-jurisdictional SAR operations may be coordinated by the state EMD when requested. Major multi-jurisdictional SAR operations resulting from a natural or technological disaster may require the activation of the state Rescue Coordination Center (RCC). The state RCC may either be co-located with the state EOC or at a location in proximity to the incident site. The director of the state RCC is the state SAR Coordinator.

Air SAR

Air SAR for missing or downed civil aviation aircraft is the responsibility of WSDOT Aviation Division (Chapter 47.68 RCW).

Underground (Mine) SAR

A separate plan for Underground SAR is maintained by the State EMD office. The state EOC Duty Officer uses the procedures to respond to local jurisdiction requests for SAR resources in the event of an underground rescue incident.

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Access and functional needs (AFN) refers to individuals who have physical, developmental or intellectual disabilities, chronic conditions or injuries. People with access or functional needs are those who may have additional needs before, during or after an incident in functional areas including, but not limited to: health, independence, communication, transportation, support services, and medical care. Individuals in need of additional response assistance may include people who have disabilities, who are older adults, who are children, who are from diverse cultures, who have limited English proficiency or who are non-English speaking, or who are transportation disadvantaged.

The CCEM Annex has identified and addressed the “Whole Community” essential needs of children, those with access and functional needs, and the essential needs of household pets and service animals in disaster preparedness and planning. The CCEM Appendix C – Limited English Proficiency (LEP) Response Plan describes a variety of programs and services to provide communication access and assistance to LEP and AFN individuals during emergency response and recovery activities. The RiverCom 911 Communications Center Annex also describes several programs and services they utilize to address how LEP and AFN are integrated into its respective responsibilities for PSAP and other public telecommunications. RiverCom works cooperatively with public safety agencies to provide them with equal access communication assistance and services.



Appendix H: Search & Rescue (ESF 9)

CCSO Search and Rescue - Critical Tasks

Critical tasks are the distinct elements required to perform a core capability. These Critical Task Identifiers are pre-assigned to each core capability based on Federal guidance documents. They are operationally focused tasks that are necessary to ensure success and execution of core capabilities. They generally include the activities, resources, and responsibilities required to fulfill capability targets. Capability targets and critical tasks are based on operational plans, policies, and procedures.

Mission Area	Critical Task I.D.	Critical Task
Mass Search & Rescue Operations		
Response	1	Conduct search and rescue operations to locate and rescue persons in distress.
Response	2	Initiate community-based search and rescue support operations across a wide, geographically dispersed area.
Response	3	Ensure the synchronized deployment of local and regional teams to reinforce ongoing search and rescue efforts and transition to recovery.
Operational Coordination		
Response	2	Enhance and support command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Operational Communications		
Response	1	Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice communications between state and local first responders.

Organization

The Chelan County Sheriff or designee is responsible for SAR operations within his/her jurisdiction. Chelan County Emergency Management will register Emergency Workers in support of the Chelan County SAR program. Local programs provide training and education for volunteer SAR units as well as for the organization and deployment of SAR resources.

Search and Rescue operations will normally be controlled and coordinated from a field command post location. Large scale Search and Rescue may utilize the EOC for coordination of resources.



Appendix H: Search & Rescue (ESF 9)

Direction, Control, & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted in Chelan County. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency actions, resources, and activities.

All Search and Rescue operations will be managed by ICS with the responsible Law Enforcement Agency as the Command Agency. In Chelan County, with the exception of the City of Wenatchee and the Wenatchee Police Department, SAR operations are initiated, coordinated, and directed by the Chelan County Sheriff in accordance with state and local jurisdiction plans using local resources registered pursuant to Chapter 118-04 WAC.

Search and Rescue operations will normally be controlled and coordinated from a field command post location. Large scale Search and Rescue may utilize the EOC for coordination of resources.

Horizontal Integration

Chelan / Douglas Area Emergency Services Mutual Aid Agreement

Based on the provisions of Chapter 39.34 RCW, RCW 35.84.040, and RCW 52.12.111, this mutual aid agreement provides the signature cities, fire districts and other public safety agencies with a mechanism for requesting mutual aid for fire protection, rescue, and other emergency situations.

Responsibilities

- Chelan County Sheriff's Office
 - In accordance with RCW 38.52.400, the Chelan County Sheriff's Office is responsible for local search and rescue activities.
 - Initiate SAR operations
 - Maintain Standard Operating Procedures (SOP) for conducting searches. Review at least annually for possible revisions. Plans must specify the use of ICS for SAR operations.
 - Operate SAR activities in accordance with state and local operations plans.
 - Request a mission number from WA State EMD when volunteers or non-Sheriff's Office personnel are utilized. A mission number is also needed when aircraft is requested.
 - Call out volunteers as needed.
 - Recruit and train volunteers for SAR operations.
 - Promote emergency survival preparedness programs for all who may participate in SAR operations.
 - May restrict access to a specific search and rescue area to personnel authorized by the Chelan County Sheriff. Access shall be restricted only for the period of time necessary to accomplish the SAR mission. No unauthorized person shall interfere with a SAR mission.



Appendix H: Search & Rescue (ESF 9)

- Chelan County Emergency Management is part of the Chelan County Sheriff's Office and will support the SAR mission of the Sheriff's Office in whatever capacity is needed.
 - (1) When requested, will notify State EMD to obtain a state mission number. This number is necessary for liability coverage and possible compensation but must be obtained before volunteers are utilized in a SAR operation.
 - (2) Register volunteers and emergency workers
 - (3) Coordinate any requests for state, federal or out of county SAR resources that are needed or are being used.
 - (4) Provide State EMD with periodic status reports if needed.
 - (5) Assist emergency workers with submission of any claims that might be appropriate.
 - (6) Make final reports to State EMD to close out missions.
 - (7) Review and revise this ESF, if needed, after any major SAR operation or at least every four years.
 - (8) Maintain resource lists
- Volunteer Organizations
 - Provide personnel and equipment as requested by the Chelan County Sheriff's Office.
 - Ensure that their personnel being utilized have the proper SAR identification, training and/or experience and are registered as an Emergency Worker.
 - Perform tasks as assigned by the Incident Commander.
 - Account for and maintain equipment used in the operations.
 - Participate in the mission critique.
 - Ensure that claims for any compensation are submitted to Chelan County Emergency Management within two (2) weeks after the mission has been terminated.
 - Provide EMD with information so that SAR resource records may be maintained in a current status.
 - Provide Chelan County Emergency Management with list of names and telephone numbers of persons authorized to commit their organization's resources.
- Washington State Emergency Management Division
 - Issue mission numbers for training exercises and actual events.
 - Provide the coordination with other state agencies and with FEMA for any state and federal resources that may be requested.
 - Assist local jurisdiction with the processing of any claims that may result from a county exercise or mission.
 - Participate, if requested, in the mission critique if state or federal resources were utilized.
 - Assist local jurisdictions in the organization and training for SAR personnel.



Appendix H: Search & Rescue (ESF 9)

Mitigation Activities

- The Chelan County Sheriff's Office will identify hazards and risks in their jurisdiction. Actions to reduce the likelihood of these events occurring, and/or reducing the impact if they were to occur can be identified and implemented. The Sheriff's Office can also implement safety and SAR prevention programs so that citizens are better prepared.
- Support preventative search and rescue, aviation safety, and survival programs with available resources, when requested.
- Develop and present preventative SAR programs through public awareness and school education programs.

Preparedness Activities

- The Chelan County Sheriff's Office can help prepare for SAR situations by keeping their policies and procedures current and associated with identified potential hazards and risk analysis.
- The Chelan County Sheriff's Office will train personnel, try out and test equipment and communications, and evaluate this emergency plan by reviewing/critiquing missions upon completion and making adjustments in plans as needs are identified.
- Develop and maintain resource lists of personnel/groups/agencies that could assist during SAR incidents.

Response Activities

Response activities are determined by the type and size of the incident, but all SAR response incident activities will follow the Concept of Operations and CCSO responsibilities of this Appendix.

Recovery Activities

- Each department, agency, and individual shall maintain accurate records of the incident. They will be responsible for maintaining SAR and recovery expense records for future possible reimbursement. Financial issues such as supplies used, equipment lost or damaged, wages for hours worked including overtime, and other costs require documentation before reimbursement is issued. During the recovery phase, it is imperative to maintain communication and coordination with the EOC, if activated. Public Information Officers may provide information regarding safety issues as people return to their homes and businesses. Departments, districts, and individuals involved in the emergency or disaster should participate in post event reviews and critiques and contribute to written reports regarding observations and recommendations.



Appendix H: Search & Rescue (ESF 9)

- Chelan County Sheriff's Office will assist the return of all SAR organizations and personnel to a high state of preparedness, so as to be able to respond to future SAR missions with available resources, when requested.
- Support for Sheriff's Office and SAR personnel is also part of recovery and returning to normal operations. This support may include counseling or Critical Incident Stress Management.
- During the Recovery phase, it is imperative that the Incident Commander maintains communication and coordination with the EOC.

Resources

SAR resources are based on the type and size of the incident, a variety of resources may be needed. Search and Rescue resources are obtained and maintained, for the most part, by the Chelan County Sheriff's Office. CCSO SAR resources include:

- (2) Bell OH-58 Jet ranger helicopters
- (3) Safe Boats
- (2) Zodiac Jet boats
- (4) Snowmobiles
- (4) Honda ATV's
- (1) Artic Cat 2-person UTV
- (2) Honda Motorcycles
- (1) Search and Rescue Trailer with misc. equipment
- (1) Dive Rescue Trailer

Three important organizations/teams that provide valuable volunteers, resources and equipment include Chelan County Volunteer Search and Rescue, Chelan County Mountain Rescue, and the Chelan County Swift Water Rescue Team.

Chelan County Volunteer Search and Rescue (CCVSAR)

CCVSAR is a volunteer public safety organization, funded by its members, grants, and donations from the public. Their mission includes:

- Training for and respond to Search & Rescue emergencies; searching for the lost, and rescuing the injured in urban and wilderness locations
- Training for and respond to natural and man-made disasters to locate and rescue the injured, trapped, and missing.
- Conducting evacuation notifications during wildfires.
- Educating the public about backcountry safety and emergency preparedness.



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The CCVSAR Mobile Command Post (MCP) is a 4-wheel drive F350 capable of going most locations in the county. Their communications equipment includes multiple 100-watt two-way public agency radios on whip antennas or mast antenna; amateur radio VHF, UHF Digital DMR radio, Wi-Fi, APRS (vehicle tracking and messaging), WinLink (email over radio), Cell phone booster, and 3 computer systems supporting mapping and documentation. It is powered by shore power, battery bank or 4KW generator. Includes a cache of GPS, portable radios, and other SAR gear.

Chelan County Mountain Rescue

Chelan County Mountain Rescue is a nonprofit volunteer organization of experienced climbers, as well as backcountry skiers, hikers, and medical professionals dedicated to saving lives through search, rescue, emergency medical care and mountain safety education in Chelan County Washington and surrounding areas. The Chelan County Mountain Rescue are able to provide emergency medical care in the backcountry, navigate complex mountain terrain and objective hazards in all seasons, or undertake technical rock or ice rescue. Chelan County Mountain Rescue fills this gap providing personnel for technical mountain rescues beyond the capacity of the Sheriff's staff and ground local search and rescue.

Chelan County Swift Water Rescue Team

The Chelan County Swift Water Rescue team (SWR) is a team of SSCO Deputies, aided by volunteers who oversee, coordinate, and perform any rescue scenario on moving water. All SWR team members are Swiftwater Rescue Technician (SRT1) certified and participate in ongoing training throughout the year. Each member is trained in the use of various tools, including rafts, inflatable and hard-shell kayaks, and standup paddle boards; and frequently incorporate complex rope systems to access victims. The SWR team works with other local agencies to increase resources at the rescue scene and due to the remoteness of some areas of the rivers, to help contain the situation until the SWR team members can arrive.



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Primary Agencies: Chelan County Emergency Management
 Chelan County Commissioners
 Chelan County Sheriff's Office
 Public Works Departments
 Energy and Utility Providers
 Fire Services
 County Building Officials
 Chelan-Douglas Health District

Support Agencies: RiverCom Communication Center
 Chelan County EMS
 Local Hospitals and Clinics
 Critical Incident Stress Management Team
 Wenatchee Valley Humane Society
 Amateur Radio Operators
 American Red Cross
 Link Transit
 Chelan County Coroner
 Chelan County Assessor
 Chelan County Auditor
 Chelan County Prosecuting Attorney

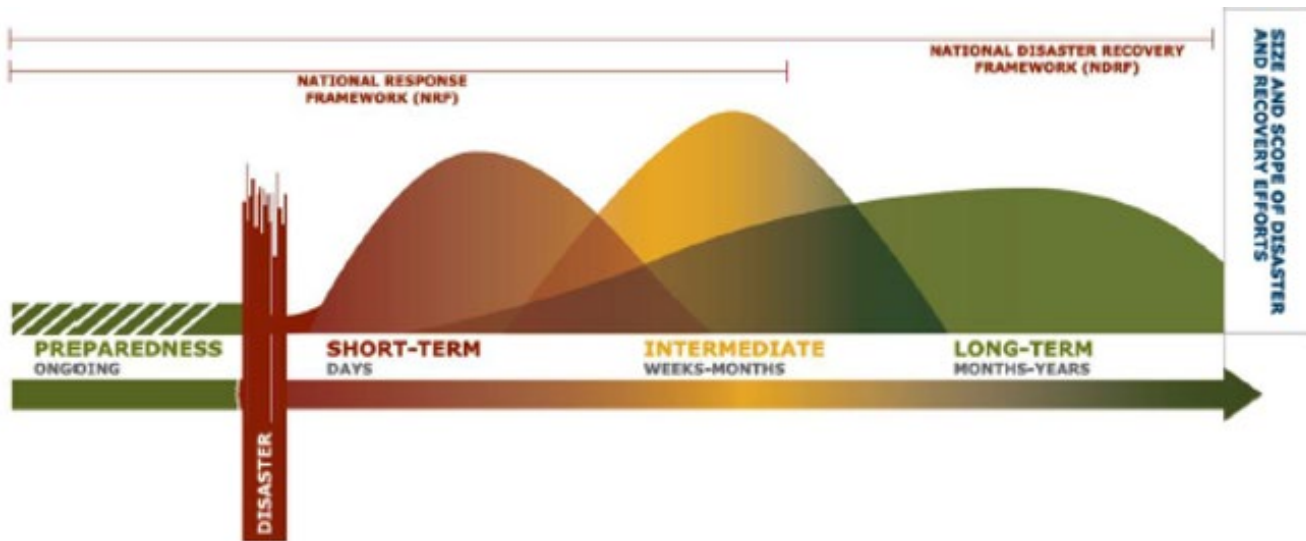
Purpose

The purpose of this Appendix (ESF 14) is to provide an overview of the short and long-term disaster recovery process and establish guidelines for effective coordination to accomplish recovery and restoration tasks resulting from a natural or technological emergency or disaster.

Scope

Recovery and restoration actions following any emergency or disaster will be determined by the specific event. All jurisdictional agencies may be involved depending upon the hazards and scope of the situation. The recovery process is best described as a sequence of interdependent and often concurrent activities that progressively advance a community toward a successful recovery. However, decisions made and priorities set early in the recovery process by a community will have a cascading effect on the nature and speed of the recovery progress.

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ESF 14 includes coordination of short, intermediate, and long-term recovery and restoration actions.

- Short-term recovery actions include conducting damage assessments and collecting disaster impact information, restoring critical functions, services, facilities and infrastructure, and providing vital recovery resources.
- Intermediate recovery actions include coordinating and developing post disaster planning teams and strategies for long-term recovery while implementing and facilitating eligible state and federal disaster assistance programs.
- Long-term recovery actions include the permanent restoration and rebuilding of critical infrastructure, increasing healthcare and social services capabilities, building new homes, restoring the economy, and incorporating resilient practices.

Recovery Core Capabilities

The National Disaster Recovery Framework identifies and describes the Recovery Core Capabilities necessary to guide and develop effective recovery and restoration actions for a successful recovery.

Primary Core Capabilities	
Response and Recovery	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities
Response	
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.



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Support Core Capabilities	
Response and Recovery	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community with clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Recovery	
Planning	Conduct a systematic process engaging the Whole Community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Economy Recovery	Return economic and business activities (including food and agriculture) to a healthy state, and develop new business and employment opportunities that result in an economically viable community.
Health and Social Services	Restore and improve health and social services capabilities and networks to promote the resilience, independence, health (including behavioral health), and well-being of the Whole Community.
Housing	Implement housing solutions that effectively support the needs of the Whole Community and contribute to its sustainability and resilience.
Natural and Cultural Resources	Protect natural and cultural resources and historic properties through appropriate planning, mitigation, response, and recovery actions to preserve, conserve, rehabilitate, and restore them consistent with post disaster community priorities and best practices and in compliance with applicable environmental and historic preservation laws and Executive orders.

Authorities and Policies

Chelan County will act as the coordinator for county-wide recovery operations in the aftermath of an emergency or major disaster that impacts the region. To do this the County will, as necessary:

- Form joint partnerships with other jurisdictions, government agencies, and private-sector organizations to form a cohesive response to the community's needs.



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- Coordinate with other entities that provide housing, feeding, and support needs for individuals and families affected by the incident.
- Collect Preliminary Damage Assessment (PDA) information from all jurisdictions to assist with obtaining a Presidential declaration under the Stafford Act.
- Coordinate the "applicant briefings for all jurisdictions in the County.
- Establish Disaster Recovery Centers (DRCs) in coordination with the Washington State Emergency Operations Center (SEOC) and/or the Federal Emergency Management Agency (FEMA).

Primary agencies have significant authorities, roles, resources, and capabilities for the particular functions within recovery capabilities.

Revised Codes of Washington (RCW)

38.52, Emergency Management Act

Provision for the administration of a comprehensive emergency management plan for the state of Washington, to include all state agencies, departments, commissions, and boards.

35.33.080, Emergency Expenditures

Provision for emergency expenditures during a declared state of emergency.

49.60, Discrimination – Human Rights Commission

It is important that when coordinating resources for recovery that we insure incorporation of all communities.

Federal Laws:

Public Law 110-325, Americans with Disabilities Act (ADA)

When coordinating recovery operations, it is important to keep in mind the whole community when rebuilding.

42 U.S.C 5121, Robert T. Stafford Disaster Relief and Emergency Assistance Act

This act provides financial assistance in the form of grants for disaster survivors and local jurisdictions and tribal governments.



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Situation Overview

The Chelan County Natural Hazard Mitigation Plan (2019), volume 2, illustrates the natural hazards of Unincorporated Chelan County. The hazard ranking involves an assessment of the likelihood of occurrence for each hazard, along with its potential impacts on people, property, and the economy.

Table 1-11. Hazard Risk Ranking

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Severe Weather	45	High
2	Wildfire	36	High
3	Earthquake	34	High
4	Landslide	33	High
5	Flooding	18	Medium
6	Dam Failure	12	Low
7	Drought	9	Low
8	Avalanche	n/a	Low

The high rating for severe weather and wildfire is based on the past history and high frequency of weather events and large fires throughout the county. The potential for earthquake and landslide is high based on USGS data and the steepness of the mountain terrain.

The rating for flooding varies throughout the county. Some areas are high, based on the location within flood zones or associated with runoff from fire-damaged terrain.

The 2023 Threat and Hazard Identification and Risk Assessment Plans (THIRA) expands the scope of the mitigation plan by specifically addressing technological hazards and human-caused events. Technological emergencies are defined as accidents or the failures of systems and structures, such as dam failures, hazardous materials releases, transportation accidents and urban fires. Human-caused incidents are defined as intentional actions that can cause technological emergencies or other types of incidents, that include but are not limited to, mass shootings, explosive attacks, terrorism, and cyber-attacks. The impact of these potential hazards may threaten or cause injury and loss of life, damage to the infrastructure and loss of essential services, along with property and environmental damage in the county.

Natural, technological, or man-made disasters may threaten the functional capability of local government through the potential destruction of or harm to government personnel, facilities, critical systems, resources, and vital records.

Concept of Operations

Upon notification of an incident, Chelan County Emergency Management (CCEM) will alert and notify the appropriate emergency management staff and officials, activate the EOC, and implement the Chelan County Comprehensive Emergency Management Plan (CEMP). CCEM will



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support the Incident Commander by activating public information alerts and notifications, establishing a liaison with other organizations and entities, and implement appropriate plan annexes and appendices to support response and recovery operations.

Recovery and restoration activities are operational in nature and begin while response operation activities are still underway. For most events, these activities will begin with CCEM working from the EOC or other location, to assemble data on the extent of damages. If warranted, the Sheriff/Director of Emergency Management may recommend to the Chelan Legislative Authorities the need to make a Proclamation of Emergency in order to seek assistance from the Governor's office and the State. This proclamation is the first step to obtain a Presidential Declaration of Disaster (federal assistance), if appropriate. The proclamation, once signed, needs to be forwarded to the State Emergency Management Office.

Disaster recovery operations will vary with the type, scope and duration of the disaster. If needs exceed local resources the Chelan County EOC can contact the State of WA Emergency Management Office/EOC (SEOC) for assistance. The federal government may render assistance if needs exceed the capabilities of the county and state, provided the event has received a presidential declaration of disaster.

Recovery

Damage Assessment

Initial damage assessments provide valuable information regarding the nature and extent of impact on various aspects of human life and living conditions and the impact and damages to critical infrastructure, facilities, and essential services that affect emergency response operations, coordination, and communications.

Initial information collection includes:

- Gathering information on lifesaving needs, including evacuation and search and rescue.
- Gathering information on critical infrastructure, including determining the status of transportation, utilities, communication systems, and fuel and water supplies.
- Gathering information on critical facilities, including the status of police and fire stations, medical providers, water and sewage treatment facilities, and media outlets.
- Gathering information on the risk of damage to the community (e.g., dams and levees, facilities producing or storing hazardous materials) from imminent hazards.
- Gathering information on the number of individuals who have been displaced because of the event and the estimated extent of damages to their dwellings.

CCEM and the EOC provides coordination for the damage assessment information and develops situation reports that are disseminated and used by local officials to understand the severity and magnitude of damage to public and private property after an incident. In some cases, they may also contribute to a Joint Preliminary Damage Assessment conducted by Federal, State and Local officials after a disaster declaration.



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The CCEM Annex includes Essential Elements of Information (EIs) that is used for information collection, analysis, and dissemination

Short-Term Recovery

Short-term recovery begins early in the response phase and is focused on providing immediate support to residents and businesses, as well as restoring critical services and infrastructure, such as: utilities, government operations, medical services, transportation routes, cleanup, debris removal, and abatement of dangerous buildings.

It includes actions such as providing essential public health and safety services, restoring interrupted utility and other essential services, reestablishing transportation routes, and providing food and shelter for those displaced by the incident.

The impacts of wildfire season in Chelan County each summer have made the Fire Management Assistance Grant (FMAG) Program an important cost recovery grant that is requested while a fire is burning uncontrolled and threatens to cause enough damage to warrant a disaster declaration. Fires that meet the impact criteria provide a 75 percent Federal cost share for emergency response and firefighting costs for those wildfire incidents.

Activities occurring during short-term recovery include:

1. Chelan County government agencies have continuity plans that will be implemented, as necessary, in the aftermath of an emergency or major disaster to ensure continued performance of their essential functions.
2. The EOC, through the Joint information Center (JIC), will disseminate information about the government response to the major disaster. The JIC will also provide information about the FEMA disaster assistance registration process and about specific local, state, and federal programs for individuals, families, and small businesses (such as Individual Assistance). The EOC will also transfer citizen telephone calls for assistance with unmet needs to the Chelan/Douglas Community Organizations Active in Disasters (COAD) liaison.
3. The Damage Assessment Call Center (DACC) will be activated in the EOC to receive telephone damage reports from homeowners and businesses and requests for assistance from residents. Calls to the center will be catalogued and—as needed—transferred or referred to the appropriate entity, such as the COAD. The DACC is a key early step in acquiring information necessary to obtain a presidential major disaster declaration.
4. The EOC will deploy a Recovery Field Team to meet with residents, solicit information on damages, distribute information on recovery issues relevant to individuals and families, and provide residents with a visible indication that their government is actively working to help them recover from major disasters.



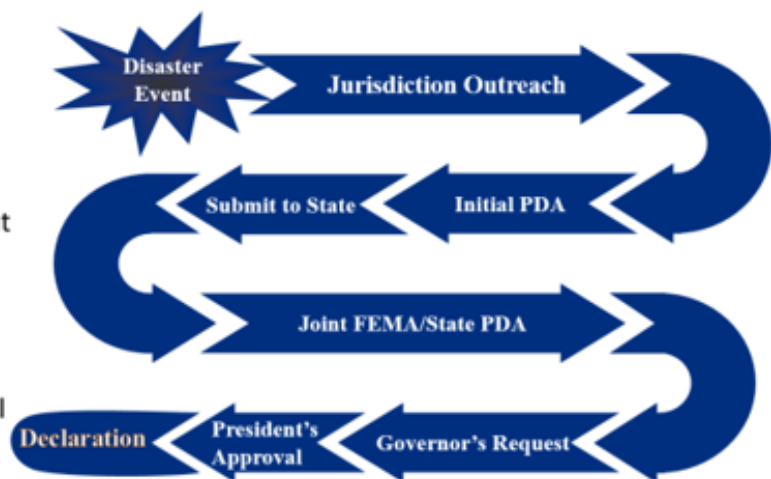
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5. Chelan County Public Works is the lead agency for public works emergencies involving sewers, solid waste, water, roads, and traffic operations. Planning & Public Works conducts Preliminary Damage Assessments (PDAs) and make emergency repairs to restore critical functions, infrastructure, and services.
6. CCEM will assist all county departments, local government agencies, and eligible Private Non-Profit/Non-Governmental Organizations with meeting the initial requirements for assisting the State in obtaining a Presidential disaster declaration; as well as receiving the federal financial assistance that may follow, such as Public Assistance (PA), Fire Management Assistance (FMAG), and Individual Assistance (IA) grant programs.
7. The on-scene Incident Commander, EMS agencies and organizations work cooperatively with the Chelan/Douglas Health District and the Disaster Medical Control Center (DMCC) to coordinate EMS and hospital activities during an emergency or major disaster.
8. CCEM will coordinate opening Disaster Recovery Centers (DRCs) with the SEOC and/or FEMA.
9. Community Development & Public Works will do safety evaluations of structures and tag them as required using ATC-20, ATC-45 or other relevant damage evaluation standards.

Preliminary Damage Assessment (PDA) Timeline

Preliminary Damage Assessments (PDAs) begin during the response phase and are intended to support activities such as mapping locations of damaged property and applying for federal financial assistance

1. Disaster occurs.
2. Local or tribal government identifies damage.
3. State, tribe, or territory verifies damage.
4. State, tribal, or territorial government requests a joint PDA with FEMA.
5. FEMA and state/tribe/territory validate damage.
6. Validated damage informs request and recommendation for Presidential disaster declaration.





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The Governor has 30 days from the last day of the incident period to submit the Major Disaster Declaration request to President through FEMA.

- 2-weeks local jurisdiction – cost gathering (labor, equipment, material, mutual aid/contracts, rentals)
- 1-week Joint FEMA/State/Jurisdiction PDA validation
- 1-week writing – staffing through Governor’s office

Key Terms

- Preliminary damage assessment (PDA) – A mechanism used to determine the impact and magnitude of damage and the resulting unmet needs of individuals, businesses, the public sector, and communities as a whole. There are two types of PDAs: initial damage assessments and joint preliminary damage assessments.
- Initial damage assessment (IDA) – The effort by local authorities to collect data related to the extent of damage within a jurisdiction.
- Joint PDA – The coordinated effort by local, state, and federal authorities to validate damage data previously identified by state and local authorities to inform Presidential disaster declaration requests and federal disaster grant determinations.
- Recipient – A non-federal entity (e.g., state, tribal, or territorial government) that receives an award from a federal agency to carry out an activity under a federal program.
- Applicant – A non-federal entity that applies to be a sub-recipient of assistance under a recipient’s federal award (e.g., local government agency, housing authority, or private nonprofit [PNP] organization).
- Sub-recipient – An applicant that receives a sub-award from a recipient to carry out part of a federal program.

Preliminary Damage Assessment (PDA) Process and Forms are available on the (www.emd.wa.gov) EMD website.

Long-Term Recovery

Long-Term Recovery is focused in a larger sense on establishing a “new normal” for an economically sustainable Chelan County. Components include rebuilding public infrastructure, ensuring adequate housing stock, coordinating delivery of social and health care including mental health services, refining land-use planning to incorporate mitigation strategies and lessons-learned from the major disaster, supporting business to help the economy rebound, and maximizing available federal and state aid to recover disaster-related costs.

Because long-term recovery is a partnership among all segments of the community, the CCEM will identify staff who will be involved in this process of partnership with impacted cities and towns, the private-sector, and Non-Governmental Organizations to begin work on



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disaster recovery priorities. Chelan County will activate a Disaster Recovery Task Force—which represents a broad cross-section of the community—to help shape a vision of how Chelan County will recover from a disaster. Activities occurring during long-term recovery include:

Chelan County Community Development & Public Works, in consultation with CCEM, will work to ensure that permitting for reconstruction considers the hazard mitigation strategies of impacted communities and will also take steps deemed appropriate to speed economic recovery such as deferring permit fees and adding flexibility to the permit process.

The recovery and restoration phase of a disaster may last for years. The activities that take place during this phase will depend on the type of event that occurred. During the initial stage of the recovery phase coordination will take place out of the Chelan County EOC. When the situation reaches a point where the EOC can be deactivated, follow-up activities will include:

1. Upon EOC deactivation, follow-up coordination will be assigned to a specific agency, usually Emergency Management or Public Works.
2. Review and critique incident actions.
3. Continue documentation and reporting on all disaster recovery activities.

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

Recovery is a long-term and ongoing process that starts with the incident, engages the Whole Community, and is community-driven. A successful recovery effort is inclusive of the Whole Community. CCEM attempts to promote the application of Whole Community principles.



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Core Capabilities and Critical Tasks

Each of the Core Capabilities identified for the Chelan County Emergency Management has one or more critical tasks that are listed in the following table. These critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Core Capability	Description and Actions
Response	Public Information and Warning	<p>Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.</p> <ol style="list-style-type: none"> 1. Inform all affected segments of society of critical lifesaving and life-sustaining information by all means necessary, including accessible tools, to expedite the delivery of emergency services and aid the public to take protective actions. 2. Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.
Response	Operational Coordination	<p>Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.</p> <ol style="list-style-type: none"> 1. Mobilize all critical resources and establish command, control, and coordination structures within the affected community, in other coordinating bodies in surrounding communities, and across the Nation, and maintain as needed throughout the duration of an incident. 2. Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.



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Response	Situational Assessment	<p>Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.</p> <ol style="list-style-type: none"> 1. Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident. 2. Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.
Recovery	Planning	<p>Conduct a systematic process engaging the Whole Community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.</p> <ol style="list-style-type: none"> 1. Convene the core of an inclusive planning team (identified pre-disaster), which will oversee disaster recovery planning. 2. Complete an initial recovery plan that provides an overall strategy and timeline, addresses all core capabilities, and integrates socioeconomic, demographic, accessibility, technology, and risk assessment considerations (including projected climate change impacts), which will be implemented in accordance with the timeline contained in the plan.
Recovery	Public Information and Warning	<p>Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard and, as appropriate, the actions being taken, and the assistance being made available.</p> <ol style="list-style-type: none"> 1. Reach all populations within the community with effective actionable recovery-related public information messaging and communications that are accessible to people with disabilities and people with limited English proficiency; protect the health and safety of the affected population; help manage expectations; and ensure stakeholders have a clear understanding of available assistance and their roles and responsibilities. 2. Support affected populations and stakeholders with a system that provides appropriate, current information about any continued assistance, steady state resources for long-term impacts, and monitoring programs in an effective and accessible manner.



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Recovery	Operational Coordination	<p>Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.</p> <ol style="list-style-type: none"> 1. Establish tiered, integrated leadership and inclusive coordinating organizations that operate with a unity of effort and are supported by sufficient assessment and analysis to provide defined structure and decision-making processes for recovery activities 2. Define the path and timeline for recovery leadership to achieve the jurisdiction’s objectives that effectively coordinates and uses appropriate local, state, tribal, territorial, insular area, and Federal assistance, as well as nongovernmental and private sector resources. This plan is to be implemented within the established timeline.
Recovery	Infrastructure Systems	<p>Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.</p> <ol style="list-style-type: none"> 1. Restore and sustain essential services (public and private) to maintain community functionality. 2. Develop a plan with a specified timeline for redeveloping community infrastructures to contribute to resiliency, accessibility, and sustainability. 3. Provide systems that meet the community needs while minimizing service disruption during restoration within the specified timeline in the recovery plan.
Recovery	Economic Recovery	<p>Return economic and business activities (including food and agriculture) to a healthy state, and develop new business and employment opportunities that result in an economically viable community.</p> <ol style="list-style-type: none"> 1. Conduct a preliminary assessment of economic issues and identify potential inhibitors to fostering stabilization of the affected communities 2. Return affected area’s economy within the specific timeframe in the recovery plan 3. Ensure the community recovery and mitigation plan(s) incorporates economic revitalization and removes governmental inhibitors to post-disaster economic sustainability, while maintaining the civil rights of citizens.



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Recovery	Health and Social Services	<p>Restore and improve health and social services capabilities and networks to promote the resilience, independence, health (including behavioral health), and well-being of the Whole Community.</p> <ol style="list-style-type: none"> 1. Identify affected populations, groups, and key partners in short-term, intermediate, and long-term recovery. 2. Complete an assessment of community health and social service needs; prioritize these needs, including accessibility requirements, based on the Whole Community’s input and participation in the recovery planning process; and develop a comprehensive recovery timeline. 3. Restore health care (including behavioral health), public health, and social services functions. 4. Restore and improve the resilience and sustainability of the health care system and social service capabilities and networks to promote the independence and well-being of community members in accordance with the specified recovery timeline.
Recovery	Housing	<p>Implement housing solutions that effectively support the needs of the Whole Community and contribute to its sustainability and resilience.</p> <ol style="list-style-type: none"> 1. Assess preliminary housing impacts and needs, identify currently available options for temporary housing, and plan for permanent housing. 2. Ensure community housing recovery plans continue to address interim housing needs, assess options for permanent housing, and define a timeline for achieving a resilient, accessible, and sustainable housing market. 3. Establish a resilient and sustainable housing market that meets the needs of the community, including the need for accessible housing within the specified timeframe in the recovery plan.



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Recovery	Natural and Cultural Resources	<p>Protect natural and cultural resources and historic properties through appropriate planning, mitigation, response, and recovery actions to preserve, conserve, rehabilitate, and restore them consistent with post disaster community priorities and best practices and in compliance with applicable environmental and historic preservation laws and Executive orders.</p> <ol style="list-style-type: none"> 1. Implement measures to protect and stabilize records and culturally significant documents, objects, and structures. 2. Mitigate the impacts to and stabilize the natural and cultural resources, and conduct a preliminary assessment of the impacts that identifies protections that need to be in place during stabilization through recovery. 3. Complete an assessment of affected natural and cultural resources, and develop a timeline for addressing these impacts in a sustainable and resilient manner. 4. Preserve natural and cultural resources as part of an overall community recovery that is achieved through the coordinated efforts of natural and cultural resource experts and the recovery team in accordance with the specified timeline in the recovery plan.
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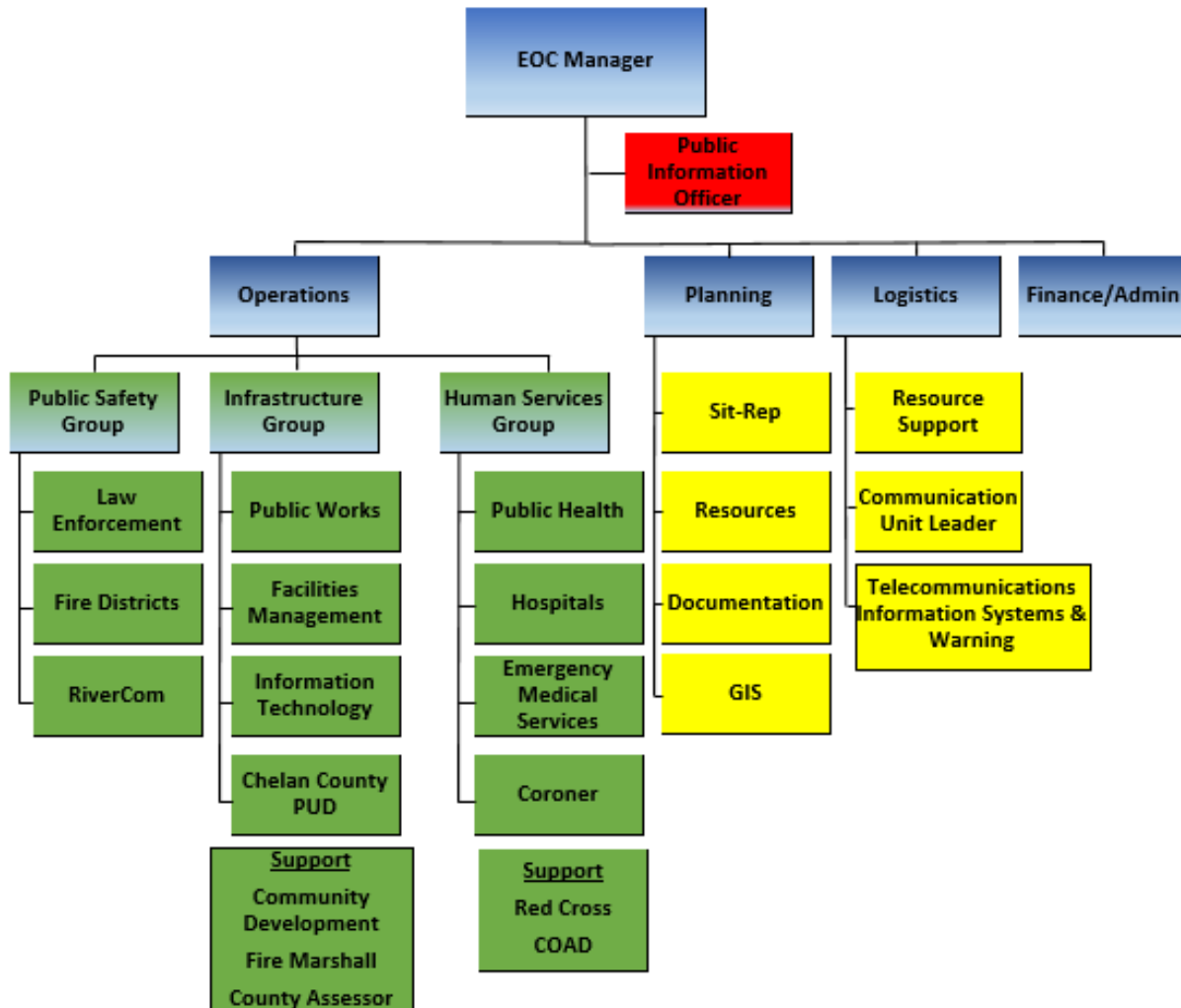
Organization

The Chelan County EOC utilizes an ICS-like organizational structure to manage the response and recovery efforts conducted under this plan. The authority of the Incident Commander (IC) is limited to those powers specifically granted by delegation of authority, statute, legislative authority or derived from the plan. Emergency response and supporting agencies and organizations fully agree to carry out their objectives in support of the incident command structure.



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Organizational Chart



The elected executive officials, department heads and other key officials usually operate at a location apart from EOC during emergency or disaster situations. Information regarding the situation will be coordinated at the EOC and the elected and/or senior government officials will make the policy decisions.

Bringing representatives from various stakeholder and partner organizations together in EOCs optimizes unity of effort and enables staff to share information, provide legal and policy guidance to on-scene personnel, plan for contingencies, deploy resources efficiently, and generally provide whatever support is required. The composition of EOC teams may also vary depending on the nature and complexity of the incident or situation. Regardless of which organizations are represented, all EOC teams receive oversight from elected and/or appointed officials such as governors, tribal leaders, mayors, and city managers. They typically make decisions regarding priorities and on issues such as emergency declarations,



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large-scale evacuations, access to extraordinary emergency funding, waivers to ordinances and regulations, and adjudication of scarce resources.

Direction, Control, & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

All disasters and emergencies begin locally, and local jurisdictions working in collaboration with county and other local emergency management agencies provide response and recovery operations. Direction, control, and coordination of the recovery activities are provided by local jurisdictions and their emergency management agencies. The complexity of recovery operations during and following a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.

Information Collection, Analysis, & Dissemination

Essential Elements of Information (EIs) include:

Information Collection

Monitoring Hazard Information	WA Crime Information Center WA State Fusion Center
Situation Status Information	Potential hazards Current situations – location, impact, extent Other information needed for decision making
Operational Information	Information on incident regarding people, property, and status of emergency services Impact assessments: <ul style="list-style-type: none"> • Injuries and fatalities • Gather information on lifesaving needs including evacuation and search and rescue. • Critical infrastructure and property threatened, damaged, or lost • Determining the status of transportation, utilities, communication systems, and fuel and water supplies. • The status of police and fire stations, medical providers, water and sewage treatment facilities, and media outlets.



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	<ul style="list-style-type: none"> • The risk of damage to the community (e.g., dams and levees, facilities producing or storing hazardous materials) from imminent hazards. • The number of individuals who have been displaced because of the event and the estimated extent of damage to their dwellings. • Agencies involved and numbers of units on the scene and responding. • Threats to responders and to the public
Resource Information	Resource typing and inventory Resource needs, including: <ul style="list-style-type: none"> • Types, Amounts, Locations, Estimated costs Resource availability Resource tracking, reporting, and accountability
Public Information	Alert system notices and other predictive information Information about degrees of threat to the general public, areas to avoid, and similar information. Information on protective measures, such as evacuation routes, shelter-in-place or other lifesaving measures

Information Analysis

Monitoring Hazard Information	Credible threats for terrorism activities Public safety risks of potential hazards
Situation Status Information Operational Information	Used to develop situation reports (sit-reps) as an incident progresses.
Operational Information Public Information	To determine alerts and notifications to provide credible and actionable messages to inform emergency services and the public
Resource Information	Analysis of information and planning for anticipated resources to support emergency response and damage assessment and recovery activities.

Information Dissemination

Monitoring Hazard Information	Emergency alerts and forecasting of potential hazards or risk
Situation Status Report (Sit-Rep) Operational Information	Information used to brief agencies on the situation, initial response, and for planning purposes. (Decision Making Information)



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Resource Information	Resource information will be used to identify, inventory, dispatch, mobilize, transport, and demobilize human and material resources to ensure sustained operations.
Public Information	Alert system notices and other predictive information Information about degrees of threat to the general public, areas to avoid, and similar information. Information on protective measures, such as evacuation routes, shelter-in-place or other lifesaving measures

Responsibilities

Preparedness Activities

Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs. It also includes:

- Develop SOPs in accordance with state and local regulations and this plan.
- Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs.

Response Activities

Response is comprised of the coordination and management of resources (including personnel, equipment, and supplies) utilizing the Incident Command System in an all-hazards approach; and measures taken for life/property/environmental safety. The response phase is a reaction to the occurrence of a catastrophic disaster or emergency.

Response emphasizes restoring basic services and technologies, restoring community functionality, providing universal accessibility, establishing a safe and secure environment, and supporting the transition to recovery.

Lead Agency	ESF Responsibilities and Activities
Chelan County Emergency Management (CCEM)	<ul style="list-style-type: none"> • Coordinate affected governmental entities' recovery efforts through collecting and disseminating information, managing of resource requests and logistical support, and facilitating inter-governmental/departmental communication. The EOC is the focal point for triage and prioritization decisions regarding the restoration of critical services and infrastructure such as utilities, government operations, medical services, transportation routes, cleanup, debris removal, abatement of dangerous buildings, and providing emergent support to residents and businesses.



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Response Activities

Response is comprised of the coordination and management of resources (including personnel, equipment, and supplies) utilizing the Incident Command System in an all-hazards approach; and measures taken for life/property/environmental safety. The response phase is a reaction to the occurrence of a catastrophic disaster or emergency.

Response emphasizes restoring basic services and technologies, restoring community functionality, providing universal accessibility, establishing a safe and secure environment, and supporting the transition to recovery.

Lead Agency	ESF Responsibilities and Activities
<p>Chelan County Emergency Management (CCEM)</p>	<ul style="list-style-type: none"> • Collect, compile, and coordinate damage assessment information from public, private, and business sectors. This information will be used to support the State’s effort to obtain a Presidential major disaster declaration, which makes available a wide range of federal funding. • Coordinate the recovery and restoration activities with potential disaster assistance programs. • Ensure that facilities and logistical support are made available to state and federal personnel that come into Chelan County to assist with recovery and restoration activities. • Provide information and guidance to policy makers concerning issues of recovery and restoration. • Assist in the public information activities including public announcements on recovery and restoration and instructions on applying for assistance programs. • Provide liaison between the Chelan County agencies, organizations, state and federal agencies dealing with recovery efforts. • Ensure that Disaster Declarations and damage assessment data is transmitted to the WA State EMD/EOC.



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County and Cities	ESF Responsibilities and Activities
All Jurisdictions and their Agencies in Chelan County	<p>The county and cities within Chelan County will need to make any and all of their assets available to assist with the recovery and restoration within their jurisdiction. A jurisdiction’s own assets must be utilized before state and federal assistance can be expected. Additional responsibilities include:</p> <ul style="list-style-type: none"> • Document all disaster related activities and costs. • Inventory all damages and losses and develop an action plan for recovery and restoration activities • Conduct recovery and restoration tasks in coordination with CCEM EOC and the SEOC and the SEOC and federal assistance program guidelines. • Support and coordinate with CCEM EOC and SEOC in the conduct of recovery and restoration activities • Coordinate all pertinent disaster recovery information for the general Public with the PIO. • The County Assessor will advise citizens on property reassessment as a result of disaster damages. • Building and Planning officials will work with persons on site safety inspection, permits, and codes for disaster recovery activities • Chelan County Auditor, Treasurer and City financial officers will assist in disaster recovery accounting and fiscal activities. • Review and critique all actions and activities for possible future modifications and updates to CCEM EOC procedures and the Chelan County Comprehensive Emergency Management Plan.
Support Departments and Agencies	ESF Responsibilities and Activities
Chelan County Assessor and Treasurer	<ul style="list-style-type: none"> • Assess structures and reduce assessments where appropriate due to the destruction or otherwise loss of value to a property. • Provide a liaison to the EOC.



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Chelan County Community Development	<ul style="list-style-type: none"> • Provide a liaison between businesses and local, state, and federal government entities, as necessary. • Provide a representative to the Chelan County Disaster Recovery Task Force. • Participate and advise in the obtaining, distributing, and administering of capital dedicated to long-term economic recovery. • Assist firms with relocation/reconstruction—from the site-selection and planning stage, through financing, permitting, and development—in the aftermath of an emergency or major disaster. • Advise Chelan County government on any opportunities to advance economic recovery
Chelan County Facilities Maintenance	<ul style="list-style-type: none"> • Preserve the value of county real property assets in the aftermath of an emergency or major disaster. • Activate procedures to identify and prioritize maintenance and repairs. • Begin the process of either renovating or replacing damaged buildings. • Participate in the process of finding replacement space for county offices. • Secure county-owned facilities by assessing damage, and searching and locking buildings, perimeters, etc. • Provide a liaison to the EOC.
Chelan County Housing Authority	<ul style="list-style-type: none"> • Administer federal housing funds granted in response to the incident. • Provide access at fair-market rental rates to vacant units in the buildings the Housing Authority owns. • Provide a limited number of Section 8 vouchers (rental subsidies) to disaster survivors meeting income criteria depending on funding and availability. • Provide a liaison to the EOC.
Chelan County Public Works	<ul style="list-style-type: none"> • Inspect transportation infrastructure, flood control, county facilities and other appropriate structures for structural integrity and safety and returning them to functionality. • Clear debris from roadways. • Provide damage assessment information to DEM. • Make temporary repairs to essential facilities. • Assist in traffic control by providing barricades and signage, as necessary. • Serve as lead agency for debris assessment, removal, and disposal/recycling efforts. • Coordinate Solid Waste Division activities with the DEM, as necessary. • Provide event-specific disposal assistance to residents when applicable and when the need is identified. • Demolish unsafe county-owned buildings. • Coordinate hazard mitigation activities, with input from DEM, as the activity relates to land use planning and natural resource management.



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	<ul style="list-style-type: none"> • Inspect buildings in the aftermath of incidents that could damage structures and placard them to indicate habitability status. • Conduct geo-technical inspections, as necessary, to ensure soil and slope stability. • Speed economic recovery by taking steps deemed appropriate such as deferring permit fees and adding flexibility to the permit process. • Enforce county building codes to ensure the safety of newly constructed and rebuilt facilities. • Lessen or eliminate identified hazards inside existing buildings. • Work closely with the CCEM, Community Development, and the Disaster Recovery Task Force in matters of building inspections, tagging unsafe structures, issuing permits, code enforcement and helping residents by providing information to facilitate the return to their homes, if possible. • Provide a liaison to the EOC
<p>Chelan/ Douglas Health District</p>	<ul style="list-style-type: none"> • Oversee and coordinate the care of the sick, injured, and deceased resulting from an emergency or major disaster. • Promulgate and enforce emergency sanitation standards for proper disposal of garbage, sewage, and debris • Respond to and mitigate public health risks from infectious disease or hazardous materials spills. • Oversee the safety of drinking water, food, and septic systems. • Coordinate and mobilize medical resources in an emergency or major disaster. • Coordinate with pre-hospital, hospital, and medical facilities. • Provide ongoing systems and methods for community surveillance with the goal of mitigating and reducing the impacts from local or regional events that could affect public health in Chelan County. Provide public health messaging and subject matter expertise to the JIC. • Ensure emergency shelters meet sanitation codes. • Coordinate public immunization and prophylaxis. • Coordinate distribution of Strategic National Stockpile (SNS) medications and equipment. • Coordinate with alternate care facilities for triaging and treating people during a public health emergency. • Provide a liaison to the EOC.
<p>State and Federal Teams</p>	<ul style="list-style-type: none"> • State and federal disaster assistance program coordinators will provide assistance and guidance to local entities on assistance programs. • State and federal teams in cooperation with the respective Agency Representatives will conduct Damage Survey Reports for all eligible applicants.



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Recovery Activities

Recovery consists of those activities that continue beyond the emergency period to restore critical infrastructure and community functions and begin to manage stabilization efforts. The recovery phase begins immediately after the threat to human life has subsided. The goal of the recovery phase is to bring the affected area back to some degree of normalcy.

The recovery and restoration phase of a disaster may last for years. The activities that take place during this phase will depend on the type of event that occurred. During the initial stage of the recovery phase coordination will take place out of the Chelan County EOC. When the situation reaches a point where the EOC can be deactivated, follow-up activities will include:

- Upon EOC deactivation, follow-up coordination will be assigned to a specific agency, usually Emergency Management or Public Works
- Review and critique incident actions
- Continue documentation and reporting on all disaster recovery activities

Mitigation Activities

When repairing and restoring services and facilities, each entity is encouraged to investigate alternative plans and activities to potentially reduce future damages and impacts.

After a federally declared disaster, a mitigation grant program is usually available. Local entities should investigate possible projects for reducing future disaster damage and losses. CCEM and WA State EMD/EOC will assist local entities with the process.

Resource Requirements for EOC Operations

When appropriate, CCPW will assign a representative to the EOC or command post, as the circumstances dictate.

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operation.

The resources needed will depend upon the particular event, however, the Chelan County EM/EOC will assist in ensuring facilities and logistical support are provided for any state and federal resources sent into Chelan County.



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References and Supporting Guidance

Chelan County Comprehensive Emergency Management Plan (current revision)
Chelan County Continuity of Government and Operations Plan (COG/COOP – current revision)
Contract Cities – COG/COOPs (current revision)
Preliminary Damage Assessment (PDA) Process and Forms are available on the
(www.emd.wa.gov) EMD website.
Disaster Cost Tracking Process and Form, available on the EMD Website.

- FEMA “Guide to the Disaster Declaration Process and Federal Disaster Assistance”, available on the (www.fema.gov) FEMA website.
- FEMA “A Citizen’s Guide to Disaster Assistance”, available on the FEMA Website.

National Disaster Recovery Framework (FEMA, 2011)
Provides guidance on the development of recovery plans, expands on ESF 14 and is the basis for the organization of this ESF 14.



Appendix J: Energy (ESF 12)

ESF Coordinating Agency: Chelan County Emergency Management

ESF Lead Agencies

Electric Power

Chelan County Public Utility District

Natural Gas

Williams Northwest Pipeline

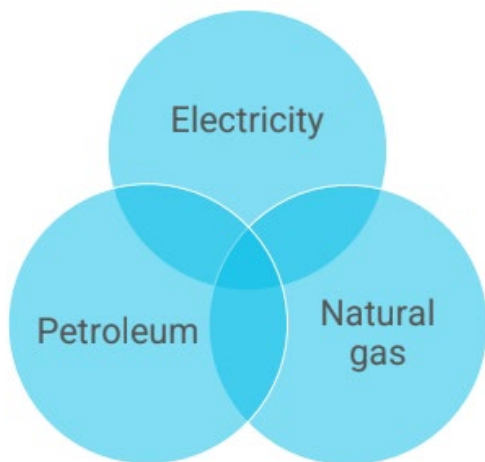
Cascade Natural Gas

Liquid Fuels

Local Petroleum Bulk Storage Facilities

Petroleum Fuel Transport Companies/Organizations

Local Petroleum Fuel Distribution Stations



ESF Support Agency: Public Works Departments

Purpose

To provide for the effective use of available electric power, natural gas, petroleum products, and other essential utilities required to meet essential needs, and to facilitate restoration of energy and utility systems affected by an emergency or disaster.

Scope

This ESF outlines the procedures Chelan County local government and the emergency management organization will take to assist energy and utility providers in providing essential services to local government and the public during and recovering from emergencies and disasters.



Appendix J: Energy (ESF 12)

Core Capabilities

The following Core Capabilities of response describe the important responsibilities and functions of Chelan County Emergency Management and the other lead and support agencies to manage energy resources during or following an emergency or disaster.

Primary Core Capabilities	
Logistics & Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.

Support Core Capabilities	
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Policies

Applicable state and federal laws and regulations. In the event of the entire state being affected, RCW 43.21G and Chapter 194-22 WAC shall apply, that deals with energy emergencies and alerts and establishes necessary emergency powers for the governor.

WA State Comprehensive Emergency Management Plan (CEMP), ESF 12 – Energy

Local energy and utility providers’ policies.

The legislative authorities will determine energy priorities during a disaster.

With the assistance of Emergency Management, the legislative authorities shall prepare and update contingency plans for implementation in the event of energy shortages or emergencies.



Appendix J: Energy (ESF 12)

Board of County Commissioners

The legislative authority of Chelan County is responsible for policy actions or decisions during an emergency or disaster, within the scope of their powers. In the event a majority of the Board is not available, the remaining one Commissioner may make decisions dealing with an occurring emergency or disaster.

Mayors and City Councils

The legislative authority of each city is responsible for policy actions or decisions during an emergency or disaster, within the scope of their powers. In the event a majority of the City Council is not available, the remaining Council may make decisions dealing with an occurring emergency or disaster.

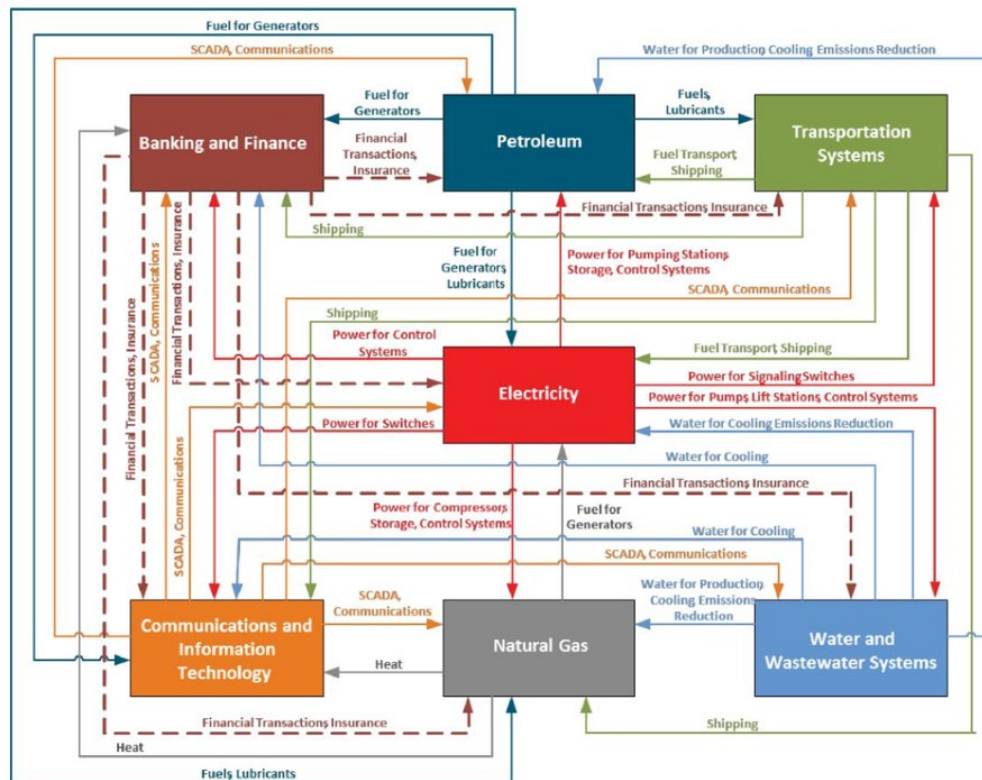
Situation

Chelan County is subject to a number of emergencies and natural disasters that could damage facilities and infrastructure, and disrupt the ability to distribute essential energy and utility supplies and services. These include electric power, natural gas, transportation systems, water, sewer, telecommunications and petroleum products. Technological hazards and human-caused hazards, such as terrorism attacks, and cyber-attacks can also be a cause of transportation system failures and other infrastructure facilities and systems that limit the access to fuel and disrupt the ability to distribute essential energy and utility supplies and services. Impacts from local as well as regional and out-of-area incidents may have adverse effects on the local capabilities.

The energy sources of petroleum fuels, electricity, and natural gas and their critical infrastructure systems comprise a complex network of heavily dependent and interdependent assets and actions, each of which is vulnerable to disruptive incidents. The complex network of interdependencies between critical infrastructures is illustrated in the figure below.



Appendix J: Energy (ESF 12)



Planning Assumptions

1. Energy and utility providers have existing plans and procedures for dealing with energy and utility emergencies.
2. Occurrences and activities out of the local area may have an adverse effect on local operations, capabilities and activities.
3. The transportation, media and telecommunications infrastructures will be affected.
4. Delays in the production, refining, and delivery of petroleum-based products occur as a result of transportation infrastructure problems and loss of commercial power.
5. Priorities will need to be established and coordinated between the energy providers, Chelan County Emergency Management, local governments and other appropriate authorities outside the local area to provide the most efficient utilization of available services and supplies.

Concept of Operations

General

Responding to energy or petroleum shortages or disruptions and their effects is necessary for preservation of the public health, safety, and general welfare of our county's citizens.

Activities during an energy emergency might include:

1. Assessing fuel and electric power damage.
2. Energy supply and demand.



Appendix J: Energy (ESF 12)

3. Identifying requirements to repair energy systems.
4. Coordinating closely with federal, state, and local jurisdiction officials to establish priorities to repair damaged energy systems.
5. Coordinating temporary, alternate, or interim sources of emergency fuel and power; obtaining current information regarding damage to energy supply and distribution systems.
6. Assessing the requirements for restoration.

Organization

The electric power within Chelan County is organized by the Chelan County Public Utility District (PUD), which has its own hydroelectric power generating capability. This capability comes from Rocky Reach Dam, Chelan Falls generation plant and from Rock Island Dam. This independent power generation capability allows for the ability to generate power locally without using the Northwest Power Pool. Many end users with high reliability needs (e.g., hospitals, public safety) have their own in-house power generation capability.

Natural gas within Chelan County is primarily in the Wenatchee Area. It is brought in over Colockum Pass by Northwest Pipeline, Inc., then transferred to Cascade Natural Gas for commercial / residential service in the greater Wenatchee area. All other gas service in Chelan County is provided by the use of Propane, which is individually delivered to the specific customer.

Local petroleum supplies are through local independent vendors which will have to be coordinated with during an emergency or disaster situation. See Chelan County Fuel Action Plan.

Water supply systems within the county are publicly owned. Since these systems are not normally interconnected, like the electrical power system, emergency planning for water utilities is concerned with restoration efforts.

Each local energy and utility provider will maintain and operate their respective systems.

Each energy, utility and petroleum provider will provide services through their normal means based on established procedures to the extent possible.

Procedures

To the maximum extent possible during a disaster, energy, utility, and petroleum distribution systems will continue to provide services through their normal means.

Emergency Management will coordinate with energy, utility, and petroleum providers and government officials so that information regarding the proper use of these services can be made available to the public.



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Energy, utility and petroleum companies will compile damage assessment reports and transmit them to Emergency Management. These assessments will be relayed to the State EOC for their evaluation, as appropriate.

Critical Tasks

Critical tasks are the distinct elements required to perform a core capability. These Critical Task Identifiers are pre-assigned to each core capability based on Federal guidance documents. They are operationally focused tasks that are necessary to ensure success and execution of core capabilities. They generally include the activities, resources, and responsibilities required to fulfill capability targets.

Mission Area	Critical Task I.D.	Critical Task
Logistics & Supply Chain Management		
Response	1	Mobilize and deliver governmental, nongovernmental, and private sector resources to save lives, sustain lives, meet basic human needs, stabilize the incident, and transition to recovery, to include moving and delivering resources and services to meet the needs of disaster survivors.
Response	2	Enhance public and private resource and services support for an affected area.
Infrastructure Systems		
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Critical Transportation		
Response	1	Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident (e.g., Situation Reports [Sit Reps]).
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery (e.g., Damage Assessments).



Appendix J: Energy (ESF 12)

Whole Community Involvement

ESF 12 involves coordination of emergency response activities throughout the Whole Community. It involves local and state government, non-government, private sector, and other organizations or individuals that have ownership or input relevant to the critical tasks listed above.

Direction, Control, & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

All disasters and emergencies begin locally, and local jurisdictions working in collaboration with county and other local public safety agencies to provide initial response. The complexity of emergency response operations during a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.

Mitigation Activities

Energy, Utility and Petroleum providers should attempt to design, locate and install systems and facilities so that they are the least vulnerable to known hazards. When repairing damages, every attempt should be made to reduce the likelihood and severity of future damages. Providers are encouraged to take preventative actions to reduce or eliminate the effects of natural hazards.

Preparedness Activities

Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs.

Energy, Utility and Petroleum Providers should:

- Maintain current inventories of resources.
- Provide ongoing training to personnel on their roles and responsibilities during emergency operations
- Provide trained personnel and resources for assignment to the EOC, as appropriate.
- Develop SOPs in accordance with state and local regulations and this plan.
- Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs.



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Response Activities

Response is comprised of the coordination and management of resources (including personnel, equipment, and supplies) utilizing the Incident Command System in an all-hazards approach; and measures taken for life/property/environmental safety. The response phase is a reaction to the occurrence of a catastrophic disaster or emergency.

Response emphasizes restoring basic services and technologies, restoring community functionality, providing universal accessibility, establishing a safe and secure environment, and supporting the transition to recovery.

Response	ESF Responsibilities and Activities
Energy, Utility and Petroleum Providers	<ul style="list-style-type: none"> • Determine location, extent, and restoration of supply and outages or disruption • Compile damage assessment and situation reports and transmit them to CCEM/EOC. • If a provider needs additional resources, outside of established mutual aid or other agreements, these requests for assistance will be coordinated with CCEM/EOC. • Provide CCEM with information on the public’s use of services. • Determine the status of energy sources available to Chelan County. • If local control measures are necessary, local providers will work with CCEM/EOC and the legislative authorities in the establishment and activation of control measures. • Liaison with, and provide timely situation reports to CCEM/EOC. • Assess energy and utility service system capabilities. • Coordinate, as appropriate, with federal, state and local officials to identify and establish priorities to repair and restore damaged systems. • Coordinate sources of emergency fuel supplies for essential operations. • Coordinate public information dissemination relative to emergency energy and utility capabilities and usage.
CCEM	<ul style="list-style-type: none"> • Activate EOC, as necessary, to support emergency operations • Notify all affected jurisdictions and stakeholders of operational and situational conditions and provide frequent and regular updates • Coordinate assistance for providers needing additional resources, outside of established mutual aid or other agreements. • Provide energy, utility and petroleum information to county, city, state and federal officials, including WA State EMD/EOC, as needed or requested • Inform the public on the proper use of services and current situation status. • Assist with determination of the requirements for restoration. These assessments will be relayed to the WA State EM/EOC for evaluation, as appropriate. • Coordinate with public and private energy and utility providers to facilitate the repair of damaged energy systems.



Appendix J: Energy (ESF 12)



Response	ESF Responsibilities and Activities
	<ul style="list-style-type: none"> Work with the Public Information Officer to prepare media releases and participate in media interviews.
State of WA SEOC	<ul style="list-style-type: none"> The control of any energy source is only possible at the state level and only after the Governor has signed a Disaster Proclamation. State authorities can access local petroleum suppliers and major oil companies to facilitate the delivery of adequate amounts of emergency fuel supplies.

Recovery Activities

Recovery consists of those activities that continue beyond the emergency period to restore critical infrastructure and community functions and begin to manage stabilization efforts. The recovery phase begins immediately after the threat to human life has subsided. The goal of the recovery phase is to bring the affected area back to some degree of normalcy.

Recovery	ESF Responsibilities and Activities
Energy, Utility and Petroleum Providers	<ul style="list-style-type: none"> Coordinate with CCEM / EOC to determine priorities among users if adequate utility supply is not available to meet all essential needs. Make request for assistance from the State. Assist in the administration of energy allocation programs in accordance with the Governor’s emergency powers. Compile damage and operational capability reports, and forward them to CCEM/EOC. Provide liaison between utilities and CCEM/EOC. Provide coordinated emergency public information to CCEM/EOC. Follow in-house procedures for the repair and restoration of transmission lines, pipelines, etc. to return service to normal.
CCEM	<ul style="list-style-type: none"> Provide coordinated emergency public information from utility and energy providers. Provide liaison between the utilities and legislative authorities. Provide damage and operational capability reports to county, city, and state government officials.

Resource Requirements for EOC Operations

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.



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Whenever alternative EOC locations are activated, all CCEM representatives, as well as department and agency representatives invited to participate in EOC operations at the alternative location should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.

Resource Requirements for Utility Providers

Inventory lists of private and public organizations that have power generating ability.
Inventory lists of fuel storage areas.

Necessary personnel and equipment to restore power to affected areas in a timely manner.

Outside resource requirements will be determined by the WA State EOC. The WA State Dept. of Community Trade and Economic Development is expected to provide the materials and equipment in an energy emergency.

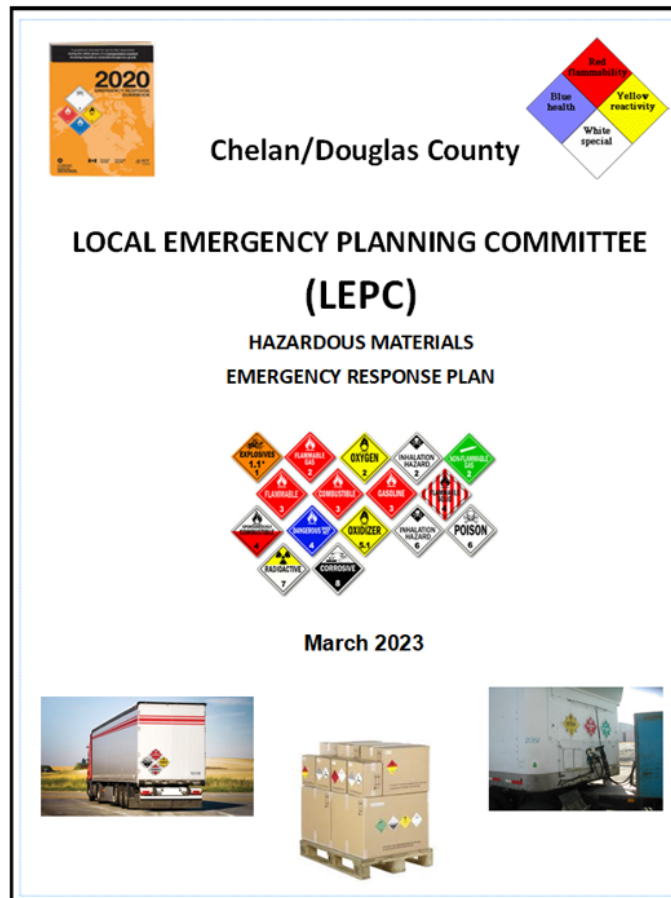
References and Supporting Guidance

WA State Comprehensive Emergency Management Plan (CEMP), ESF 12 – Energy
Chelan County Public Utilities (PUD) Annex to the Chelan County CEMP
Chelan County Public Works (CCPW) Annex to the Chelan County CEMP
Chelan County Fuel Action Plan



Appendix K: C/D LEPC Hazardous Materials Emergency Response Plan (ESF 10)

Emergency Support Function (ESF 10) of the Chelan County Comprehensive Emergency Management Plan (CEMP) has been replaced by the Chelan/Douglas Local Emergency Planning Committee (LEPC) Hazardous Materials Emergency Response Plan.



The Chelan/Douglas LEPC plan was updated using the Washington State Emergency Response Commission's common template and format which is identical for both documents. Therefore, the Chelan/Douglas LEPC Hazardous Materials Emergency Response Plan, fulfills the purpose and scope of the Chelan County CEMP: ESF 10 – Oil and Hazardous Materials Response and meets Federal and State regulations regarding hazardous materials planning and response.

The plan establishes the policies and procedures under which the County of Chelan will operate in the event of a hazardous materials incident, oil spill, or other release.

The current Chelan/Douglas LEPC Hazardous Materials Emergency Response Plan is a separate document that can be found at the following hyperlink:

<https://www.co.chelan.wa.us/files/emergency-management/Documents/March%202023%20LEPC%20ERP.pdf>



CONTRACT CITIES APPENDICES

City of Cashmere Public Works Appendix

Purpose

To ensure effective utilization and coordination of all available public works resources during an emergency or disaster.

To provide public works and engineering support to assist the city in meeting needs related to response and recovery.

To provide demolition of unsafe structures, debris and wreckage clearance, protection and temporary repair of essential facilities and utilities, emergency traffic safety signs, the inspection of bridges and roads for damage or safety problems, and taking actions to keep critical streets and roads open.

Core Capabilities

The Cashmere Public Works Department is one of the **primary agencies**, having significant authorities, roles, resources to provide the following core capabilities in response to emergency and disaster incidents.

Primary Core Capabilities	
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.

The Cashmere Public Works Department is also a **support agency**, having specific capabilities or resources that support primary agencies in executing the following core capabilities.

Support Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.



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Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

Cashmere Public Works department will follow RCW 35 and applicable local ordinances. Cashmere Public Works provides services based on the Municipal Code.

The Mayor of Cashmere has the authority to declare an emergency (RCW 35.33.081). Transportation resources, engineering services and support and the movement of passengers or cargo will follow all applicable Laws of the State of Washington and local ordinances.

RCW 38.52.195 provides emergency workers exemption from liability while providing construction, equipment or work.

Situation Overview

During an emergency or disaster, a variety of hazards and disruptions to services could occur. Streets, roads, and bridges could be damaged or destroyed, covered with water, mud or deep snow, or blocked by debris. Signs may be destroyed or not be visible due to the event. Water systems and/or wastewater facilities may be damaged or threatened, storm drains may be damaged or plugged, and many structures may be damaged. Public Works facilities or equipment may be damaged or inaccessible, and some employees may not be able to report for work. Normal communication systems may be damaged or overloaded. There will be a significant need for damage assessment information. Damaged structures may pose a grave safety risk to emergency workers and the public. There could be scattered or large areas affected by power outages, loss of water, or loss of sewage collection and treatment facilities. A limited number of resources will be available at the onset of an emergency or disaster. Local resources will be utilized first but the need for public works and engineering services may exceed resources within the county. If additional resources are needed, they will be requested through the State of Washington Military Department, Emergency Management Division or coordinated as part of a Mutual Aid Agreement.

The Chelan County Natural Hazard Mitigation Plan (2019), volume 2, illustrates the natural hazards of the city. The hazard ranking involves an assessment of the likelihood of occurrence for each hazard, along with its potential impacts on people, property, and the economy.



City of Cashmere Public Works Appendix

Table 2-10. Hazard Risk Ranking

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Wildfire	54	High
2	Severe Weather	45	High
3	Earthquake	36	High
4	Landslide	18	Medium
5	Flooding	18	Medium

The 2023 Chelan County Threat and Hazard Identification and Risk Assessment (THIRA/SPR) expands the scope of the 2019 Chelan County Natural Hazard Mitigation Plan by addressing technological hazards and human-caused hazards, as well as natural hazards that may have significant risks and impacts to Chelan County communities.

Natural hazards, as well as other emergencies and disasters, pandemics or mass fatality emergencies can occur at any time, causing significant loss of life, as well as damage to the infrastructure and loss of essential services. Emergencies, disasters and/or pandemics can impact the ability of essential workers to report to work which can have substantial impact to essential services and the ability to remedy the effects of the disaster.

Due to the unique geography of the Cashmere area, transportation routes and the ability to move the population could be affected by the following hazards disrupting the ability to use roads:

1. Wildfire
2. Severe weather
3. Earthquake
4. Hazardous Materials incident
5. Terrorism Event

These, and other hazards can interrupt transportation by damaging the road system, the facilities that house needed equipment could be damaged. The personnel used to provide transportation services may be unavailable due to the hazard, which would also affect the City's transportation abilities. Responders may need transportation to or from a base or staging area. Transportation of cargo may be needed.

Concept of Operations

In the event of a major emergency or disaster, Cashmere Public Works will activate public works services, and mobilize all necessary equipment and personnel. Activities that Public Works may provide during an emergency or disaster situation are:

- Damage assessments of critical facilities, utilities and roadways
- Debris clearance from roadway / right-of-ways.
- Restoration of essential facilities / utilities / roadways.
- Heavy equipment resources.



City of Cashmere Public Works Appendix

- Evacuation route identification/coordination support.
- Transportation resource coordination.
- Provide signage equipment/road blocks and other resources as needed (i.e. sand, etc.)
- Contracting of engineering services.

The City of Cashmere has contracted with Chelan County for emergency management services. Cashmere Public Works will provide a representative to the Chelan County EOC, or will maintain direct contact with the EOC. Prioritization, coordination, and support of response and recovery efforts will take place at the EOC. CCEM may provide a Transportation Coordinator to help coordinate transportation activities, such as an evacuation of a large number of people from or within the City. They may also coordinate cargo transportation. The priority of transportation resources will be assigned based on protection of:

1. Life and Safety
2. Property
3. The Environment
4. Economic Vitality

If needs exceed local resources the Chelan County EOC can contact the State of WA Emergency Management Office/EOC for assistance. The federal government may render assistance if needs exceed the capabilities of the county and state, provided the event has received a presidential declaration of disaster.

Some functions of Chelan Works may include, but are not limited to, the following:

- Delivering Actionable Guidance
- Allocating and Mobilizing Resources
- Determining Priorities, Objectives, and Strategies
- Ensuring Information Flow
- Establishing Lines of Communication
- Water Treatment and Provision
- Sanitation
- Flood Control
- Government Facilities
- Infrastructure Site Assessments
- Public Recreation Facilities
- Transportation Infrastructure
- Evacuation
- Debris Removal
- Establishing Access
- Delivery of Response Assets
- Transportation Safety and Condition Assessments
- Health and Safety Monitoring and Assessment
- Responder Safety
- Analyzing Information
- Assessing Hazard Impacts



City of Cashmere Public Works Appendix

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

The Cashmere Public Works Department will address how LEP and AFN will be integrated into all phases of emergency management as applicable to its respective responsibilities. The Department is service oriented, providing equal access to communication assistance and services, and encourages community-based partnerships to address safety issues and public outreach.

Public Works Core Capabilities and Critical Tasks

Each of the Core Capabilities identified for the Cashmere Public Works Department has one or more critical tasks that are listed in the following table. These critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Critical Task I.D.	Critical Task
Infrastructure Systems		
Response	1	Decrease and stabilize immediate infrastructure threats to the affected population, to include survivors in the heavily damaged zone, nearby communities that may be affected by cascading effects, and mass care support facilities and evacuation processing centers with a focus on life-sustainment and congregate care services.
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Response	3	Provide for the clearance, removal, and disposal of debris.



City of Cashmere Public Works Appendix

Mission Area	Critical Task I.D.	Critical Task
Critical Transportation		
Response	1	Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors.
Response	3	Clear debris from any route type (i.e., road, rail, airfield, port facility, waterway) to facilitate response operations.
Public Information and Warning		
Response	2	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.
Operational Coordination		
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Environmental Response/Health & Safety		
Response	1	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.
Response	2	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.
Response	4	Identify, evaluate, and implement measures to prevent and minimize impacts to the environment, natural and cultural resources, and historic properties from all-hazard emergencies and response operations.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.



City of Cashmere Public Works Appendix

Organization

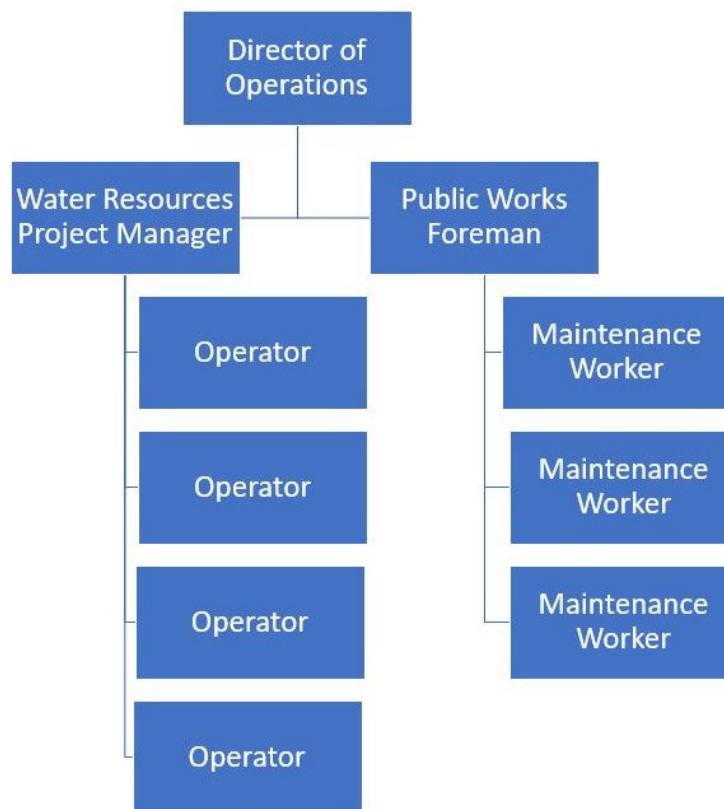
Cashmere Public Works is responsible for the City of Cashmere jurisdiction and will provide public works and engineering assistance, as resources permit, to meet the needs of City regarding emergencies or disasters.

The Public Works Director oversees five areas of operations and services:

- Street Department
- Parks Department
- Water Department
- Wastewater Department
- Cemetery

Cashmere Public Works will follow their own internal Standard Operating Procedures when responding to an incident. When appropriate, agencies will assign a representative to the EOC or command post, as the circumstances dictate.

City of Cashmere Operations Organizational Chart





City of Cashmere Public Works Appendix

Direction, Control, & Coordination

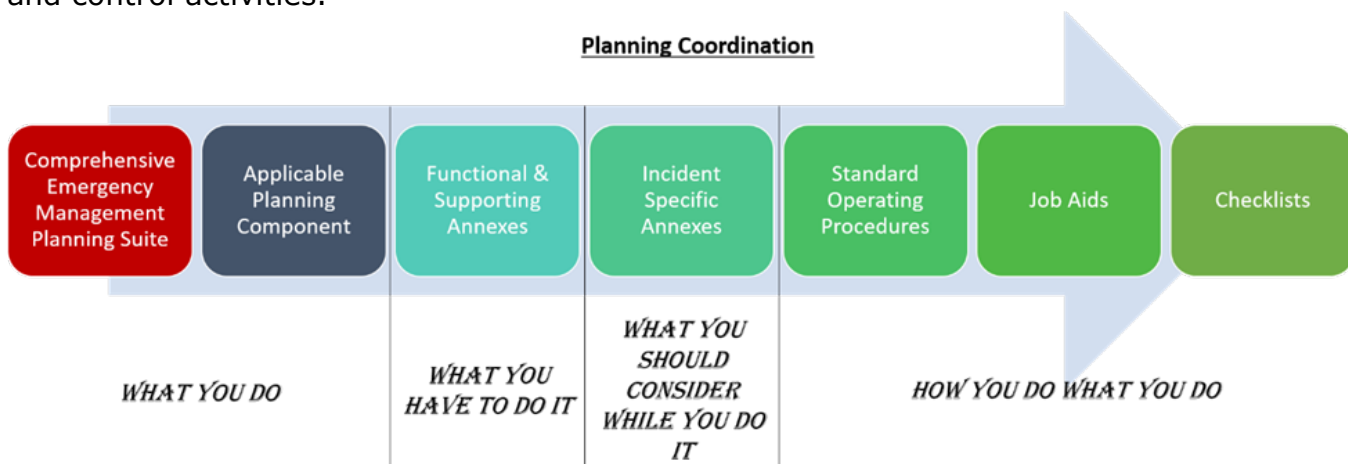
The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

The operations of the emergency management within the City of are established by the Inter-local Agreement between the Chelan County Sheriff's Office Emergency Management and the City of Cashmere.

All disasters and emergencies begin locally, and local jurisdictions working in collaboration with county and other local emergency management agencies provide initial response. Direction, control, and coordination of the initial emergency management response activities are provided by local jurisdictions and their emergency management agencies. The complexity of emergency management operations during a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.

Local incident commanders lead tactical direction and control activities. Incident commanders report as specified in their chain of command and request resources through the Chelan County Emergency Operations Center (EOC). When public, private, and mutual aid or inter-local agreement resources from adjacent political subdivisions are exhausted, the county EOC requests assistance from the State Emergency Operations Center (SEOC).

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Cashmere Public Works Appendix, and the department's operation procedures and guidelines that establish the local tactical direction and control activities.





City of Cashmere Public Works Appendix

Information Collection, Analysis, & Dissemination

Information Collection

- Gather information of damage assessment to critical facilities, such as government buildings and public safety facilities
- Gather information of damage assessment to critical facilities such as hospitals, extended care facilities, and mass care shelters
- Gather information of damage assessment to critical utilities, such as water and waste water
- Gather as much information regarding road conditions
- Identify personnel and equipment needed to maintain, repair or clear roadways

Information Analysis

Information will be analyzed to assess hazard impacts and determining priorities, objectives, and strategies.

Information Dissemination

Situation status report (Sit-Rep) – Operational information used to brief the Mayor (and Policy Group) and inform all involved City departments and agencies on the situation, initial response, and for planning purposes. (Decision Making Information).

Resource information will be used to identify, inventory, dispatch, mobilize, transport, and demobilize human and material resources to ensure sustained operations.

The PW department will coordinate, through the EOC, when established, information with law enforcement, WA State Dept. of Transportation, and others as needed regarding what roads are open and if any restrictions apply.

Coordination with other agency representatives in the EOC regarding debris removal, demolition of unstable structures, emergency stabilization of damaged structures, and other actions to assist with rescue, and protection of lives and property.

Responsibilities

Preparedness	Activity/Action	Organization(s) Involved
Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs. Public Works departments should: <ul style="list-style-type: none"> • Maintain current inventories of resources. • Provide ongoing training to personnel on their roles and responsibilities during emergency operations • Provide trained personnel and resources for assignment to the EOC, as appropriate. 		All City Departments



City of Cashmere Public Works Appendix



Preparedness	Activity/Action	Organization(s) Involved
	<ul style="list-style-type: none"> Develop SOPs in accordance with state and local regulations and this plan. Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs. 	

Mitigation	Activity/Action	Organization(s) Involved
	<p>Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters and emergencies. Mitigation involves structural and non-structural measures taken to limit the impact of disasters and emergencies. Structural mitigation actions change the characteristics of buildings or the environment; examples include flood control projects, raising building elevations, and clearing areas around structures. Non-structural mitigation most often entails adopting or changing building codes.</p>	Consultant

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Public Information & Warning	Delivering Actionable Guidance		
	2	Inform and coordinate with law enforcement and others as needed regarding what roads are open and if any restrictions apply	CCPW DOT PUD
	2	Notify Chelan County EM/EOC and fire departments if fire hydrant systems are non-functional.	Cashmere Fire Dept.
	1	All public information and news release information regarding public works will be coordinated with CCEM Public Information Officer.	CCEM
Operational Coordination	Allocating and Mobilizing Resources		
	1	Identify personnel and equipment needed to maintain or repair utilities, maintain, repair or clear roadways as needed, and dispatch resources to high priority areas.	CCPUD CCPW



City of Cashmere Public Works Appendix

Operational Coordination	Determining Priorities, Objectives, and Strategies		
	1	Coordinate with other agency representatives in the EOC regarding debris removal, demolition of unstable structures, emergency stabilization of damaged structures, and other actions to assist with rescue, and protection of lives and property. High priority will be given to critical facilities such as hospitals, extended care facilities, and mass care shelters.	CCPW
	1	Coordinate with other agency representatives in the EOC regarding essential health and safety services such as water sewer and storm water utilities.	CDHD CCPUD
Operational Coordination	Ensuring Information Flow		
	2	Public Works representative contact the EOC to provide coordination and prioritization of the PW response activities.	CCEM
Operational Coordination	Establishing Lines of Communication		
	2	The EOC and Public Works representative will establish and maintain lines of communication for the coordination and prioritization of response activities	CCEM
Infrastructure Systems	Water Treatment and Provision		
	1	Conduct inspections for damage or disruption of water systems, including wells and pumps, in addition to sewer systems, and/or treatment plants as needed. Initiate backup systems and/or make emergency repairs, as needed	CDHD CCPUD
Infrastructure Systems	Sanitation		
	2	Obtain test water samples to see if there is a possibility of contamination. Coordinate with the health department as needed for inspection and testing of private wells and septic tanks.	CDHD



City of Cashmere Public Works Appendix

Infrastructure Systems	Flood Control		
	2	Conduct inspections for flooding. Initiate mitigation and emergency repairs, as needed	
	2	Take protective measures to protect roads, critical facilities, and other property as needed, such as sandbagging, building dikes, or digging drainage ditches.	
Infrastructure Systems	Government Facilities		
	2	Conduct inspections for damage to government facilities and disruption of critical systems. Assist with activation of continuity of Government and Operations plan.	Cashmere Bldg. Dept. Contract Engineering
	3	Supervise demolition of structures posing a threat to safety, and removal of debris and wreckage	Contract Engineering
	4	Initiate or coordinate for emergency contracting of private resources	
Infrastructure Systems	Infrastructure Site Assessments		
	2	Gather as much information regarding road conditions as possible, identify personnel and equipment needed to maintain, repair or clear roadways as needed, and dispatch resources to high priority areas	CCPW DOT
Infrastructure Systems	Public Recreation Facilities		
	2	Conduct inspections for damage to public recreation facilities and disruption of critical systems facilities to determine structural condition and safety factors that affect public safety.	



City of Cashmere Public Works Appendix

Infrastructure Systems	Transportation Infrastructure		
	2	Gather as much information regarding road conditions as possible, identify personnel and equipment needed to maintain, repair or clear roadways as needed, and dispatch resources to high priority areas	CCPW DOT
	4	Initiate or coordinate for emergency contracting of private resources.	
	2	Vital infrastructure - Roads, bridges, and transportation points, that if damaged, could affect transportation within Cashmere and the Chelan County area. Cashmere PW should be aware of these and develop procedures to keep transportation operating in the event that one or more of these are impassable.	CC PW DOT BNSF
Critical Transportation	Evacuation		
	1	Evacuation cannot be realistically predetermined within the Cashmere area. Evacuation must be dealt with on a case-by-case basis. However, local law enforcement and public works departments should work together, prior to an incident, to deal with potential problems of traffic routing and communications during an incident that requires evacuation.	LINK School District
	1	Provide signage equipment/road blocks and other resources as needed	CCPW DOT
	1	Provide evacuation route identification/coordination support	CCPW DOT WSP
Critical Transportation	Debris Removal		
	3	To provide emergency debris clearance from roadway / right-of-ways and other infrastructure.	
		Initiate or coordinate for emergency contracting of private resources.	



City of Cashmere Public Works Appendix

Critical Transportation	Establishing Access		
	1	Determine which streets and roads within their jurisdiction are unusable and report this information to the Chelan County EOC.	Law CCPW
	1	Block off streets and roads and establish detours as appropriate.	Law CCPW
Critical Transportation	Transportation Safety and Condition Assessments		
	2	In the event of a severe disaster damaging ground transportation systems in the Cashmere area, an immediate survey of the county and state highway system will be undertaken by law enforcement agencies and highway/road maintenance supervisors. Estimates of traffic capabilities, highways available for use, and route closures will be made available to Chelan County Emergency Management for public information purposes as soon as possible.	LAW CCPW DOT WSP
Environmental Response/Health & Safety	Health and Safety Monitoring and Assessment		
	1	The City will obtain emergency environmental waivers, and legal authority will be granted for emergency actions to protect life and property, and for disposal of debris and materials cleared.	Mayor CCEM
Situational Assessment	Analyzing Information		
	1	PWs, in coordination with emergency management, will determine and develop priorities, objectives, and strategies	CCEM
Situational Assessment	Assessing Hazard Impacts		
	2	All available resources of public works, local public safety and support organizations will be mobilized to assess hazard impacts on critical facilities and roadways.	CCPW



City of Cashmere Public Works Appendix

Recovery	Activity/Action	Organization(s)/ Departments Involved
	Recovery consists of those activities that continue beyond the emergency period to restore critical infrastructure and community functions and begin to manage stabilization efforts. The recovery phase begins immediately after the threat to human life has subsided. The goal of the recovery phase is to bring the affected area back to some degree of normalcy.	CCEM

Resource Requirements for EOC Operations

When appropriate, Cashmere PW will assign a representative to the EOC or command post, as the circumstances dictate.

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation. All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.

References and Supporting Guidance

- RCW 43.19.450 Supervisor of Engineering and Architecture
- RCW 38.52.195 Emergency workers exemption from liability



City of Chelan Public Works Appendix

Purpose

To ensure effective utilization and coordination of all available public works resources during an emergency or disaster.

To provide public works and engineering support to assist the city in meeting needs related to response and recovery.

To provide demolition of unsafe structures, debris and wreckage clearance, protection and temporary repair of essential facilities and utilities, emergency traffic safety signs, the inspection of bridges and roads for damage or safety problems, and taking actions to keep critical streets and roads open.

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The City of Chelan Public Works is also a **support agency**, having specific capabilities or resources that support primary agencies in executing the following core capabilities.

Support Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.



City of Chelan Public Works Appendix

Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
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City of Chelan Public Works Appendix

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3	Earthquake	36	High
4	Landslide	18	Medium
5	Flood	18	Medium
7	Avalanche	0	Low
8	Drought	6	Low
9	Dam Failure	12	Low

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Not only can these, or other hazards, interrupt transportation by damaging the road system, the facilities that house needed equipment could be damaged. The personnel used to provide transportation services may be unavailable due to the hazard, which would also affect the City’s transportation abilities. Responders may need transportation to or from a base or staging area. Transportation of cargo may be needed.

Natural hazards, as well as other emergencies and disasters, pandemics or mass fatality emergencies can occur at any time, causing significant loss of life, as well as damage to the infrastructure and loss of essential services. The City of Chelan also has a high volume of tourism throughout the year and many of the visiting population would not be aware of risks and responses to the priority hazards or the impact of smoke during regional fire activity

Concept of Operations

In the event of a major emergency or disaster, Chelan Public Works will activate public works services, and mobilize all necessary equipment and personnel. Activities that Public Works may provide during an emergency or disaster situation are:

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- Debris clearance from roadway / right-of-ways.
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City of Chelan Public Works Appendix

- Heavy equipment resources.
- Evacuation route identification/coordination support.
- Transportation resource coordination.
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City of Chelan Public Works Appendix

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Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Response	3	Provide for the clearance, removal, and disposal of debris.



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Mission Area	Critical Task I.D.	Critical Task
Critical Transportation		
Response	1	Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors.
Response	3	Clear debris from any route type (i.e., road, rail, airfield, port facility, waterway) to facilitate response operations.
Public Information and Warning		
Response	2	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.
Operational Coordination		
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Environmental Response/Health & Safety		
Response	1	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.
Response	2	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.
Response	4	Identify, evaluate, and implement measures to prevent and minimize impacts to the environment, natural and cultural resources, and historic properties from all-hazard emergencies and response operations.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.



City of Chelan Public Works Appendix

Organization

Chelan Public Works is responsible for the City of Chelan jurisdiction and will provide public works and engineering assistance, as resources permit, to meet the needs of City regarding emergencies or disasters.

The Public Works Director oversees five areas of operations and services:

- Street Division
- Public Works Fleet Management
- Water Division
- Wastewater Division
- Solid Waste and Recycling

Chelan Public Works will follow their own internal Standard Operating Procedures when responding to an incident. When appropriate, agencies will assign a representative to the EOC or command post, as the circumstances dictate.



City of Chelan Organization Chart

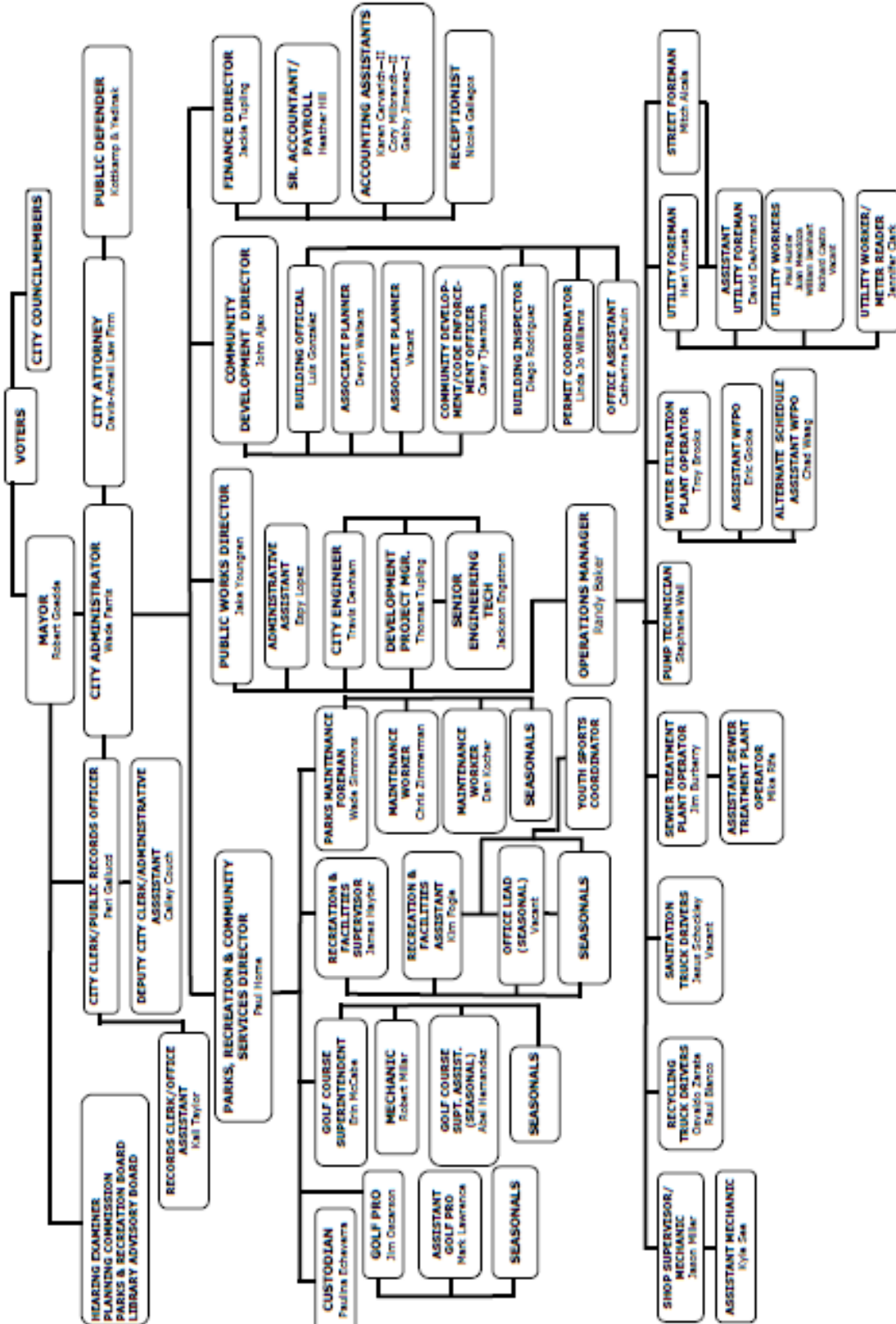


Chart Updated 1-31-2023



City of Chelan Public Works Appendix

Direction, Control, & Coordination

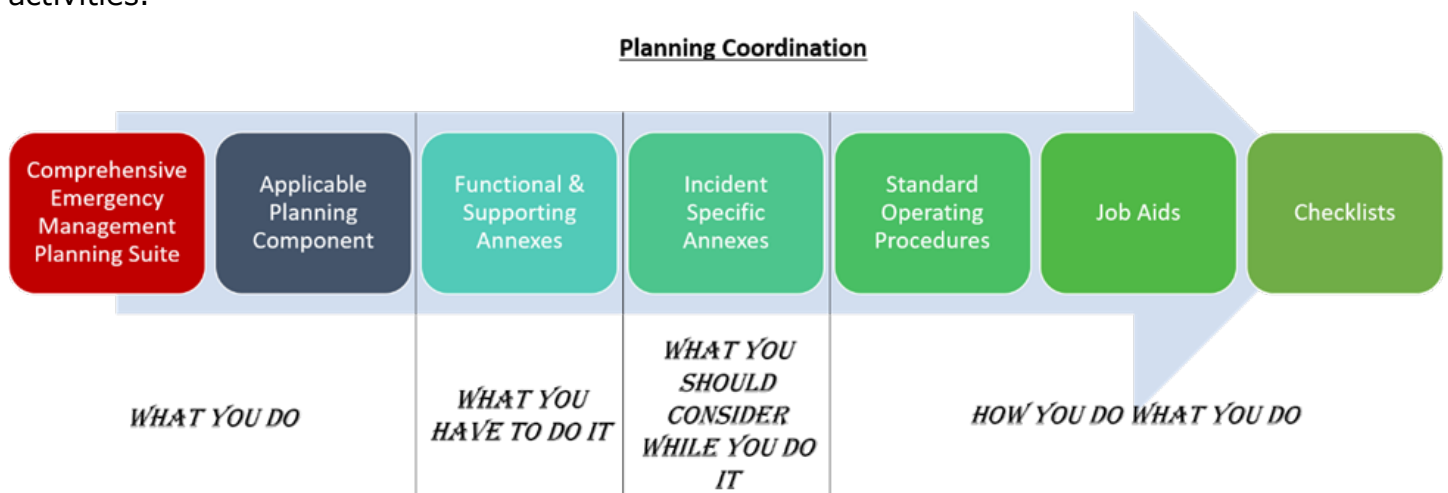
The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

The operations of the emergency management for the City are established by the Inter-local Agreement between the Chelan County Department of Emergency Management and the City of Chelan.

All disasters and emergencies begin locally, and local jurisdictions working in collaboration with county and other local emergency management agencies provide initial response. Direction, control, and coordination of the initial emergency management response activities are provided by local jurisdictions and their emergency management agencies. The complexity of emergency management operations during a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.

Local incident commanders lead tactical direction and control activities. Incident commanders report as specified in their chain of command and request resources through the Chelan County Emergency Operations Center (EOC). When public, private, and mutual aid or inter-local agreement resources from adjacent political subdivisions are exhausted, the county EOC requests assistance from the State Emergency Operations Center (SEOC).

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Chelan Public Works Appendix, and the department's operation procedures and guidelines that establish the local tactical direction and control activities.





City of Chelan Public Works Appendix

Information Collection, Analysis, & Dissemination

Information Collection

- Gather information of damage assessment to critical facilities, such as government buildings and public safety facilities
- Gather information of damage assessment to critical facilities such as hospitals, extended care facilities, and mass care shelters.
- Gather information of damage assessment to critical utilities, such as water and waste water.
- Gather as much information regarding road conditions
- Identify personnel and equipment needed to maintain, repair or clear roadways
- Gather geographical information and special referencing (GIS).

Information Analysis

Information will be analyzed to assess hazard impacts and determining priorities, objectives, and strategies

Information Dissemination

Situation status report (Sit-Rep) – Operational information used to brief the Mayor (and Policy Group) and inform all involved city departments and agencies on the situation, initial response, and for planning purposes. (Decision Making Information).

Resource information will be used to identify, inventory, dispatch, mobilize, transport, and demobilize human and material resources to ensure sustained operations.

The PW department will coordinate, through the EOC, when established, information with law enforcement, WA State Dept. of Transportation, and others as needed regarding what roads are open and if any restrictions apply. PW will disseminate GIS layers as needed.

Coordination with other agency representatives in the EOC regarding debris removal, demolition of unstable structures, emergency stabilization of damaged structures, and other actions to assist with rescue, and protection of lives and property.

Responsibilities

Preparedness	Activity/Action	Organization(s) Involved
Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs. Public Works departments should: <ul style="list-style-type: none"> • Maintain current inventories of resources. • Provide ongoing training to personnel on their roles and responsibilities during emergency operations • Provide trained personnel and resources for assignment to the EOC, as appropriate. • Develop SOPs in accordance with state and local regulations and this plan. • Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs. 		All City Departments



City of Chelan Public Works Appendix

Mitigation	Activity/Action	Organization(s) Involved
Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters and emergencies. Mitigation involves structural and non-structural measures taken to limit the impact of disasters and emergencies. Structural mitigation actions change the characteristics of buildings or the environment; examples include flood control projects, raising building elevations, and clearing areas around structures. Non-structural mitigation most often entails adopting or changing building codes.		Chelan Community Development Planning Building Information Systems

Response is comprised of the coordination and management of resources (including personnel, equipment, and supplies) utilizing the Incident Command System in an all-hazards approach; and measures taken for life/property/environmental safety. The response phase is a reaction to the occurrence of a catastrophic disaster or emergency.

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Public Information & Warning	Delivering Actionable Guidance		
	2	Inform and coordinate with law enforcement, WA State Dept. of Transportation, and others as needed regarding what roads are open and if any restrictions apply	CCPW DOT PUD
	2	Notify Chelan County EM/EOC and/or fire departments if fire hydrant systems are non-functional.	CCFD#7
	1	All public information and news release information regarding public works will be coordinated with CCEM Public Information Officer.	CCEM
Operational Coordination	Allocating and Mobilizing Resources		
	2	Identify personnel and equipment needed to maintain or repair utilities; maintain, repair or clear roadways as needed, and dispatch resources to high priority areas.	CCPUD CCPW



City of Chelan Public Works Appendix

Operational Coordination	Determining Priorities, Objectives, and Strategies		
	1	Coordinate with other agency representatives in the EOC regarding debris removal, demolition of unstable structures, emergency stabilization of damaged structures, and other actions to assist with rescue, and protection of lives and property. High priority will be given to critical facilities such as hospitals, extended care facilities, and mass care shelters.	CCPW
	1	Coordinate with other agency representatives in the EOC regarding essential health and safety services such as water sewer and storm water utilities.	CDHD CCPUD
Operational Coordination	Ensuring Information Flow		
	2	Public Works representative report to the EOC to provide coordination and prioritization of the PW response activities	CCEM
Operational Coordination	Establishing Lines of Communication		
	2	Once the EOC is activated, the appropriate lead county or city public works department needs to send a representative to the EOC or maintain direct contact with the EOC as requested. The EOC and Public Works representative will establish and maintain lines of communication for the coordination and prioritization of response activities.	CCEM
Infrastructure Systems	Water Treatment and Provision		
	1	Conduct inspections for damage or disruption of water systems, including wells and pumps, in addition to sewer systems, and/or treatment plants as needed. Initiate backup systems and/or make emergency repairs, as needed	CDHD CCPUD



City of Chelan Public Works Appendix

Infrastructure Systems	Sanitation		
	1	Obtain test water samples to see if there is a possibility of contamination. Coordinate with the health department as needed for inspection and testing of private wells and septic tanks.	CDHD
Infrastructure Systems	Flood Control		
	1	Conduct inspections of dams and flood control systems. Initiate mitigation and emergency repairs, as needed	CCDW
	3	Take protective measures to protect roads, critical facilities, and other property as needed, such as sandbagging, building dikes, or digging drainage ditches.	CCDW DOT
Infrastructure Systems	Government Facilities		
	1	Conduct inspections for damage to government facilities and disruption of critical systems. Assist with activation of continuity of Government and Operations plan.	Chelan Community Development Contract Engineering Service
	2	Supervise demolition of structures posing a threat to safety, and removal of debris and wreckage.	Contract Engineering Services
	2	Initiate or coordinate for emergency contracting of private resources.	
Infrastructure Systems	Infrastructure Site Assessments		
	1	Gather as much information regarding road conditions as possible, identify personnel and equipment needed to maintain, repair or clear roadways as needed, and dispatch resources to high priority areas.	CCPW DOT



City of Chelan Public Works Appendix

Infrastructure Systems	Public Recreation Facilities		
	1	Conduct inspections for damage to public recreation facilities and disruption of critical systems facilities to determine structural condition and safety factors that affect public safety.	
Infrastructure Systems	Transportation Infrastructure		
	2	Gather as much information regarding road conditions as possible, identify personnel and equipment needed to maintain, repair or clear roadways as needed, and dispatch resources to high priority areas	CCPW DOT
	4	Initiate or coordinate for emergency contracting of private resources.	
	2	Vital infrastructure - Roads, bridges, and transportation points, that if damaged, could affect transportation within Chelan and the Chelan County area. Chelan PW should be aware of these and develop procedures to keep transportation operating in the event that one or more of these are impassable.	CC PW DOT
Critical Transportation	Evacuation		
	1	Evacuation cannot be realistically predetermined within the Chelan area. Evacuation must be dealt with on a case-by-case basis. However, local law enforcement and public works departments should work together, prior to an incident, to deal with potential problems of traffic routing and communications during an incident that requires evacuation.	LINK School District
	1	Provide signage equipment/road blocks and other resources as needed	CCPW DOT
	1	Provide evacuation route identification/coordination support	CCPW DOT WSP



City of Chelan Public Works Appendix

Critical Transportation	Debris Removal		
	3	To provide emergency debris clearance from roadway / right-of-ways and other infrastructure.	
	3	Initiate or coordinate for emergency contracting of private resources.	
Critical Transportation	Establishing Access		
	1	Determine which streets and roads within their jurisdiction are unusable and report this information to the Chelan County EOC.	Law CCPW
	1	Block off streets and roads and establish detours as appropriate.	Law CCPW
Critical Transportation	Transportation Safety and Condition Assessments		
	1	In the event of a severe disaster damaging ground transportation systems in the Chelan area, an immediate survey of the city, county and state highway system will be undertaken by law enforcement agencies and highway/road maintenance supervisors. Estimates of traffic capabilities, highways available for use, and route closures will be made available to Chelan County Emergency Management for public information purposes as soon as possible.	LAW CCPW DOT WSP
Environmental Response/Health & Safety	Health and Safety Monitoring and Assessment		
	1	The City will obtain emergency environmental waivers, and legal authority will be granted for emergency actions to protect life and property, and for disposal of debris and materials cleared.	Mayor CCEM
Situational Assessment	Analyzing Information		
	1	PWs, in coordination with emergency management, will determine and develop priorities, objectives, and strategies	CCEM



City of Chelan Public Works Appendix

Situational Assessment	Assessing Hazard Impacts		
	2	All available resources of public works, local public safety and support organizations will be mobilized to assess hazard impacts on critical facilities and roadways.	CCPW

Recovery	Activity/Action	Organization(s)/ Departments Involved
	Recovery consists of those activities that continue beyond the emergency period to restore critical infrastructure and community functions and begin to manage stabilization efforts. The recovery phase begins immediately after the threat to human life has subsided. The goal of the recovery phase is to bring the affected area back to some degree of normalcy.	CCEM

Resource Requirements for EOC Operations

When appropriate, Chelan PW will assign a representative to the EOC or command post, as the circumstances dictate.

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation. The Chelan County Fire District 7 (Chelan) facility is the primary alternate location for emergencies in the Chelan area.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.

References and Supporting Guidance

- RCW 43.19.450 Supervisor of Engineering and Architecture
- RCW 38.52.195 Emergency workers exemption from liability



City of Entiat Public Works Appendix

Purpose

To ensure effective utilization and coordination of all available public works resources during an emergency or disaster.

To provide public works and engineering support to assist the City in meeting needs related to response and recovery.

To provide demolition of unsafe structures, debris and wreckage clearance, protection and temporary repair of essential facilities and utilities, emergency traffic safety signs, the inspection of bridges and roads for damage or safety problems, and taking actions to keep critical streets and roads open.

Core Capabilities

The Entiat Public Works Department is one of the **primary agencies**, having significant authorities, roles, resources to provide the following core capabilities in response to emergency and disaster incidents.

Primary Core Capabilities	
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.

The Entiat Public Works Department is also a **support agency**, having specific capabilities or resources that support primary agencies in executing the following core capabilities.

Support Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.



City of Entiat Public Works Appendix

Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

Entiat public works department will follow RCW 43.19.450 and applicable local ordinances. Entiat Public Works provides services based on the Municipal Code.

The Mayor of Entiat has the authority to declare an emergency (RCW 35.33.081). Transportation resources, engineering services and support and the movement of passengers or cargo will follow all applicable Laws of the State of Washington and local ordinances.

RCW 38.52.195 provides emergency workers exemption from liability while providing construction, equipment or work.

Situation Overview

During an emergency or disaster, a variety of hazards and disruptions to services could occur. Streets, roads, and bridges could be damaged or destroyed, covered with water, mud or deep snow, or blocked by debris. Signs may be destroyed or not be visible due to the event. Water systems and/or wastewater facilities may be damaged or threatened, storm drains may be damaged or plugged, and many structures may be damaged. Portions of the county may be physically isolated because of the event. Public Works facilities or equipment may be damaged or inaccessible, and some employees may not be able to report for work. Normal communication systems may be damaged or overloaded. There will be a significant need for damage assessment information. Damaged structures may pose a grave safety risk to emergency workers and the public. There could be scattered or large areas affected by power outages, loss of water, or loss of sewage collection and treatment facilities. A limited number of resources will be available at the onset of an emergency or disaster. Local resources will be utilized first but the need for public works and engineering services may exceed resources within the county. If additional resources are needed, they will be requested through the State of Washington Military Department, Emergency Management Division or coordinated as part of a Mutual Aid Agreement.

The Chelan County Natural Hazard Mitigation Plan (2019), volume 2, illustrates the natural hazards of the city. The hazard ranking involves an assessment of the likelihood of occurrence for each hazard, along with its potential impacts on people, property, and the economy.



City of Entiat Public Works Appendix

Table 4-10. Hazard Risk Ranking

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Severe Weather	45	High
2	Wildfire	54	High
3	Earthquake	36	High
4	Landslide	18	Medium

The 2023 Chelan County Threat and Hazard Identification and Risk Assessment (THIRA/SPR) expands the scope of the 2019 Chelan County Natural Hazard Mitigation Plan by addressing technological hazards and human-caused hazards, as well as natural hazards that may have significant risks and impacts to Chelan County communities

Natural hazards, as well as other emergencies and disasters, pandemics or mass fatality emergencies can occur at any time, causing significant loss of life, as well as damage to the infrastructure and loss of essential services. Emergencies, disasters and/or pandemics can impact the ability of essential workers to report to work which can have substantial impact to essential services and the ability to remedy the effects of the disaster.

Due to the unique geography of the Entiat area, transportation routes and the ability to move the population could be affected by the following hazards disrupting the ability to use roads:

1. Wildfire
2. Flood
3. Severe weather
4. Earthquake
5. Hazardous Materials incident
6. Terrorism Event

Not only can these, or other hazards, interrupt transportation by damaging the road system, the facilities that house needed equipment could be damaged. The personnel used to provide transportation services may be unavailable due to the hazard, which would also affect the City’s transportation abilities. Responders may need transportation to or from a base or staging area. Transportation of cargo may be needed.

Concept of Operations

In the event of a major emergency or disaster, Entiat Public Works will activate public works services and mobilize all necessary equipment and personnel. Activities that Public Works may provide during an emergency or disaster situation are:

1. Damage assessments of critical facilities, utilities and roadways
2. Debris clearance from roadway / right-of-ways.
3. Restoration of essential facilities, utilities and roadways.
4. Heavy equipment resources.
5. Evacuation route identification/coordination support.
6. Transportation resource coordination.
7. Provide signage equipment/road blocks and other resources as needed (i.e. sand, etc.)
8. Contracting of engineering services.



City of Entiat Public Works Appendix

The City of Entiat has contracted with Chelan County for emergency management services.

Entiat Public Works will provide a representative to the Chelan County EOC, or will maintain direct contact with the EOC. Prioritization, coordination, and support of response and recovery efforts will take place at the EOC. CCEM may provide a Transportation Coordinator to help coordinate transportation activities, such as an evacuation of a large number of people from or within the City. They may also coordinate cargo transportation. The priority of transportation resources will be assigned based on protection of:

1. Life and Safety
2. Property
3. The Environment
4. Economic Vitality

If needs exceed local resources the Chelan County EOC can contact the State of WA Emergency Management Office/EOC for assistance. The federal government may render assistance if needs exceed the capabilities of the county and state, provided the event has received a presidential declaration of disaster.

Some functions of Entiat Public Works may include, but are not limited to, the following:

- Delivering Actionable Guidance
- Allocating and Mobilizing Resources
- Determining Priorities, Objectives, and Strategies
- Ensuring Information Flow
- Establishing Lines of Communication
- Water Treatment and Provision
- Sanitation
- Flood Control
- Government Facilities
- Infrastructure Site Assessments
- Public Recreation Facilities
- Transportation Infrastructure
- Evacuation
- Debris Removal
- Establishing Access
- Delivery of Response Assets
- Transportation Safety and Condition Assessments
- Health and Safety Monitoring and Assessment
- Responder Safety
- Analyzing Information
- Assessing Hazard Impacts



City of Entiat Public Works Appendix

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

The Entiat Public Works Department will address how LEP and AFN will be integrated into all phases of emergency management as applicable to its respective responsibilities. The Department is service oriented, providing equal access to communication assistance and services, and encourages community-based partnerships to address safety issues and public outreach.

Public Works Core Capabilities and Critical Tasks

Each of the Core Capabilities identified for the Entiat Public Works Department has one or more critical tasks that are listed in the following table. These critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Critical Task I.D.	Critical Task
Infrastructure Systems		
Response	1	Decrease and stabilize immediate infrastructure threats to the affected population, to include survivors in the heavily damaged zone, nearby communities that may be affected by cascading effects, and mass care support facilities and evacuation processing centers with a focus on life-sustainment and congregate care services.
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Response	3	Provide for the clearance, removal, and disposal of debris.



City of Entiat Public Works Appendix

Mission Area	Critical Task I.D.	Critical Task
Critical Transportation		
Response	1	Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors.
Response	3	Clear debris from any route type (i.e., road, rail, airfield, port facility, waterway) to facilitate response operations.
Public Information and Warning		
Response	2	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.
Operational Coordination		
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Environmental Response/Health & Safety		
Response	1	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.
Response	2	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.
Response	4	Identify, evaluate, and implement measures to prevent and minimize impacts to the environment, natural and cultural resources, and historic properties from all-hazard emergencies and response operations.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.



City of Entiat Public Works Appendix

Organization

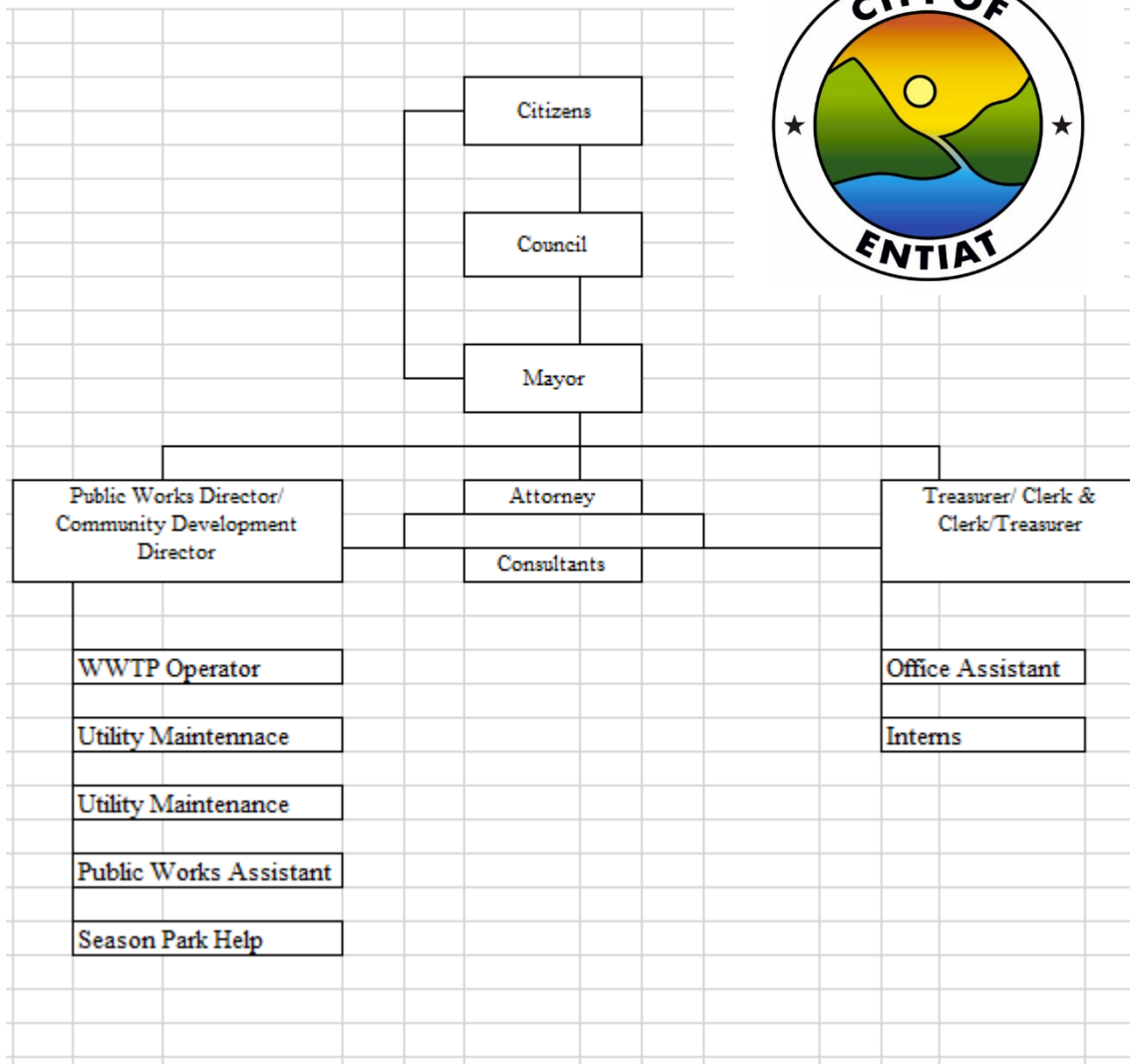
Entiat Public Works is responsible for the City of Entiat jurisdiction and will provide public works assistance, as resources permit, to meet the needs of City regarding emergencies or disasters.

The Public Works Director oversees the following areas of operations and services:

- Maintenance
- Streets
- Parks
- Water
- Sewer
- Wastewater

CITY OF ENTIAT

CITY STRUCTURE





City of Entiat Public Works Appendix

Entiat Public Works will follow their own internal Standard Operating Procedures when responding to an incident. When appropriate, agencies will assign a representative to the EOC or command post, as the circumstances dictate.

Direction, Control, & Coordination

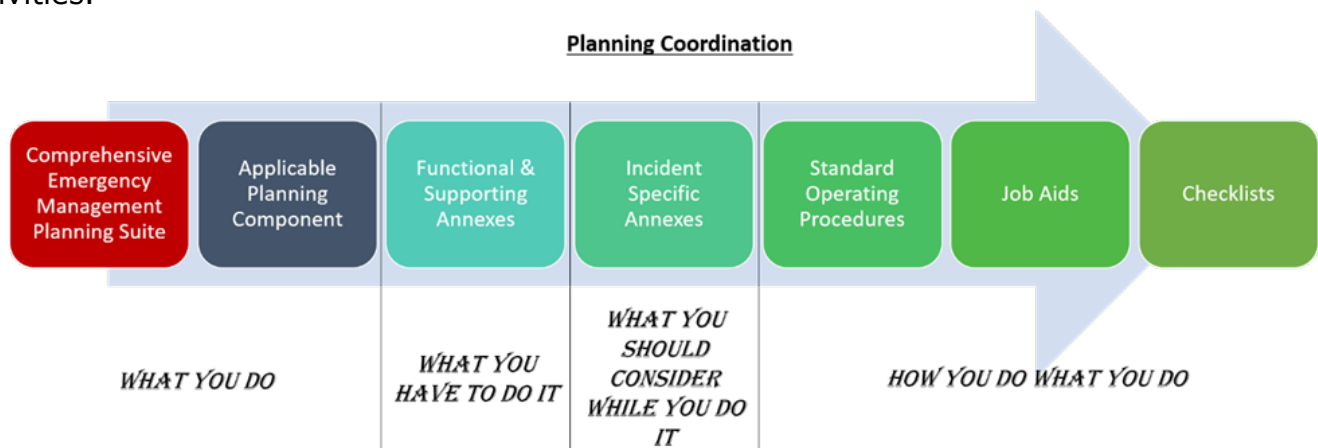
The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

The operations of the emergency management within the City of Entiat are established by an Inter-local Agreement between the County of Chelan and the City.

All disasters and emergencies begin locally, and local jurisdictions working in collaboration with county and other local emergency management agencies provide initial response. Direction, control, and coordination of the initial emergency management response activities are provided by local jurisdictions and their emergency management agencies. The complexity of emergency management operations during a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.

Local incident commanders lead tactical direction and control activities. Incident commanders report as specified in their chain of command and request resources through the Chelan County Emergency Operations Center (EOC). When public, private, and mutual aid or inter-local agreement resources from adjacent political subdivisions are exhausted, the county EOC requests assistance from the State Emergency Operations Center (SEOC).

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Entiat Public Works Appendix, and the department's operation procedures and guidelines that establish the local tactical direction and control activities.





City of Entiat Public Works Appendix

Information Collection, Analysis, & Dissemination

Essential Elements of Information (EIs) include:

Information Collection

- Gather information of damage assessment to critical facilities, such as government buildings and public safety facilities
- Gather information of damage assessment to critical facilities such as hospitals, extended care facilities, and mass care shelters.
- Gather information of damage assessment to critical utilities, such as water and waste water.
- Gather as much information regarding road conditions
- Identify personnel and equipment needed to maintain, repair or clear roadways

Information Analysis

Information will be analyzed to assess hazard impacts and determining priorities, objectives, and strategies.

Information Dissemination

The Situation status report (Sit-Rep) – Operational information used to brief the Mayor (and Policy Group) and inform all involved city departments and agencies on the situation, initial response, and for planning purposes. (Decision Making Information).

Resource information will be used to identify, inventory, dispatch, mobilize, transport, and demobilize human and material resources to ensure sustained operations.

The PW department will coordinate, through the EOC, when established, information with law enforcement, WA State Dept. of Transportation, and others as needed regarding what roads are open and if any restrictions apply. PW will disseminate GIS layers as needed.

Coordination with other agency representatives in the EOC regarding debris removal, demolition of unstable structures, emergency stabilization of damaged structures, and other actions to assist with rescue, and protection of lives and property.



City of Entiat Public Works Appendix

Responsibilities

Preparedness	Activity/Action	Organization(s) Involved
<p>Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs.</p> <p>Public Works departments should:</p> <ul style="list-style-type: none"> • Maintain current inventories of resources. • Provide ongoing training to personnel on their roles and responsibilities during emergency operations • Provide trained personnel and resources for assignment to the EOC, as appropriate. • Develop SOPs in accordance with state and local regulations and this plan. • Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs. 		All City Departments

Mitigation	Activity/Action	Organization(s) Involved
<p>Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters and emergencies. Mitigation involves structural and non-structural measures taken to limit the impact of disasters and emergencies. Structural mitigation actions change the characteristics of buildings or the environment; examples include flood control projects, raising building elevations, and clearing areas around structures. Non-structural mitigation most often entails adopting or changing building codes.</p>		Consultant

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Public Info & Warning	Delivering Actionable Guidance		
	2	Inform and coordinate with law enforcement, WA State Dept. of Transportation, and others as needed regarding what roads are open and if any restrictions apply	CCPW DOT PUD
	2	Notify Chelan County EM/EOC and/or fire departments if fire hydrant systems are non-functional.	CCFD#8
	1	All public information and news release information regarding public works will be coordinated with CCEM Public Information Officer.	CCEM



City of Entiat Public Works Appendix

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Operational Coordination	Allocating and Mobilizing Resources		
	1	Identify personnel and equipment needed to maintain or repair utilities; maintain, repair or clear roadways as needed, and dispatch resources to high priority areas.	CCPUD CCPW
Operational Coordination	Determining Priorities, Objectives, and Strategies		
	1	Coordinate with other agency representatives in the EOC regarding debris removal, demolition of unstable structures, emergency stabilization of damaged structures, and other actions to assist with rescue, and protection of lives and property. High priority will be given to critical facilities such as hospitals, extended care facilities, and mass care shelters.	CCPW
	1	Coordinate with other agency representatives in the EOC regarding essential health and safety services such as water sewer and storm water utilities.	CDHD CCPUD
Operational Coordination	Ensuring Information Flow		
	2	Public Works representative contact the EOC to provide coordination and prioritization of the PW response activities.	CCEM
Operational Coordination	Establishing Lines of Communication		
	2	The EOC and Public Works representative will establish and maintain lines of communication for the coordination and prioritization of response activities.	CCEM



City of Entiat Public Works Appendix

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Infrastructure Systems	Water Treatment and Provision		
	1	Conduct inspections for damage or disruption of water systems, including wells and pumps, in addition to sewer systems, and/or treatment plants as needed. Initiate backup systems and/or make emergency repairs, as needed	CDHD CCPUD
Infrastructure Systems	Sanitation		
	1	Obtain test water samples to see if there is a possibility of contamination. Coordinate with the health department as needed for inspection and testing of private wells and septic tanks.	CDHD
Infrastructure Systems	Flood Control		
	1	Take protective measures to protect roads, critical facilities, and other property as needed, such as sandbagging, building dikes, or digging drainage ditches.	
Infrastructure Systems	Government Facilities		
	2	Conduct inspections for damage to government facilities and disruption of critical systems	Contract Engineering
	3	Supervise demolition of structures posing a threat to safety, and removal of debris and wreckage	Contract Engineering
	4	Initiate or coordinate for emergency contracting of private resources	
Infrastructure Systems	Infrastructure Site Assessments		
	2	Gather as much information regarding road conditions as possible, identify personnel and equipment needed to maintain, repair or clear roadways as needed, and dispatch resources to high priority areas	



City of Entiat Public Works Appendix

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Infrastructure Systems	Public Recreation Facilities		
	2	Conduct inspections for damage to public recreation facilities and disruption of critical systems facilities to determine structural condition and safety factors that affect public safety.	
Infrastructure Systems	Transportation Infrastructure		
	2	Gather as much information regarding road conditions as possible, identify personnel and equipment needed to maintain, repair or clear roadways as needed, and dispatch resources to high priority areas	CCPW DOT
	4	Initiate or coordinate for emergency contracting of private resources.	
	2	Vital infrastructure - Roads, bridges, and transportation points, that if damaged, could affect transportation within Chelan and the Chelan County area. Chelan should be aware of these and develop procedures to keep transportation operating in the event that one or more of these are impassable. <ul style="list-style-type: none"> a. US Route Alt 97 b. Entiat River bridge c. Burlington Northern 	CC PW DOT BNSF



City of Entiat Public Works Appendix

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Critical Transportation	Evacuation		
	1	Evacuation cannot be realistically predetermined within the Entiat area. Evacuation must be dealt with on a case-by-case basis. Local law enforcement and public works departments should work together, prior to an incident, to deal with potential problems of traffic routing and communications during an incident that requires evacuation.	LINK School District
	1	Provide signage equipment/road blocks and other resources as needed	CCPW DOT
	1	Provide evacuation route identification/coordination support	CCPW DOT WSP
Critical Transportation	Debris Removal		
	3	To provide emergency debris clearance from roadway / right-of-ways and other infrastructure.	
	3	Initiate or coordinate for emergency contracting of private resources.	
Critical Transportation	Establishing Access		
	1	. Determine which streets and roads within their jurisdiction are unusable and report this information to the Chelan County EOC.	Law CCPW
	1	Block off streets and roads and establish detours as appropriate	Law CCPW
Critical Transportation	Delivery of Response Assets		
	2	The Transportation Coordinator in the EOC will coordinate cargo transportation. Cargo transportation providers may include city and county public works departments and other public and private transportation providers.	



City of Entiat Public Works Appendix

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Critical Transportation	Transportation Safety and Condition Assessments		
	2	In the event of a severe disaster damaging ground transportation systems in the Entiat area, an immediate survey of the city, county and state highway system will be undertaken by law enforcement agencies and highway/road maintenance supervisors. Estimates of traffic capabilities, highways available for use, and route closures will be made available to Chelan County Emergency Management for public information purposes as soon as possible.	LAW CCPW DOT WSP
Environmental Response/Health & Safety	Health and Safety Monitoring and Assessment		
	1	The City will obtain emergency environmental waivers, and legal authority will be granted for emergency actions to protect life and property, and for disposal of debris and materials cleared.	Mayor CCEM
Situational Assessment	Analyzing Information		
	1	PWs, in coordination with emergency management, will determine and develop priorities, objectives, and strategies	CCEM
Situational Assessment	Assessing Hazard Impacts		
	2	All available resources of public works, local public safety and support organizations will be mobilized to assess hazard impacts on critical facilities and roadways.	CCPW



City of Entiat Public Works Appendix

Recovery	Activity/Action	Organization(s)/ Departments Involved
	Recovery consists of those activities that continue beyond the emergency period to restore critical infrastructure and community functions and begin to manage stabilization efforts. The recovery phase begins immediately after the threat to human life has subsided. The goal of the recovery phase is to bring the affected area back to some degree of normalcy.	CCEM

Resource Requirements for EOC Operations

When appropriate, Entiat PW will assign a representative to the EOC or command post, as the circumstances dictate.

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.

References and Supporting Guidance

RCW 43.19.450 Supervisor of Engineering and Architecture
RCW 38.52.195 Emergency workers exemption from liability



City of Leavenworth Public Works Appendix

Purpose

To ensure effective utilization and coordination of all available public works resources during an emergency or disaster.

To provide public works and engineering support to assist the City in meeting needs related to response and recovery.

To provide demolition of unsafe structures, debris and wreckage clearance, protection and temporary repair of essential facilities and utilities, emergency traffic safety signs, the inspection of bridges and roads for damage or safety problems, and taking actions to keep critical streets and roads open.

Core Capabilities

The Leavenworth Public Works Department is one of the **primary agencies**, having significant authorities, roles, resources to provide the following core capabilities in response to emergency and disaster incidents.

Primary Core Capabilities	
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.

The Leavenworth Public Works Department is also a **support agency**, having specific capabilities or resources that support primary agencies in executing the following core capabilities

Support Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.



City of Leavenworth Public Works Appendix

Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

Leavenworth public works department will follow RCW 35 and applicable local ordinances. Leavenworth Public Works provides services based on the Leavenworth Municipal Code.

The Mayor of Leavenworth has the authority to declare an emergency (RCW 35.33.081). Transportation resources, engineering services and support and the movement of passengers or cargo will follow all applicable Laws of the State of Washington and local ordinances.

RCW 38.52.195 provides emergency workers exemption from liability while providing construction, equipment or work.

Situation Overview

During an emergency or disaster, a variety of hazards and disruptions to services could occur. Streets, roads, and bridges could be damaged or destroyed, covered with water, mud or deep snow, or blocked by debris. Signs may be destroyed or not be visible due to the event. Water systems and/or wastewater facilities may be damaged or threatened, storm drains may be damaged or plugged, and many structures may be damaged. Portions of the county may be physically isolated because of the event. Public Works facilities or equipment may be damaged or inaccessible, and some employees may not be able to report for work. Normal communication systems may be damaged or overloaded. There will be a significant need for damage assessment information. Damaged structures may pose a grave safety risk to emergency workers and the public. There could be scattered or large areas affected by power outages, loss of water, or loss of sewage collection and treatment facilities. A limited number of resources will be available at the onset of an emergency or disaster. Local resources will be utilized first but the need for public works and engineering services may exceed resources within the county. If additional resources are needed, they will be requested through the State of Washington Military Department, Emergency Management Division or coordinated as part of a Mutual Aid Agreement.

The Chelan County Natural Hazard Mitigation Plan (2019), volume 2, illustrates the natural hazards of the city. The hazard ranking involves an assessment of the likelihood of occurrence for each hazard, along with its potential impacts on people, property, and the economy.



City of Leavenworth Public Works Appendix

Table 5-11. Hazard Risk Ranking

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Wildfire	54	High
2	Severe Weather	45	High
3	Earthquake	32	High
4	Flooding	18	Medium
5	Landslide	18	Medium
6	Dam Failure	12	Low
7	Drought	6	Low
8	Avalanche	n/a	Low

The 2023 Chelan County Threat and Hazard Identification and Risk Assessment (THIRA/SPR) expands the scope of the 2019 Chelan County Natural Hazard Mitigation Plan by addressing technological hazards and human-caused hazards, as well as natural hazards that may have significant risks and impacts to Chelan County communities.

Due to the unique geography of the City of Leavenworth area, transportation routes and the ability to move the population could be affected by the following hazards disrupting the ability to use roads:

1. Wildfire
2. Flood
3. Severe weather
4. Earthquake
5. Hazardous Materials incident
6. Terrorism Event

Not only can these, or other hazards, interrupt transportation by damaging the road system, the facilities that house needed equipment could be damaged. The personnel used to provide transportation services may be unavailable due to the hazard, which would also affect the City’s transportation abilities. Responders may need transportation to or from a base or staging area. Transportation of cargo may be needed.

Natural hazards, as well as other emergencies and disasters, pandemics or mass fatality emergencies can occur at any time, causing significant loss of life, as well as damage to the infrastructure and loss of essential services. Emergencies, disasters and/or pandemics can impact the ability of essential workers to report to work which can have substantial impact to essential services and the ability to remedy the effects of the disaster.

The City of Leavenworth has a high volume of tourism throughout the year and many of the visiting population would not be aware of risks and responses to the priority hazards. Other common vulnerabilities to the Leavenworth area include the impact of smoke during regional fire activity, power outages due to downed trees from severe winter weather conditions, and loss of access during landslide events on Hwy 2, specifically through the Tumwater Canyon.



City of Leavenworth Public Works Appendix

Concept of Operations

In the event of a major emergency or disaster, Leavenworth Public Works will activate public works services and mobilize all necessary equipment and personnel. Activities that Public Works may provide during an emergency or disaster situation are:

1. Damage assessments of critical facilities, utilities, and roadways.
2. Debris clearance from roadway / right-of-ways.
3. Restoration of essential facilities, utilities and roadways.
4. Heavy equipment resources.
5. Evacuation route identification/coordination support.
6. Transportation resource coordination.
7. Provide signage equipment/road blocks and other resources as needed (i.e. sand, etc.)
8. Contracting of engineering services.

The City of Leavenworth has contracted with Chelan County for emergency management services.

Leavenworth Public Works will provide a representative to the Chelan County EOC, or will maintain direct contact with the EOC. Prioritization, coordination, and support of response and recovery efforts will take place at the EOC. CCEM may provide a Transportation Coordinator to help coordinate transportation activities, such as an evacuation of a large number of people from or within the City. They may also coordinate cargo transportation. The priority of transportation resources will be assigned based on protection of:

1. Life and Safety
2. Property
3. The Environment
4. Economic Vitality

If needs exceed local resources the Chelan County EOC can contact the State of WA Emergency Management Office/EOC for assistance. The federal government may render assistance if needs exceed the capabilities of the county and state, provided the event has received a presidential declaration of disaster.

Some functions of Leavenworth Public Works may include, but are not limited to, the following:

- Delivering Actionable Guidance
- Allocating and Mobilizing Resources
- Determining Priorities, Objectives, and Strategies
- Ensuring Information Flow
- Establishing Lines of Communication
- Water Treatment and Provision
- Sanitation
- Flood Control
- Government Facilities



City of Leavenworth Public Works Appendix

- Infrastructure Site Assessments
- Public Recreation Facilities
- Transportation Infrastructure
- Evacuation
- Debris Removal
- Establishing Access
- Delivery of Response Assets
- Transportation Safety and Condition Assessments
- Health and Safety Monitoring and Assessment
- Responder Safety
- Analyzing Information
- Assessing Hazard Impacts

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

The Leavenworth Public Works Department will address how LEP and AFN will be integrated into all phases of emergency management as applicable to its respective responsibilities. The Department is service oriented, providing equal access to communication assistance and services, and encourages community-based partnerships to address safety issues and public outreach.



City of Leavenworth Public Works Appendix

Public Works Core Capabilities and Critical Tasks

Each of the Core Capabilities identified for the Leavenworth Public Works Department has one or more critical tasks that are listed in the following table. These critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Critical Task I.D.	Critical Task
Infrastructure Systems		
Response	1	Decrease and stabilize immediate infrastructure threats to the affected population, to include survivors in the heavily damaged zone, nearby communities that may be affected by cascading effects, and mass care support facilities and evacuation processing centers with a focus on life-sustainment and congregate care services.
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Response	3	Provide for the clearance, removal, and disposal of debris.
Critical Transportation		
Response	1	Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors.
Response	3	Clear debris from any route type (i.e., road, rail, airfield, port facility, waterway) to facilitate response operations.
Public Information and Warning		
Response	2	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.
Operational Coordination		
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
Environmental Response/Health & Safety		
Response	1	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.
Response	2	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.



City of Leavenworth Public Works Appendix

Mission Area	Critical Task I.D.	Critical Task
Response	4	Identify, evaluate, and implement measures to prevent and minimize impacts to the environment, natural and cultural resources, and historic properties from all-hazard emergencies and response operations.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.

Organization

Leavenworth Public Works is responsible for the City of Leavenworth jurisdiction and will provide public works and engineering assistance, as resources permit, to meet the needs of City regarding emergencies or disasters.

The Leavenworth Public Works Director reports to City Administrator and oversees the city service divisions of Water, Waste Water, Parks and Street Scape Facilities, and Field Operations that includes road maintenance, storm water, water and sewer distribution, garbage and parking. City Engineering services of contract and project management and plan reviews are contracted.

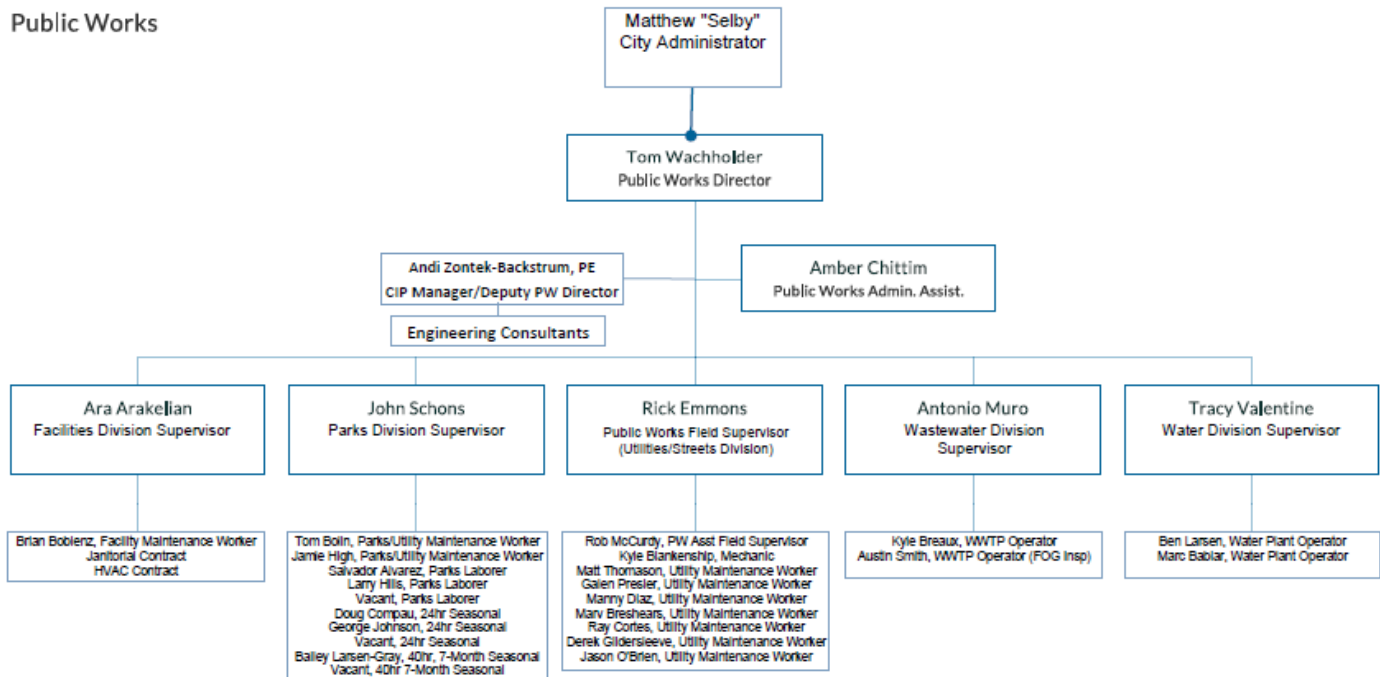
Leavenworth Public Works will follow their own internal Standard Operating Procedures when responding to an incident. When appropriate, agencies will assign a representative to the EOC or command post, as the circumstances dictate.



City of Leavenworth Public Works Appendix

Org Chart

Public Works



Last update: 4.21.2023

Direction, Control, & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

The operations of the emergency management within the City of are established by the Inter-local Agreement between the County of Chelan and the City of Leavenworth.

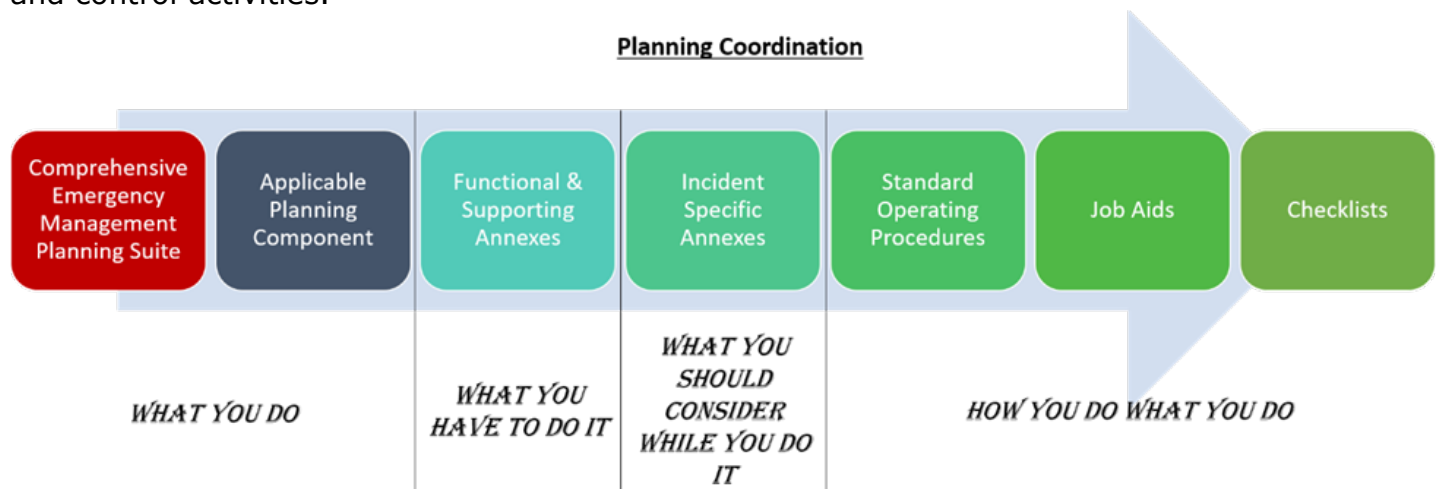
All disasters and emergencies begin locally, and local jurisdictions working in collaboration with county and other local emergency management agencies provide initial response. Direction, control, and coordination of the initial emergency management response activities are provided by local jurisdictions and their emergency management agencies. The complexity of emergency management operations during a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.



City of Leavenworth Public Works Appendix

Local incident commanders lead tactical direction and control activities. Incident Commanders report as specified in their chain of command and request resources through the Chelan County Emergency Operations Center (EOC). When public, private, and mutual aid or inter-local agreement resources from adjacent political subdivisions are exhausted, the county EOC requests assistance from the State Emergency Operations Center (SEOC).

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Leavenworth Public Works Appendix, and the department's operation procedures and guidelines that establish the local tactical direction and control activities.



Information Collection, Analysis, & Dissemination

Information Collection

- Gather information of damage assessment to critical facilities, such as government buildings and public safety facilities
- Gather information of damage assessment to critical facilities such as hospitals, extended care facilities, and mass care shelters
- Gather information of damage assessment to critical utilities, such as water and waste water
- Gather as much information regarding road conditions
- Identify personnel and equipment needed to maintain, repair or clear roadways
- Gather geographical information and special referencing (GIS)

Information Analysis

Information will be analyzed to:

- Assess hazard impacts, and
- Determining priorities, objectives, and strategies



City of Leavenworth Public Works Appendix

Information Dissemination

Situation status report (Sit-Rep) – Operational information used to brief the Mayor (and Policy Group) and inform all involved city departments and agencies on the situation, initial response, and for planning purposes. (Decision Making Information).

Resource information will be used to identify, inventory, dispatch, mobilize, transport, and demobilize human and material resources to ensure sustained operations.

The PW department will coordinate, through the EOC, when established, information with law enforcement, WA State Dept. of Transportation, and others as needed regarding what roads are open and if any restrictions apply. PW will disseminate GIS layers as needed.

Coordination with other agency representatives in the EOC regarding debris removal, demolition of unstable structures, emergency stabilization of damaged structures, and other actions to assist with rescue, and protection of lives and property.

Responsibilities

Preparedness	Activity/Action	Organization(s) Involved
Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs. Public Works departments should:	<ul style="list-style-type: none"> Maintain current inventories of resources. Provide ongoing training to personnel on their roles and responsibilities during emergency operations Provide trained personnel and resources for assignment to the EOC, as appropriate. Develop SOPs in accordance with state and local regulations and this plan. Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs. 	All City Departments

Mitigation	Activity/Action	Organization(s) Involved
Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters and emergencies. Mitigation involves structural and non-structural measures taken to limit the impact of disasters and emergencies. Structural mitigation actions change the characteristics of buildings or the environment; examples include flood control projects, raising building elevations, and clearing areas around structures. Non-structural mitigation most often entails adopting or changing building codes.		Development Services Contract Engineering Services



City of Leavenworth Public Works Appendix

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Public Information & Warning	Delivering Actionable Guidance		
	1	Assist with alert and warning if requested	CCEM
	2	Inform and coordinate with law enforcement, WA State Dept. of Transportation, and others as needed regarding what roads are open and if any restrictions apply	CCPW DOT
	2	Notify Chelan County EM/EOC and fire departments if fire hydrant systems are non-functional.	CCFD#3
	1	All public information and news release information regarding public works will be coordinated with CCEM Public Information Officer.	CCEM
Operational Coordination	Allocating and Mobilizing Resources		
	1	Identify personnel and equipment needed to maintain or repair utilities; maintain, repair or clear roadways as needed, and dispatch resources to high priority areas.	CCPUD CCPW
Operational Coordination	Determining Priorities, Objectives, and Strategies		
	1	Coordinate with other agency representatives in the EOC regarding debris removal, demolition of unstable structures, emergency stabilization of damaged structures, and other actions to assist with rescue, and protection of lives and property. High priority will be given to critical facilities such as hospitals, extended care facilities, and mass care shelters.	CCPW
	1	Coordinate with other agency representatives in the EOC regarding essential health and safety services such as water sewer and storm water utilities.	CDHD CCPUD



City of Leavenworth Public Works Appendix

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Operational Coordination	Ensuring Information Flow		
	2	Public Works representative contact the EOC to provide coordination and prioritization of the PW response activities.	CCEM
Operational Coordination	Establishing Lines of Communication		
	2	The EOC and Public Works representative will establish and maintain lines of communication for the coordination and prioritization of response activities.	CCEM
Infrastructure Systems	Water Treatment and Provision		
	1	Conduct inspections for damage or disruption of water systems, including wells and pumps, in addition to sewer systems, and/or treatment plants as needed. Initiate backup systems and/or make emergency repairs, as needed	CDHD CCPUD
Infrastructure Systems	Sanitation		
	2	Obtain test water samples to see if there is a possibility of contamination. Coordinate with the health department as needed for inspection and testing of private wells and septic tanks.	CDHD
Infrastructure Systems	Flood Control		
	2	Conduct inspections for flood control. Initiate mitigation and emergency repairs, as needed	CCPW
	2	Take protective measures to protect roads, critical facilities, and other property as needed, such as sandbagging, building dikes, or digging drainage ditches.	CCPW DOT



City of Leavenworth Public Works Appendix

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Infrastructure Systems	Government Facilities		
	2	Conduct inspections for damage to government facilities and disruption of critical systems. Assist with activation of continuity of Government and Operations plan.	Development Services Contract Engineering Services
	3	Supervise demolition of structures posing a threat to safety, and removal of debris and wreckage	Contract Engineering Services
	4	Initiate or coordinate for emergency contracting of private resources	
Infrastructure Systems	Infrastructure Site Assessments		
	2	Gather as much information regarding road conditions as possible, identify personnel and equipment needed to maintain, repair or clear roadways as needed, and dispatch resources to high priority areas	
Infrastructure Systems	Public Recreation Facilities		
	2	Conduct inspections for damage to public recreation facilities and disruption of critical systems facilities to determine structural condition and safety factors that affect public safety.	
Infrastructure Systems	Transportation Infrastructure		
	2	Gather as much information regarding road conditions as possible, identify personnel and equipment needed to maintain, repair or clear roadways as needed, and dispatch resources to high priority areas	CCPW DOT
	4	Initiate or coordinate for emergency contracting of private resources.	



City of Leavenworth Public Works Appendix

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
	2	Vital infrastructure - Roads, bridges, and transportation points, that if damaged, could affect transportation within Leavenworth and the Chelan County area. Leavenworth PW should be aware of these and develop procedures to keep transportation operating in the event that one or more of these are impassable. <ul style="list-style-type: none"> • Burlington Northern Train Station 	CC PW DOT BNSF
Critical Transportation	Evacuation		
	1	Evacuation cannot be realistically predetermined within the Leavenworth area. Evacuation must be dealt with on a case-by-case basis. However, local law enforcement and public works departments should work together, prior to an incident, to deal with potential problems of traffic routing and communications during an incident that requires evacuation.	LINK School District
	1	Provide signage equipment/road blocks and other resources as needed	CCPW DOT
	1	Provide evacuation route identification/coordination support	CCPW DOT WSP
Critical Transportation	Debris Removal		
	3	To provide emergency debris clearance from roadway / right-of-ways and other infrastructure.	
	3	Initiate or coordinate for emergency contracting of private resources.	



City of Leavenworth Public Works Appendix

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Critical Transportation	Establishing Access		
	1	Determine which streets and roads within their jurisdiction are unusable and report this information to the Chelan County EOC.	Law CCPW
	1	Block off streets and roads and establish detours as appropriate	Law CCPW
Critical Transportation	Transportation Safety and Condition Assessments		
	2	In the event of a severe disaster damaging ground transportation systems in the Leavenworth area, an immediate survey of the city, county and state highway system will be undertaken by law enforcement agencies and highway/road maintenance supervisors. Estimates of traffic capabilities, highways available for use, and route closures will be made available to CCEM for public information purposes as soon as possible.	LAW CCPW DOT WSP
Environmental Response/ H & S	Health and Safety Monitoring and Assessment		
	1	The City will obtain emergency environmental waivers, and legal authority will be granted for emergency actions to protect life and property, and for disposal of debris and materials cleared.	Mayor CCEM
Situational Assessment	Analyzing Information		
	1	PW, in coordination with emergency management, will determine and develop priorities, objectives, and strategies	CCEM



City of Leavenworth Public Works Appendix

Response	Critical Task I.D.	Activity/Action	Organization(s) Involved
Situational Assessment	Assessing Hazard Impacts		
	2	All available resources of public works, local public safety and support organizations will be mobilized to assess hazard impacts on critical facilities and roadways.	

Recovery	Activity/Action	Departments Involved
Recovery consists of those activities that continue beyond the emergency period to restore critical infrastructure and community functions and begin to manage stabilization efforts. The recovery phase begins immediately after the threat to human life has subsided. The goal of the recovery phase is to bring the affected area back to some degree of normalcy.		CCEM

Resource Requirements for EOC Operations

When appropriate, Leavenworth PW will assign a representative to the EOC or command post, as the circumstances dictate.

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation. The Chelan County Fire District 3 facility is the primary alternate location for emergencies in the Leavenworth area.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.

References and Supporting Guidance

- RCW 43.19.450 Supervisor of Engineering and Architecture
- RCW 38.52.195 Emergency workers exemption from liability



City of Wenatchee Police Department Appendix

Purpose

To provide for effective coordination of Wenatchee public safety and law enforcement operations and resources during emergency or disaster situations.

Core Capabilities

The Wenatchee Police Department (WPD) is one of the **primary agencies**, having significant authorities, roles, resources to provide the following core capabilities in response to emergency and disaster incidents.

Primary Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
On-scene Security, Protection, & Law Enforcement	Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and also for response personnel engaged in lifesaving and life-sustaining operations.

The Wenatchee Police Department is also a **support agency**, having specific capabilities or resources that support primary agencies in executing the following core capabilities.

Support Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.
Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.



City of Wenatchee Police Department Appendix

Fatality Management Services	Provide fatality management services, including decedent remains recovery and victim identification, and work with local, state, tribal, territorial, insular area, and Federal authorities to provide mortuary processes, temporary storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.
Mass Search & Rescue Operations	Deliver traditional and atypical search and rescue capabilities, including personnel, services, animals, and assets to survivors in need, with the goal of saving the greatest number of endangered lives in the shortest time possible.
Public Health, Healthcare & Emergency Medical Services	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support and products to all affected populations.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

RCW 10.93: The Wenatchee Police Department is a General Authority Washington Law Enforcement Agency.

RCW 43.101.095(1); RCW 43.101.200(1): It is the policy of the Wenatchee Police Department to authorize peace officer powers pursuant to applicable state law. All sworn officers employed by the Wenatchee Police Department shall receive certification by CJTC prior to assuming law enforcement duties and responsibilities

RCW 10.93: Coordination between the City of Wenatchee Police Department, the Chelan County Sheriff’s Office, and other law enforcement agencies is facilitated by the Washington Mutual Aid Peace Officers Powers Act City of Wenatchee Police Department personnel sent to assist other jurisdictions will maintain their own supervision and chain of command.

NIMS and ICS: The City has adopted the Incident Command System (ICS) established by the National Incident Management System (NIMS) as the standard incident organizational structure for the management of all incidents.

The Wenatchee Police Department Policy Manual will establish the procedures and guidelines when using the Incident Management System for emergency operations. The Wenatchee Police Department will, within the limits of their resources and authority, coordinate and support essential law enforcement operations.



City of Wenatchee Police Department Appendix

Situation Overview

Law enforcement operations during emergencies and disasters include a wide range of public safety and security functions. These may include warning and evacuation, scene security, criminal investigation, access control and emergency traffic regulation enforcement. Law enforcement operations may include multiple agencies or jurisdictions.

- Normal response will be hampered by such occurrences as bridge failures, landslides, fallen debris, flooding or fire. Police response times will be delayed and response to incidents may need to be prioritized.
- Mutual Aid agencies and other resources normally available to support police operations may be unavailable as a result of the incident.

The 2019 Chelan County Natural Hazard Mitigation Plan, Volume 2: Planning Partner Annexes, illustrates the local natural hazards of concern for the City of Wenatchee. The ranking process involves an assessment of the likelihood of occurrence for each hazard, along with its potential impacts on people, property and the economy.

City of Wenatchee – Hazard Risk Ranking

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Wildfire	54	High
2	Severe Weather	45	High
3	Flooding	42	High
4	Earthquake	34	High

The Chelan County Threat and Hazard Identification and Risk Assessment (THIRA/SPR) identifies the natural, technological, and human caused emergencies or disasters the city may experience. Natural hazards are events caused by nature and include, but are not limited to, earthquakes, floods, severe storms and wildland fires. Technological emergencies are defined as accidents or the failures of systems and structures, such as dam failures, hazardous materials releases, transportation accidents and urban fires. Human-caused incidents are defined as intentional actions that can cause technological emergencies or other types of incidents, that include but are not limited to, mass shootings, explosive attacks, terrorism, and cyber-attacks. The impact of these potential hazards may threaten or cause injury and loss of life, damage to the infrastructure and loss of essential services, along with property and environmental damage in the city.

Concept of Operations

Upon notification of an incident, the Wenatchee Police Department will mobilize appropriate resources to:

- Reduce loss of life and property damage
- Reduce and/or mitigate disruptions to operations and essential community services
- Protect critical facilities, equipment, vital records, and other assets
- Maintain clear lines of authority and delegation of authority
- Stabilize the incident in conjunction with other resources



City of Wenatchee Police Department Appendix

Mobilization and recall of department personnel will be accomplished in accordance with Wenatchee Police Department Policy 202.

Responsibilities of Bureaus, Divisions, and Sections of the department are defined within Wenatchee Police Department policy. Command and Control of those areas are defined in Wenatchee Police Department Policy 200.

Essential functions of the Wenatchee Police Department defined in the Continuity of Operations Plan (COOP) are:

- a. Department Administration
- b. Patrol Operations
- c. Investigations
- d. Recordkeeping

Mobilization and demobilization will be conducted to maintain effective staffing to cover these four areas and additional assignments provided through mutual aid agreements.

Functional Areas of Responsibility

Some functions of this Department may include, but are not limited to, the following:

- Alerts and Warning
- Delivering Actionable Guidance
- Culturally Appropriate Messaging
- Traditional Communications
- Protecting Sensitive Information
- Command, Control, and Coordination
- Allocating and Mobilizing Resources
- Determining Priorities, Objectives, and Strategies
- Ensuring Information Flow
- Ensuring Unity of Effort
- Ensuring Continuity of Government and Essential Services
- Establishing a Common Operating Picture
- Establishing Lines of Communication
- Infrastructure Site Assessments
- Public Safety Facilities
- Evacuation
- Establishing Access
- Delivery of Response Assets
- Reentering Affected Area
- Transportation Safety and Condition Assessments
- Responder Safety
- Survivor Safety and Assistance
- Body Recovery
- Triage and Initial Stabilization of Casualties
- Search and Rescue Operations



City of Wenatchee Police Department Appendix

- Community-Based Search & Rescue Operations
- Law Enforcement
- Protecting Response Personnel
- Securing Disaster Areas
- Interoperable Communications Between Responders
- Communication Between Responders and the Affected Population
- Data Communications
- Voice Communications
- Analyzing Information
- Assessing Hazard Impacts
- Tracking Response Activities

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

Wenatchee Police Department Policies 331 (Limited English Proficiency) and 433 (Medical Aid and Response) address LEP, ADA, and AFN integration into all phases of emergency management as applicable to department responsibilities. The Department is service oriented and encourages community-based partnerships to address critical safety and enforcement issues, as well as equal access to communication assistance and services.



City of Wenatchee Police Department Appendix

Primary Core Capabilities and Critical Tasks

Each of the Core Capabilities identified for the Wenatchee Police Department has one or more critical tasks that are listed in the following table. These operationally focused critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Critical Task I.D.	Critical Task
Operational Coordination		
Response	1	Mobilize all critical resources and establish command, control, and coordination structures within the affected community, in other coordinating bodies in surrounding communities, and across the Nation, and maintain as needed throughout the duration of an incident.
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.
On-scene Security, Protection, & Law Enforcement		
Response	1	Establish a safe and secure environment in an affected area.
Response	2	Provide and maintain on-scene security and meet the protection needs of the affected population over a geographically dispersed area while eliminating or mitigating the risk of further damage to persons, property, and the environment.

Support Core Capabilities and Critical Tasks

Mission Area	Critical Task I.D.	Critical Task
Public Information and Warning		
Response	1	Inform all affected segments of society of critical lifesaving and life-sustaining information by all means necessary, including accessible tools, to expedite the delivery of emergency services and aid the public to take protective actions.
Response	2	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.



City of Wenatchee Police Department Appendix

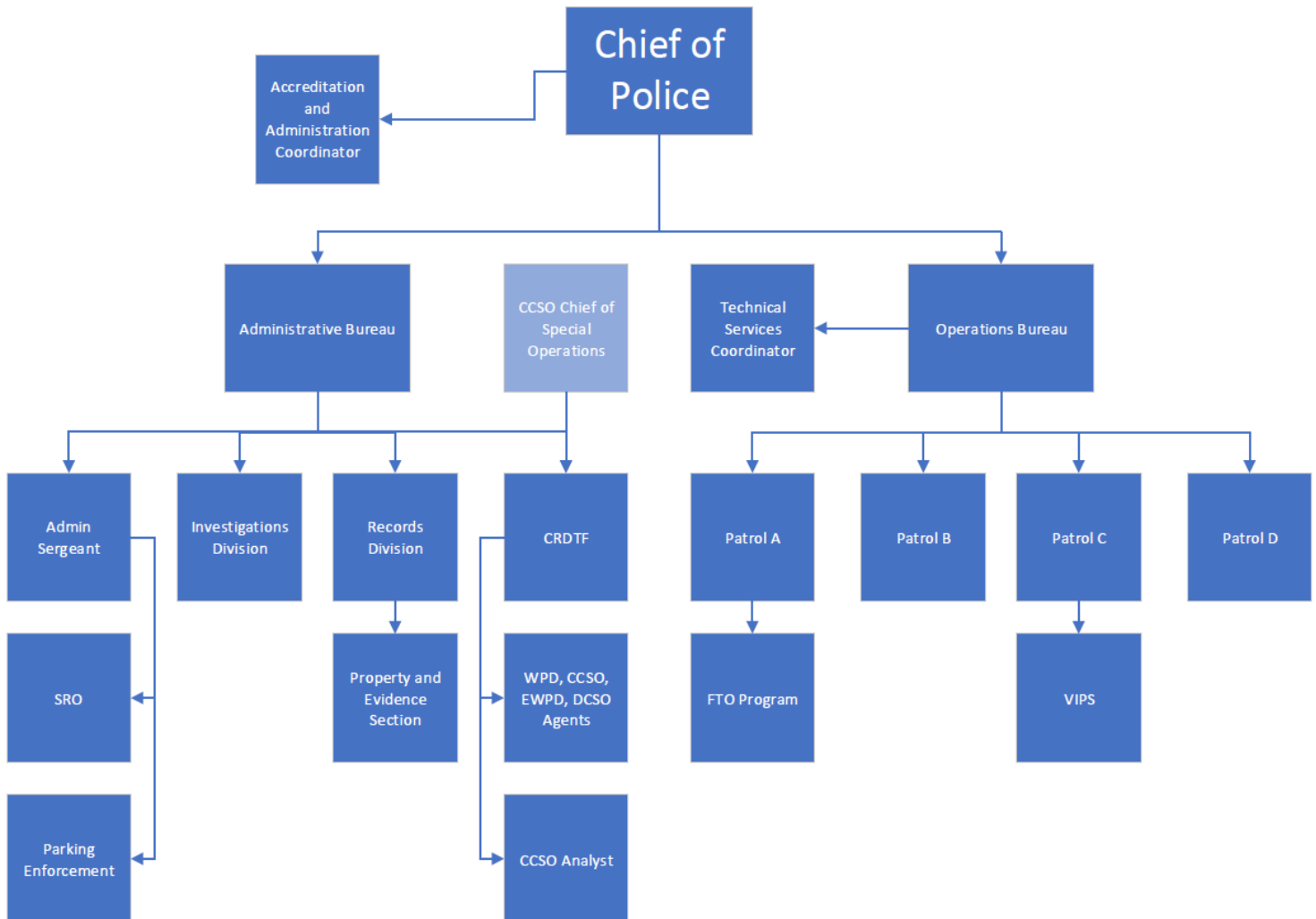
Mission Area	Critical Task I.D.	Critical Task
Critical Transportation		
Response	1	Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors.
Environmental Response / Health and Safety		
Response	2	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.
Fatality Management Services		
Response	1	Establish and maintain operations to recover a significant number of fatalities over a geographically dispersed area.
Response	2	Facilitate care to survivors.
Mass Search & Rescue Operations		
Response	1	Conduct search and rescue operations to locate and rescue persons in distress.
Response	2	Initiate community-based search and rescue support operations across a wide, geographically dispersed area.
Public Health		
Response	2	Complete triage and initial stabilization of casualties, and begin definitive care for those likely to survive their injuries.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.

Organization

The Wenatchee Police Chief is appointed by the City Mayor. The department is authorized 56 paid members, with 45 of the team members serving as sworn police officers. The Police Chief has two Captains that oversee Operations and Administrative Bureaus. Operations includes the department's Patrol Division. Administrative includes the Investigation Division, Special Services Division, and Records Division. Professional Staff fill roles from Accreditation and Administration Coordinator, Technical and Support Services Manager, through Records and Property Specialists, and Parking Enforcement. The department also maintains a volunteer group, VIPS, with approximately 12 members who can assist with community outreach and other support tasks.



Wenatchee Police Department Organizational Chart



Direction, Control, & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

The operations of the emergency management within Chelan County are established by the Inter-local Agreement between the County of Chelan and the Cities of Cashmere, Chelan, Entiat, Leavenworth and Wenatchee.

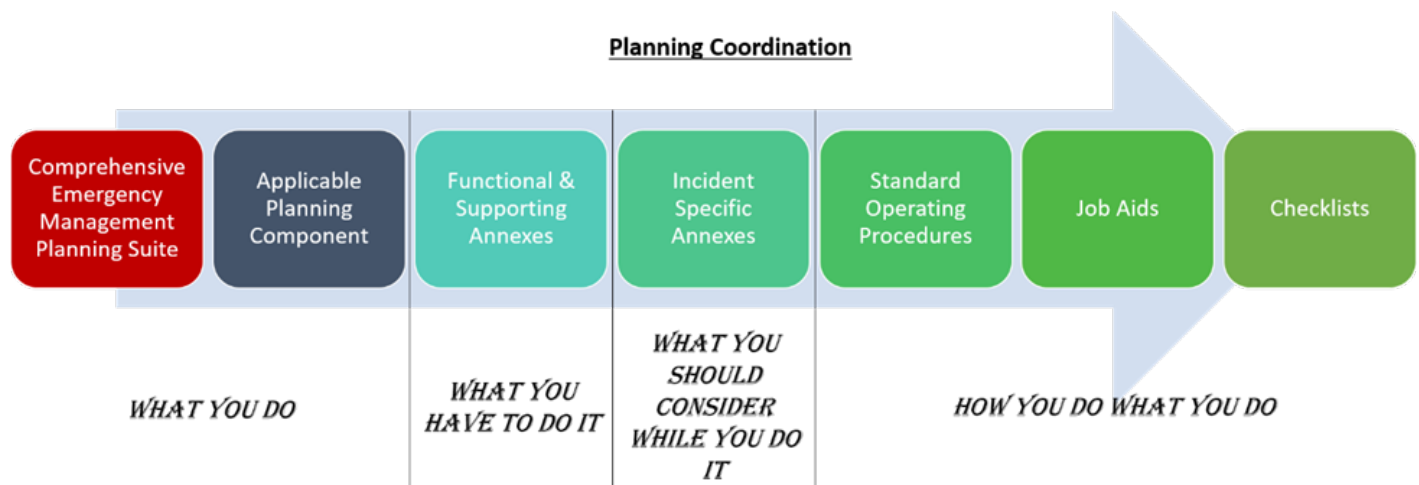


City of Wenatchee Police Department Appendix

All disasters and emergencies begin locally, and local jurisdictions working in collaboration with county and other local public safety agencies to provide initial response. The complexity of emergency response operations during a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.

Local incident commanders lead tactical direction and control activities. Incident Commanders report as specified in their chain of command and request resources through the Chelan County Emergency Operations Center (EOC). When public, private, and mutual aid or inter-local agreement resources from adjacent political subdivisions are exhausted, the county EOC requests assistance from the State Emergency Operations Center (SEOC)

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Emergency Management Annex and Appendices, and the department's operation procedures and guidelines that establish the local tactical direction and control activities.



Horizontal Integration

Wenatchee City Code

The *Wenatchee City Code* is current through Ordinance 2020-10, and legislation passed through February 27, 2020.

Chelan County Natural Hazard Mitigation Plan

The 2019 revision is a comprehensive document that evaluates and identifies natural hazards, potential risks from those hazards, and projects to mitigate for and respond to hazard events.

Chelan / Douglas LEPC Hazardous Materials Emergency Response Plan (December 2018) This plan replaced Emergency Support Function (ESF 10), Oil and Hazardous Materials Response, of the 2014 Chelan County CEMP. The plan establishes the policies and procedures under which the County of Chelan will operate in the event of a hazardous materials incident, oil spill, or other release.



City of Wenatchee Police Department Appendix

Chelan / Douglas Area Emergency Services Mutual Aid Agreement

Based on the provisions of Chapter 39.34 RCW, RCW 35.84.040, and RCW 52.12.111, this mutual aid agreement provides the signature cities, fire districts and other public safety agencies with a mechanism for requesting mutual aid for fire protection, rescue, and other emergency situations.

Vertical Integration

Washington Association of Sheriffs & Police Chiefs (WASPC) – Wenatchee Police Department is an accredited agency. Last accreditation was awarded in 2019 and is up for renewal in 2023.

National Incident Management System (NIMS)

A system mandated by Homeland Security Presidential Directive 5 (HSPD-5) that provides a consistent nationwide approach for domestic disaster incidents.

Information Collection, Analysis, & Dissemination

Information Collection

Monitoring Hazard Information	WA Crime Information Center WA State Fusion Center
Situation Status Information	Potential hazards Current situations – location, impact, extent Other information needed for decision making
Operational Information	Information on incident regarding people property, and status of emergency services Impact assessments: <ul style="list-style-type: none"> • Injuries and fatalities • Critical infrastructure and property threatened, damaged, or lost • Agencies involved and numbers of units on the scene and responding. Threats to responders and to the public
Resource Information	Resource typing and inventory Resource needs, including: Types, Amounts, Locations, Estimated costs Resource availability Resource tracking, reporting, and accountability
Public Information	Alert system notices and other predictive information Information about degrees of threat to the general public, areas to avoid, and similar information. Information on protective measures, such as evacuation routes, shelter-in-place or other lifesaving measures



City of Wenatchee Police Department Appendix

Information Analysis

Monitoring Hazard Information	Credible threats for terrorism activities Public safety risks of potential hazards
Situation Status Information Operational Information	Used to develop situation reports (sit-reps) as an incident progresses.
Operational Information Public Information	To determine alerts and notifications to provide credible and actionable messages to inform emergency services and the public
Resource Information	Analysis of information and planning for anticipated resources to support emergency response and damage assessment and recovery activities.

Information Dissemination

Monitoring Hazard Information	Emergency alerts and forecasting of potential hazards or risk
Situation Status Report (Sit-Rep) Operational Information	Information will be used to brief the Mayor (and Policy Group) and inform all involved city departments and agencies on the situation, initial response, and for planning purposes.
Resource Information	Resource information will be used to identify, inventory, dispatch, mobilize, transport, and demobilize human and material resources to ensure sustained operations.
Public Information	Alert system notices and other predictive information Information about degrees of threat to the general public, areas to avoid, and similar information. Information on protective measures, such as evacuation routes, shelter-in-place or other lifesaving measures



City of Wenatchee Police Department Appendix

Responsibilities

Response is comprised of the coordination and management of resources (including personnel, equipment, and supplies) utilizing the Incident Command System in an all-hazards approach; and measures taken for life/property/environmental safety. The response phase is a reaction to the occurrence of a catastrophic disaster or emergency.

Response	Critical Task I.D.	Activity/Action
Operational Coordination	Command, Control, and Coordination	
	1,2	Conduct all emergency operations utilizing the accepted concepts and principals of the Incident Command System.
Operational Coordination	Allocating and Mobilizing Resources	
	1	Mobilizing appropriate resources required to meet the objectives of the incident
Operational Coordination	Determining Priorities, Objectives, and Strategies	
	1,2	Participate in Unified Command to establish common priorities, objectives, and strategies
Operational Coordination	Ensuring Information Flow	
	1,2	Establishing command and tactical radio frequencies for all incident operations
	1,2	Establish interoperable radio channels when working with other jurisdictions or agencies
	1,2	Maintain a constant flow of information during incident
Operational Coordination	Ensuring Unity of Effort	
	1,2	Establishing or participating in unified command to establish common objectives and coordinate activities
Operational Coordination	Ensuring Continuity of Government and Essential Services	
	2	Assist with activation of continuity of Government and Operations plan.



City of Wenatchee Police Department Appendix

Response	Critical Task I.D.	Activity/Action
Operational Coordination	Establishing a Common Operating Picture	
	1	Provide size-up and impact of on-scene incident threats and information to facilitate a common operation picture.
Operational Coordination	Establishing Lines of Communication	
	1,2	Establish radio communications with Command and other public safety responders to facilitate incident operations.
On-scene Security, Protection, & Law Enforcement	Law Enforcement	
	1,2	Provide law enforcement, security, and protection for people and community involved.
On-scene Security, Protection, & Law Enforcement	Protecting Response Personnel	
	2	Provide on-scene security
	1	Establish a safe and secure environment in affected area.
On-scene Security, Protection, & Law Enforcement	Securing Disaster Areas	
	2	Protect and secure the scene during operations
Critical Transportation	Evacuation	
	1	Provide emergency traffic road blocks and traffic control to assist evacuation efforts
Critical Transportation	Delivery of Response Assets	
	1	Provide emergency traffic road blocks and traffic control to assist emergency response efforts of Fire and EMS to save lives and assist disaster survivors



City of Wenatchee Police Department Appendix

Response	Critical Task I.D.	Activity/Action
Critical Transportation	Transportation Safety and Condition Assessments	
	1	Provide emergency traffic road blocks and traffic control to assist Public Works and DOT efforts to restore traffic safety conditions
Environmental Response/ Health & Safety	Responder Safety	
	1	Provide traffic control and scene security to protect the public and responders
Environmental Response/ Health & Safety	Survivor Safety and Assistance	
	2	Initiate and/or assist with evacuation efforts
Fatality Management	Body Recovery	
	1	Protect and secure the scene during operations
	2	Provide Initial stabilization of disaster scene casualties
Operational Communications	Interoperable Communications Between Responders	
	1	Establish radio communications with Command and other public safety responders to facilitate incident operations.
Operational Communications	Communication Between Responders and the Affected Population	
	1	Initiate and/or assist with communication to the public of life safety information, such as hazardous materials incidents or evacuation information.
Public Health	Triage and Initial Stabilization	
	2	Initiate triage and stabilization of victims during active shooter and other disaster situations
Mass Search & Rescue	Search and Rescue Operations	
	1	Initiate and coordinate search and rescues to locate and/or rescue persons in distress



City of Wenatchee Police Department Appendix

Response	Critical Task I.D.	Activity/Action
Mass Search & Rescue	Community-Based Search and Rescue Support	
	2	Initiate and coordinate community-based search and rescue operations that cover a wide area.
Public Information & Warning	Delivering Actionable Guidance	
	1,2	Assist with providing the community with the most up-to-date information on current hazards and potential secondary hazards. Included with information will be information regarding shelter-in-place guidance, evacuation routes, shelter locations, and assistance services.
Public Information & Warning	Alerts and Warnings	
	1	Assist with providing the community with alert messaging when hazards either immediately threaten or potentially threaten populated areas. Providing this messaging as soon as possible will enable the public to take protective actions and potentially lessen the impact to life safety. This will also allow those community members with Access and Functional Needs additional time to take action.
Public Information & Warning	Culturally and Linguistically Appropriate Messaging	
	2	Disseminate all information in English and Spanish. Also provide interpreters and closed captioning services when messages are relayed and conducted verbally.
Public Information & Warning	Protecting Sensitive Information	
	2	Ensure that community member's names are not used when delivering incident information. The release of this information may affect law enforcement activities or interfere with the family reunification process



City of Wenatchee Police Department Appendix

Response	Critical Task I.D.	Activity/Action
Public Information & Warning	Traditional Communications Mechanisms	
	1	Assist with providing the community with accurate and timely information and warning through a public information officer (PIO). Traditional communication mechanisms include radio and television broad casting media, social media, and press releases. Multi-jurisdictional responses require organized coordination of all jurisdictions and disciplines through the activation of a Joint Information Center (JIC).
Situational Assessment	Analyzing Information	
	1,2	Analyze information to determine credible threats to public safety and protection
Situational Assessment	Assessing Hazard Impacts	
	1,2	Provide size-up and impact of on-scene incident threats and information to facilitate a common operation picture
Situational Assessment	Tracking Response Activities	
	1,2	Track all response activities for disaster response expenses and potential reimbursement

Resource Requirements for EOC Operations

When appropriate, Wenatchee Police Department will assign a representative to the EOC or command post, as the circumstances dictate.

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.



City of Wenatchee Police Department Appendix

References and Supporting Guidance

Wenatchee Police Department Policy Manual
Wenatchee Police Department Supplemental Policy Manual
Wenatchee Police Department Continuity of Operations Plan (COOP)
Wenatchee Police Department Roster
Wenatchee Police Department Volunteers in Police Service Policy



City of Wenatchee Public Works Appendix

Purpose

To ensure effective utilization and coordination of all available public works resources during an emergency or disaster.

To provide public works and engineering support to assist the county in meeting needs related to response and recovery.

To provide demolition of unsafe structures, debris and wreckage clearance, protection and temporary repair of essential facilities and utilities, emergency traffic safety signs, the inspection of bridges and roads for damage or safety problems, and taking actions to keep critical streets and roads open.

Core Capabilities

The Wenatchee Public Works Department is one of the **primary agencies**, having significant authorities, roles, resources to provide the following core capabilities in response to emergency and disaster incidents.

Primary Core Capabilities	
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.

The Wenatchee Public Works Department is also a **support agency**, having specific capabilities or resources that support primary agencies in executing the following core capabilities.

Support Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the Whole Community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.



City of Wenatchee Public Works Appendix

Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

Wenatchee Public Works Department will follow RCW 35 and applicable local ordinances. Wenatchee Public Works provides services based on the City Code.

The Mayor of the City of Wenatchee has the authority to declare an emergency (RCW 35.33.081). Transportation resources, engineering services and support and the movement of passengers or cargo will follow all applicable Laws of the State of Washington and local ordinances.

RCW 38.52.195 provides emergency workers exemption from liability while providing construction, equipment or work.

Situation Overview

During an emergency or disaster, a variety of hazards and disruptions to services could occur. Streets, roads, and bridges could be damaged or destroyed, covered with water, mud or deep snow, or blocked by debris. Signs may be destroyed or not be visible due to the event. Water systems and/or wastewater facilities may be damaged or threatened, storm drains may be damaged or plugged, and many structures may be damaged. Portions of the city may be physically isolated because of the event. Public Works facilities or equipment may be damaged or inaccessible, and some employees may not be able to report for work. Normal communication systems may be damaged or overloaded. There will be a significant need for damage assessment information. Damaged structures may pose a grave safety risk to emergency workers and the public. There could be scattered or large areas affected by power outages, loss of water, or loss of sewage collection and treatment facilities. A limited number of resources will be available at the onset of an emergency or disaster. Local resources will be utilized first but the need for public works and engineering services may exceed resources within the county. If additional resources are needed they will be requested through the State of Washington Military Department, Emergency Management Division or coordinated as part of a Mutual Aid Agreement.

The Chelan County Natural Hazard Mitigation Plan (2019), volume 2, illustrates the natural hazards of the city. The hazard ranking involves an assessment of the likelihood of occurrence for each hazard, along with its potential impacts on people, property, and the economy.



City of Wenatchee Public Works Appendix

Table 6-11. Hazard Risk Ranking

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Wildfire	54	High
2	Severe Weather	45	High
3	Flooding	42	High
4	Earthquake	34	High
5	Landslide	18	Medium
6	Dam Failure	12	Low
7	Drought	6	Low
8	Avalanche	n/a	Low

The 2023 Chelan County Threat and Hazard Identification and Risk Assessment (THIRA/SPR) expands the scope of the 2019 Chelan County Natural Hazard Mitigation Plan by addressing technological hazards and human-caused hazards, as well as natural hazards that may have significant risks and impacts to Chelan County communities.

Due to the unique geography of the City of Wenatchee area, transportation routes and the ability to move the population could be affected by the following hazards disrupting the ability to use roads:

1. Wildfire
2. Flooding
3. Severe weather
4. Earthquake
5. Hazardous Materials incident
6. Terrorism Event

Not only can these, or other hazards, interrupt transportation by damaging the road system, the facilities that house needed equipment could be damaged. The personnel used to provide transportation services may be unavailable due to the hazard, which would also affect the city's transportation abilities. Responders may need transportation to or from a base or staging area. Transportation of cargo may be needed.

Natural hazards, as well as other emergencies and disasters, pandemics or mass fatality emergencies can occur at any time, causing significant loss of life, as well as damage to the infrastructure and loss of essential services. Emergencies, disasters and/or pandemics can impact the ability of essential workers to report to work which can have substantial impact to essential services and the ability to remedy the effects of the disaster.



City of Wenatchee Public Works Appendix

Concept of Operations

The City of Wenatchee has contracted with Chelan County for emergency management services. In the event of a major emergency or disaster, City of Wenatchee Public Works will activate engineering / public works services, and mobilize all necessary equipment and personnel. Activities that Public Works may provide during an emergency or disaster situation are:

1. Damage assessments of critical facilities and roadways
2. Debris clearance from roadway / right-of-ways.
3. Restoration of essential facilities / roadways.
4. Heavy equipment resources.
5. Evacuation route identification/coordination support.
6. Transportation resource coordination.
7. Provide signage equipment/road blocks and other resources as needed (i.e. sand, etc.)

Wenatchee Public Works will provide a representative to the Chelan County EOC, or will maintain direct contact with the EOC. Prioritization, coordination, and support of response and recovery efforts will take place at the EOC. CCEM may provide a Transportation Coordinator to help coordinate transportation activities, such as an evacuation of a large number of people from or within the county. They may also coordinate cargo transportation. The priority of transportation resources will be assigned based on protection of:

1. Life and Safety
2. Property
3. The Environment
4. Economic Vitality

If needs exceed local resources the Chelan County EOC can contact the State of WA Emergency Management Office/EOC for assistance. The federal government may render assistance if needs exceed the capabilities of the county and state, provided the event has received a presidential declaration of disaster.

Some functions of Wenatchee Public Works may include, but are not limited to, the following:

- Delivering Actionable Guidance
- Allocating and Mobilizing Resources
- Determining Priorities, Objectives, and Strategies
- Ensuring Information Flow
- Establishing Lines of Communication
- Water Treatment and Provision
- Sanitation
- Government Facilities
- Infrastructure Site Assessments
- Public Recreation Facilities



City of Wenatchee Public Works Appendix

- Transportation Infrastructure
- Evacuation
- Debris Removal
- Establishing Access
- Delivery of Response Assets
- Transportation Safety and Condition Assessments
- Health and Safety Monitoring and Assessment
- Responder Safety
- Analyzing Information
- Assessing Hazard Impacts

Whole Community Involvement

The “Whole Community” approach attempts to engage the full capacity of the public, including individuals, families, households and communities: private and nonprofit sectors; and local, tribal, state and Federal governments. This includes businesses, faith-based and disability organizations, and the general public including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), and people with Limited English Proficiency (LEP), and culturally diverse populations.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

The City of Wenatchee Public Works Department will address how LEP and AFN will be integrated into all phases of emergency management as applicable to its respective responsibilities. The Department is service oriented, providing equal access to communication assistance and services, and encourages community-based partnerships to address safety issues and public outreach.



City of Wenatchee Public Works Appendix

Primary Core Capabilities and Critical Tasks

Each of the Core Capabilities identified for the Wenatchee Public Works Department has one or more critical tasks that are listed in the following table. These operationally focused critical tasks are defined and pre-assigned to each Core Capability based on Federal guidance documents.

Mission Area	Critical Task I.D.	Critical Task
Infrastructure Systems		
Response	1	Decrease and stabilize immediate infrastructure threats to the affected population, to include survivors in the heavily damaged zone, nearby communities that may be affected by cascading effects, and mass care support facilities and evacuation processing centers with a focus on life-sustainment and congregate care services.
Response	2	Re-establish critical infrastructure within the affected areas to support ongoing emergency response operations, life sustainment, community functionality, and a transition to recovery.
Response	3	Provide for the clearance, removal, and disposal of debris.
Critical Transportation		
Response	1	Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors.
Response	3	Clear debris from any route type (i.e., road, rail, airfield, port facility, waterway) to facilitate response operations.

Support Core Capabilities and Critical Tasks

Mission Area	Critical Task I.D.	Critical Task
Public Information and Warning		
Response	2	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery.
Operational Coordination		
Response	2	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.



City of Wenatchee Public Works Appendix

Mission Area	Critical Task I.D.	Critical Task
Environmental Response/Health & Safety		
Response	1	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.
Response	2	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.
Response	4	Identify, evaluate, and implement measures to prevent and minimize impacts to the environment, natural and cultural resources, and historic properties from all-hazard emergencies and response operations.
Situational Assessment		
Response	1	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.
Response	2	Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.

Organization

The City of Wenatchee Public Works Department is responsible to provide public works and engineering assistance, as resources permit, to meet the needs of their jurisdiction regarding emergencies or disasters.

The Wenatchee Public Works manages four utilities that include the regional water supply, the water distribution, sanitary sewer and storm sewer systems. The City is responsible for the daily management and operation of the regional water supply system. The water distribution, sanitary sewer and storm water utilities are owned and operated solely by the City.

The Wenatchee Public Works Engineering Division is an integral part of keeping the city infrastructure maintained and expanding to meet the growing needs of the Wenatchee Valley. The Engineering Division provides data analysis, logistical planning, cost estimating, and construction inspections for infrastructure projects.



City of Wenatchee Public Works Appendix

The Street Maintenance Division is responsible for maintaining the City's streets, alleys and publicly maintained sidewalks. This maintenance also includes snow removal and ice control on all City streets and along the sections of the state highway that run through the City.

The Facilities Division is the internal support for the city building maintenance and operations.

Wenatchee Public Works will follow their own internal Standard Operating Procedures when responding to an incident. When appropriate, agencies will assign a representative to the EOC or command post, as the circumstances dictate.

Organizational Structure

The City of Wenatchee Public Works organizational structure of various departments and utilities is illustrated in Addendum 1: City of Wenatchee Public Works – Chain of Command Tables.

Direction, Control, & Coordination

The Incident Command System (ICS) is the basis for all direction, control and coordination of emergency response and recovery efforts conducted under this plan. ICS will be used to provide a common organizational structure and framework for multiagency/multi-jurisdiction operations and coordinating emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations.

The operations of the emergency management for the City are established by the Inter-local Agreement between the Chelan County Sheriff's Office Emergency Management and the City of Wenatchee.

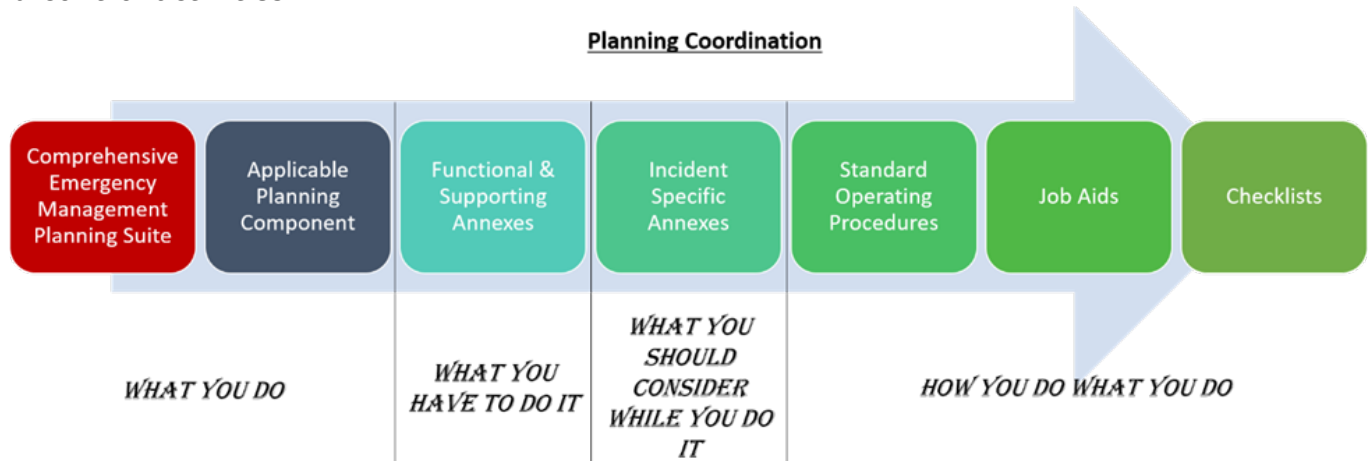
All disasters and emergencies begin locally, and local jurisdictions working in collaboration with county and other local emergency management agencies provide initial response. Direction, control, and coordination of the initial emergency management response activities are provided by local jurisdictions and their emergency management agencies. The complexity of emergency management operations during a disaster or emergency requires that direction, control, and coordination channels are formalized and understood by all involved in the incident.

Local Incident Commanders lead tactical direction and control activities. Incident Commanders report as specified in their chain of command and request resources through the Chelan County Emergency Operations Center (EOC). When public, private, and mutual aid or inter-local agreement resources from adjacent political subdivisions are exhausted, the county EOC requests assistance from the State Emergency Operations Center (SEOC).



City of Wenatchee Public Works Appendix

The following graph illustrates the relationship of the Comprehensive Emergency Management Plan Basic Plan with the Wenatchee Public Works Appendix, and the department’s operation procedures and guidelines that establish the local tactical direction and control activities.



Information Collection, Analysis, & Dissemination

Information Collection

- Gather information of damage assessment to critical facilities, such as government buildings and public safety facilities.
- Gather information of damage assessment to critical facilities such as hospitals, extended care facilities, and mass care shelters.
- Gather as much information regarding road conditions.
- Identify personnel and equipment needed to maintain, repair or clear roadways.
- Gather geographical information and special referencing (GIS).

Information Analysis

Information will be analyzed to assess hazard impacts and determining priorities, objectives, and strategies.

Information Dissemination

Situation status report (Sit-Rep) – Operational information used to brief the Mayor (and Policy Group) and inform all involved city departments and agencies on the situation, initial response, and for planning purposes. (Decision Making Information).

Resource information will be used to identify, inventory, dispatch, mobilize, transport, and demobilize human and material resources to ensure sustained operations.



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The PW department will coordinate, through the EOC, when established, information with law enforcement, WA State Dept. of Transportation, and others as needed regarding what roads are open and if any restrictions apply. PW will disseminate GIS layers as needed.

Coordination with other agency representatives in the EOC regarding debris removal, demolition of unstable structures, emergency stabilization of damaged structures, and other actions to assist with rescue, and protection of lives and property.

All public information and news release information regarding public works and/or building inspectors will be coordinated by the City of Wenatchee Public Works Director.

PW will assist with alert and warning, if requested.

Responsibilities

Preparedness is the development of plans and preparation activities made before an emergency or disaster occurs.

Public Works departments should:

- Maintain current inventories of resources.
- Provide ongoing training to personnel on their roles and responsibilities during emergency operations
- Provide trained personnel and resources for assignment to the EOC, as appropriate.
- Develop SOPs in accordance with state and local regulations and this plan.
- Participate in emergency / disaster exercises and drills to test and update, as needed, written SOPs.

Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters and emergencies. Mitigation involves structural and non-structural measures taken to limit the impact of disasters and emergencies. Structural mitigation actions change the characteristics of buildings or the environment; examples include flood control projects, raising building elevations, and clearing areas around structures. Non-structural mitigation most often entails adopting or changing building codes.

Response is comprised of the coordination and management of resources (including personnel, equipment, and supplies) utilizing the Incident Command System in an all-hazards approach; and measures taken for life/property/environmental safety. The response phase is a reaction to the occurrence of a catastrophic disaster or emergency.

Response	Critical Task I.D.	Activity/Action
Public Information & Warning	Delivering Actionable Guidance	
	1	Assist with alert and warning if requested



City of Wenatchee Public Works Appendix

Response	Critical Task I.D.	Activity/Action
	2	Inform and coordinate with law enforcement, WA State Dept. of Transportation, and others as needed regarding what roads are open and if any restrictions apply
	2	Notify Chelan County EM/EOC and/or fire departments if fire hydrant systems are non-functional.
	1	All public information and news release information regarding public works will be coordinated by the City of Wenatchee Public Information Officer.
Operational Coordination	Allocating and Mobilizing Resources	
	1	Identify personnel and equipment needed to maintain, repair or clear roadways as needed, and dispatch resources to high priority areas.
Operational Coordination	Determining Priorities, Objectives, and Strategies	
	1	Coordinate with other agency representatives in the EOC regarding debris removal, demolition of unstable structures, emergency stabilization of damaged structures, and other actions to assist with rescue, and protection of lives and property. High priority will be given to critical facilities such as hospitals, extended care facilities, and mass care shelters.
Operational Coordination	Ensuring Information Flow	
	2	Public Works representative report to the EOC to provide coordination and prioritization of the PW response activities
Operational Coordination	Establishing Lines of Communication	
	2	Once the EOC is activated, the appropriate lead city public works department head needs to send a representative to the EOC or maintain direct contact with the EOC as requested. The EOC and Public Works representative will establish and maintain lines of communication for the coordination and prioritization of response activities.
Infrastructure Systems	Water Treatment and Provision	
	1	Conduct inspections for damage or disruption of water systems, including wells and pumps, in addition to sewer systems, and/or treatment plants as needed. Initiate backup systems and/or make emergency repairs, as needed



City of Wenatchee Public Works Appendix

Infrastructure Systems	Sanitation	
Response	Critical Task I.D.	Activity/Action
	2	Obtain test water samples to see if there is a possibility of contamination. Coordinate with the health department as needed for inspection and testing of private wells and septic tanks.
Infrastructure Systems	Flood Control	
	2	Conduct inspections flood control systems. Initiate mitigation and emergency repairs, as needed
	2	Take protective measures to protect roads, critical facilities, and other property as needed, such as sandbagging, building dikes, or digging drainage ditches.
Infrastructure Systems	Government Facilities	
	2	Conduct inspections for damage to government facilities and disruption of critical systems. Assist with activation of continuity of Government and Operations plan.
	3	Supervise demolition of structures posing a threat to safety, and removal of debris and wreckage.
	4	Initiate or coordinate for emergency contracting of private resources
Infrastructure Systems	Infrastructure Site Assessments	
	2	Gather as much information regarding road conditions as possible, identify personnel and equipment needed to maintain, repair or clear roadways as needed, and dispatch resources to high priority areas
Infrastructure Systems	Public Recreation Facilities	
	2	Conduct inspections for damage to public recreation facilities and disruption of critical systems facilities to determine structural condition and safety factors that affect public safety.
Infrastructure Systems	Transportation Infrastructure	
	2	Gather as much information regarding road conditions as possible, identify personnel and equipment needed to maintain, repair or clear roadways as needed, and dispatch resources to high priority areas
	4	Initiate or coordinate for emergency contracting of private resources



City of Wenatchee Public Works Appendix

Response	Critical Task I.D.	Activity/Action
	2	<p>Vital infrastructure - The following is a list of roads, bridges, and transportation points that if damaged, could affect transportation within the city or county. All agencies should be aware of these and develop procedures to keep transportation operating in the event that one or more of these are impassable. Copies of these procedures should be provided to Chelan County Emergency Management for storage at the EOC.</p> <ul style="list-style-type: none"> a. Wenatchee River bridge b. Burlington Northern main line
Critical Transportation	Evacuation	
	1	<p>Transportation to move a large number of persons from or within the county will be coordinated by a Transportation Coordinator working out of the EOC. Transportation providers may include LINK, school buses and other public and private transportation resources. If buses are needed to transport large numbers of people from, or within, the cities of Chelan County, transportation providers may be called. Providers will be selected based upon their capability and availability to the emergency. Potential passenger transportation providers are: LINK Transit, public school buses, and commercial services such as taxis or buses.</p>
	1	<p>Evacuation cannot be realistically predetermined within the City. Evacuation must be dealt with on a case-by-case basis. However, local law enforcement and public works departments should work together, prior to an incident, to deal with potential problems of traffic routing and communications during an incident that requires evacuation.</p>
	1	<p>Provide signage equipment/road blocks and other resources as needed</p>
	1	<p>Provide evacuation route identification/coordination support</p>
Critical Transportation	Debris Removal	
	3	<p>To provide emergency debris clearance from roadway / right-of-ways and other infrastructure</p>
	3	<p>Initiate or coordinate for emergency contracting of private resources.</p>



City of Wenatchee Public Works Appendix

Response	Critical Task I.D.	Activity/Action
Critical Transportation	Establishing Access	
	1	Determine which streets and roads within their jurisdiction are unusable and report this information to the Chelan County EOC.
	1	Block off streets and roads and establish detours as appropriate
Critical Transportation	Delivery of Response Assets	
	2	The Transportation Coordinator in the EOC will coordinate cargo transportation. Cargo transportation providers may include city and county public works departments and other public and private transportation providers.
Critical Transportation	Transportation Safety and Condition Assessments	
	2	In the event of a severe disaster damaging ground transportation systems in the city, an immediate survey of the county and state highway system will be undertaken by law enforcement agencies and highway/road maintenance supervisors. Estimates of traffic capabilities, highways available for use, and route closures will be made available to Chelan County Emergency Management for public information purposes as soon as possible.
Environmental Response/Health & Safety	Health and Safety Monitoring and Assessment	
	1	The City will obtain emergency environmental permits, and legal authority will be granted for emergency actions to protect life and property.
Situational Assessment	Analyzing Information	
	1	PWs, in coordination with emergency management, will determine and develop priorities, objectives, and strategies
Situational Assessment	Assessing Hazard Impacts	
	2	All available resources of public works, local public safety and support organizations will be mobilized to assess hazard impacts on critical facilities and roadways.



City of Wenatchee Public Works Appendix

Recovery consists of those activities that continue beyond the emergency period to restore critical infrastructure and community functions and begin to manage stabilization efforts. The recovery phase begins immediately after the threat to human life has subsided. The goal of the recovery phase is to bring the affected area back to some degree of normalcy.

Resource Requirements for EOC Operations

When appropriate, Wenatchee PW will assign a representative to the EOC or command post, as the circumstances dictate.

The Chelan County EOC is located at 1300 Fifth Street, Wenatchee, on the Wenatchee Valley College Campus (**The EOC is located in Mish ee Twie Hall Building # 1100**). If the EOC is unable to operate from its primary facility an alternate will be designated based on the situation.

All department and agency representatives invited to participate in EOC operations should be reminded to provide their own laptop computers, cell phones, and any references and supporting guidance (useful plans, maps, or checklists) needed for EOC operations.

References and Supporting Guidance

RCW 43.19.450 Supervisor of Engineering and Architecture
RCW 38.52.195 Emergency workers exemption from liability



ADDENDUM 1

City of Wenatchee Public Works – Chain of Command Tables Engineering Department

Employee	Title/Function	Responsibilities during Emergency	Office Phone #
Rob Jammerman	Public Works Director	Head of department and lead person. Inform Mayor of incident as necessary and keep him apprised of situation.	(509) 888-3205
Jake Lewing	City Engineer	Provide information to Director, assist Engineering Services Manager and give direction as needed.	(509) 888-3221
Jacob Huylar	Engineering Services Manager	Assess situation, provide information to City Engineer and PW Director. Assemble staff as needed and give direction.	(509) 888-3224
Jeremy Hoover	Senior Engineer Utilities		(509) 888-3212
Charlotte Mitchell	Project Engineer		(509) 888-3666
Ryan Harmon	Project Engineer		(509) 888-3213
Donald Nelson	Project Engineer		(509) 888-3255
Zachary Horton	Project Engineer		(509) 888-3207
Natalie Thresher	Financial Analyst		(509) 888-3296
Emma Honeycutt	Transportation Planning & Development Engineering Manager		(509) 888-3667
Thomas Stanford	Staff Engineer – Development		(509) 888-3203
Jacob Busse	Staff Engineer – Development		(509) 888-3668
Antonio Barragan	Development Engineering Coordinator		(509) 888-3210
Nathan Warden	Engineering Tech		(509) 888-3214

Environmental Department

Employee	Title/Function	Responsibilities during Emergency	Office Phone #
Rob Jammerman	Public Works Director	Head of department and lead person. Inform Mayor of incident as necessary and keep him apprised of situation.	(509) 888-3205
Jessica Shaw	Public Works Operations Manager	Receives call, assess situation, informs UM, UAM, PWD and calls employees if necessary and other environmental agencies.	(509) 888-3225
Terry O'Keefe	Utilities Assistant Manager	Assists Storm/Sewer Collections Supervisor. Keeps UM and PW Director informed.	(509) 888-3230
Justin Smith	Cross-Connection Control Specialist		(509) 888-3227
Kelsey Grover	Stormwater Technician		(509) 888-3273
Jennifer Rayson	Water Quality Special		(509) 888-3229



GIS Department

Employee	Title/Function	Responsibilities during Emergency	Office Phone #
Rob Jammerman	Public Works Director	Head of department and lead person. Inform Mayor of incident as necessary and keep him apprised of situation.	(509) 888-3205
Matt Collins	GIS Manager	Provide information to Director. Assist all departments needing GIS information and keep PW Director apprised of situation.	(509) 888-3237
Dillon Swasey	GIS Technician		(509) 888-3661
Jovanna Zamora	GIS Technician		(509) 888-3660
Paula Salter	Asset Management Coordinator		(509) 888-3228

Regional Water Department

Employee	Title/Function	Responsibilities during Emergency	Office Phone #
Rob Jammerman	Public Works Director	Head of department and lead person. Inform Mayor of incident as necessary and keep him apprised of situation.	(509) 888-3205
Jessica Shaw	Deputy Director.	Receives call, assess situation, informs UM, UAM, PWD and calls employees if necessary and other environmental agencies.	(509) 888-3225
Terry O'Keefe	Utilities Assistant Manager	Assists Regional Water Operator - Sr. Keeps UM and PW Director informed.	(509) 888-3230
Dennis Smith	Regional Water Operator		
Brian Jones	Utility Worker – Water		

Storm/Sewer Collections Department

Employee	Title/Function	Responsibilities during Emergency	Office Phone #
Rob Jammerman	Public Works Director	Head of department and lead person. Inform Mayor of incident as necessary and keep him apprised of situation.	(509) 888-3205
Jessica Shaw	Deputy Director	Receives call, assess situation, informs UM, UAM, PWD and calls employees if necessary and other environmental agencies.	(509) 888-3225
Adam Nealy	Storm/Sewer Collections Supervisor	Receives call, assess situation, informs UM, UAM, PWD and calls employees if necessary. Notifies environmental agencies if necessary.	(509) 888-3291
Terry O'Keefe	Utilities Assistant Manager	Assists Storm/Sewer Collections Supervisor. Keeps UM and PW Director informed.	(509) 888-3230
Cande Amante	Utility Worker – Storm/Sewer Collections		(509) 888-3291
Barry Clements	Utility Worker – Storm/Sewer Collections		(509) 888-3291
Andy Gill	Utility Worker – Storm/Sewer Collections		(509) 888-3291
Josh Manning	Utility Worker – Storm/Sewer Collections		(509) 888-3291



WWTP Department

Employee	Title/Function	Responsibilities during Emergency	Office Phone #
Rob Jammerman	Public Works Director	Head of department and lead person. Inform Mayor of incident as necessary and keep him apprised of situation.	(509) 888-3205
Jessica Shaw	Deputy Director	Receives call, assess situation, informs UM, UAM, PWD and calls employees if necessary and other environmental agencies.	(509) 888-3225
Mike Hodgson	Wastewater Supervisor	Receives call, assess situation, informs UM, UAM, PWD and calls employees if necessary. Notifies environmental agencies if necessary.	(509) 888-3238
Terry O'Keefe	Utilities Assistant Manager	Assists Storm/Sewer Collections Supervisor. Keeps UM and PW Director informed.	(509) 888-3230
Chad Noah	WWTP Operator		(509) 888-3241
Travis Clark	WWTP Operator		(509) 888-3241
Martin Thacker	WWTP Operator		(509) 888-3241
Brent Corbaley	WWTP Operator		(509) 888-3241
Trent Osborn	Pretreatment Technician		(509) 888-3670
Josh Musgrove	WWTP Maintenance Tech		(509) 888-3242
Victor Lemus	WWTP Lab Tech		(509) 888-3239

Traffic Department

Employee	Title/Function	Responsibilities during Emergency	Office Phone #
Rob Jammerman	Public Works Director	Head of department and lead person. Inform Mayor of incident as necessary and keep him apprised of situation.	(509) 888-3205
Jake Lewing	City Engineer	Provide information to Director, assist Engineering Services Manager and give direction as needed.	(509) 888-3221
Josh Winn	Traffic & Lighting Technician-Senior	Assess situation, call other technician out as needed. Advise PW Director and City Engineer of plan of action	(509) 888-3222
Nikk Johnson	Traffic & Lighting Technician	Assist Senior Technician	(509) 888-3222



Water Department

Employee	Title/Function	Responsibilities during Emergency	Office Phone #
Rob Jammeman	Public Works Director	Head of department and lead person. Inform Mayor of incident as necessary and keep him apprised of situation.	(509) 888-3205
Jessica Shaw	Deputy Director	Receives call, assess situation, informs UM, UAM, PWD and calls employees if necessary and other environmental agencies.	(509) 888-3225
Terry O'Keefe	Utilities Assistant Manager	Assists WDS with assembling of crew, needed equipment, parts, etc. Keeps UM and PW Director informed.	(509) 888-3230
Will Weems	Water Distribution Supervisor	Receives initial call, determines plan of action, calls UM, UAM and puts crew into action.	(509) 888-3233
Josh Manning	Utility Worker – Water		(509) 888-3274
Jerry Craddock	Water Service Specialist		(509) 888-3232
Brian Jones	Utility Worker – Water		(509) 888-3274
Andy O'Kelley	Utility Worker – Water		(509) 888-3274
Mike Jones	Utility Worker - Water		(509) 888-3274
Nick Pell	Utility Worker – Water		(509) 888-3274
Brian Smiddy	Utility Worker – Water		(509) 888-3274
Kevin Countryman	Utility Worker – Water		(509) 888-3274

Street Department

Employee	Title/Function	Responsibilities during Emergency	Office Phone #
Rob Jammeman	Public Works Director	Head of department and lead person. Inform Mayor of incident as necessary and keep him apprised of situation.	(509) 888-3205
Aaron Kelly	Public Works Operations Manager	Provide information to Director, assist Street Supervisor and give direction as needed.	(509) 888-3290
Andy Greer	Street Supervisor	Assess situation, call leadworker to get team on the ground. Advise PW Director and PW Operations Supervisor of plan of action.	(509) 888-3245
Jason Erickson	Maintenance Worker II – Streets – Leadworker	Call Street crew members in to action.	(509) 888-3245
Erick Bradford	Maintenance Worker II – Streets		(509) 888-3245
Pablo Chavolla	Maintenance Worker II – Streets		(509) 888-3245
Todd Davis	Maintenance Worker II – Streets		(509) 888-3245
Jaime Ontiberos	Maintenance Worker II – Streets		(509) 888-3245
Billy Hale	Maintenance Worker II – Streets		(509) 888-3245
Lukas Lee	Maintenance Worker II – Streets		(509) 888-3245
Flint Neely	Maintenance Worker II – Streets		(509) 888-3245
Bill Schneider	Maintenance Worker II – Streets		(509) 888-3245
Steve Donithan	Maintenance Worker II – Streets		(509) 888-3245