EMERGENCY SERVICES POLICY BOARD

Agenda

Monday, March 16, 2015
2:00 PM

651 Pine Street, Room 101, Martinez CA 94553

Chair David J. Twa, County Administrator
Vice Chair David O. Livingston, Sheriff-Coroner

Agenda Items:

Items may be taken out of order based on the business of the day and preference of the Committee

1. Call to Order
2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to three minutes).
3. RECEIVE report on future Emergency Services Policy Board meeting plans. **(Bani Kollo, Committee Staff)**
4. RECEIVE report reviewing calendar year 2014 Office of Emergency Services (OES) operations. **(Rick Kovar, OES Manager)**
5. CONSIDER approving the revised Emergency Operations Plan and recommending that the plan be submitted to the Board of Supervisors' Public Protection Committee for review, recommendation, and subsequent adoption by the Board of Supervisors pursuant to County Ordinance Code section 42-2.1004. **(Rick Kovar, Marcelle Indelicato and Ken Binkley, OES Staff)**
6. RECEIVE report on calendar year 2015 Training Plan for the Office of Emergency Services. **(Rick Kovar, OES Manager)**
7. Adjourn

The Emergency Service Policy Board will provide reasonable accommodations for persons with disabilities planning to attend Emergency Service Policy Board meetings. Contact the staff person listed below at least 72 hours before the meeting.

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Emergency Service Policy Board less than 96 hours prior to that meeting are available for public inspection at 651 Pine Street, 10th floor, during normal business hours.

Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.

For Additional Information Contact:
Captain Bani Kollo, Committee Staff
Phone (925) 313-9610, Fax (925) 646-1120
BKoll@so.cccounty.us

Acronyms, Abbreviations, and other Terms (in alphabetical order):

Contra Costa County has a policy of making limited use of acronyms, abbreviations, and industry-specific language in its Board of Supervisors meetings and written materials. Following is a list of commonly used language that may appear in oral presentations and written materials associated with Board meetings:

AB	Assembly Bill
ABAG	Association of Bay Area Governments
ACA	Assembly Constitutional Amendment
ADA	Americans with Disabilities Act of 1990
AFSCME	American Federation of State County and Municipal Employees
AICP	American Institute of Certified Planners
AIDS	Acquired Immunodeficiency Syndrome
ALUC	Airport Land Use Commission
AOD	Alcohol and Other Drugs
BAAQMD	Bay Area Air Quality Management District
BART	Bay Area Rapid Transit District
BCDC	Bay Conservation & Development Commission
BGO	Better Government Ordinance
BOS	Board of Supervisors
CALTRANS	California Department of Transportation
CalWIN	California Works Information Network
CalWORKS	California Work Opportunity and Responsibility to Kids
CAER	Community Awareness Emergency Response
CAO	County Administrative Officer or Office
CCHP	Contra Costa Health Plan
CCTA	Contra Costa Transportation Authority
CDBG	Community Development Block Grant
CEQA	California Environmental Quality Act
CIO	Chief Information Officer
COLA	Cost of living adjustment
ConFire	Contra Costa Consolidated Fire District
CPA	Certified Public Accountant
CPI	Consumer Price Index
CSA	County Service Area
CSAC	California State Association of Counties
CTC	California Transportation Commission
dba	doing business as
EBMUD	East Bay Municipal Utility District
EIR	Environmental Impact Report
EIS	Environmental Impact Statement
EMCC	Emergency Medical Care Committee
EMS	Emergency Medical Services
EPSDT	State Early Periodic Screening, Diagnosis and treatment Program (Mental Health)
et al.	et ali (and others)
FAA	Federal Aviation Administration
FEMA	Federal Emergency Management Agency
F&HS	Family and Human Services Committee
First 5	First Five Children and Families Commission (Proposition 10)
FTE	Full Time Equivalent
FY	Fiscal Year
GHAD	Geologic Hazard Abatement District
GIS	Geographic Information System
HCD	(State Dept of) Housing & Community Development
HHS	Department of Health and Human Services
HIPAA	Health Insurance Portability and Accountability Act
HIV	Human Immunodeficiency Syndrome
HOV	High Occupancy Vehicle
HR	Human Resources
HUD	United States Department of Housing and Urban Development
Inc.	Incorporated
IOC	Internal Operations Committee
ISO	Industrial Safety Ordinance
JPA	Joint (exercise of) Powers Authority or Agreement
Lamorinda	Lafayette-Moraga-Orinda Area
LAFCo	Local Agency Formation Commission
LLC	Limited Liability Company
LLP	Limited Liability Partnership
Local 1	Public Employees Union Local 1
LVN	Licensed Vocational Nurse
MAC	Municipal Advisory Council
MBE	Minority Business Enterprise
M.D.	Medical Doctor
M.F.T.	Marriage and Family Therapist
MIS	Management Information System
MOE	Maintenance of Effort
MOU	Memorandum of Understanding
MTC	Metropolitan Transportation Commission
NACo	National Association of Counties
OB-GYN	Obstetrics and Gynecology
O.D.	Doctor of Optometry
OES-EOC	Office of Emergency Services-Emergency Operations Center
OSHA	Occupational Safety and Health Administration
Psy.D.	Doctor of Psychology
RDA	Redevelopment Agency
RFI	Request For Information
RFP	Request For Proposal
RFQ	Request For Qualifications
RN	Registered Nurse
SB	Senate Bill
SBE	Small Business Enterprise
SWAT	Southwest Area Transportation Committee
TRANSPAC	Transportation Partnership & Cooperation (Central)
TRANSPLAN	Transportation Planning Committee (East County)
TRE or TTE	Trustee
TWIC	Transportation, Water and Infrastructure Committee
VA	Department of Veterans Affairs
vs.	versus (against)
WAN	Wide Area Network
WBE	Women Business Enterprise
WCCTAC	West Contra Costa Transportation Advisory Committee

Draft Version III

Contra Costa County

Emergency Operations Plan

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Approval Date: XXXXXX

To: Community of Contra Costa County

The preservation of life, property and the environment is an inherent responsibility of local, state, and federal government. Contra Costa County, in cooperation with the cities, towns, special districts and partners in the county have prepared this emergency operations plan to ensure the most effective response to emergencies.

This plan establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for the coordination of planning efforts of the various emergency staff and service elements utilizing the California Standardized Emergency Management System (SEMS).

The Contra Costa County Board of Supervisors gives its full support to this plan and urges all officials, employees and the residents, individually and collectively, to do their share in the total emergency effort of Contra Costa County. The Resolution adopting this plan supersedes prior plans.

Contra Costa County recognizes the work by the many individuals and organizations that collaborated to revise the Contra Costa County Emergency Operations Plan. Through the coordinated efforts, this plan provides the framework for the best possible management of emergencies and assistance to the residents of Contra Costa County when disaster strikes.

Chair, Board of Supervisors

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Approval and Implementation

The Contra Costa County Emergency Operations Plan ("Plan") will take effect upon adoption by the Contra Costa County Board of Supervisors. The Plan will be officially adopted and promulgated. The plan will be distributed to those county departments, supporting agencies and community organizations having assigned primary functions or responsibilities within Emergency Operations.

Emergency Operations Center (EOC) Plan Activation
The Contra Costa County Emergency Operations Plan may be activated by the Administrator of Emergency Services, (CAO) in collaboration with the Director of OES or their designated alternates under any of the following circumstances:

- Upon proclamation by the Governor that a STATE OF EMERGENCY exists in an area of the state.
- Automatically on the proclamation of a STATE OF WAR EMERGENCY as defined in the California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code.)
- Upon declaration by the President, of the existence of a National Emergency.
- Any Emergency Operations Center (EOC) response or exercise where it would be beneficial to use the plan

Plan Development and Maintenance

The County Administrator is the administrator of emergency services, and in charge of the county's emergency operations center (County Ord. Code, § 42-2.602.) The administrator of emergency services assumes the ultimate responsibility and authority for directing the Contra Costa Operational Area's emergency management organization (including emergency response and recovery). The administrator of emergency services is responsible for implementing the Plan. The administrator of emergency services is also director of the County Emergency Operations Center.

The administrator of emergency services is supported by the Contra Costa County Sheriff's Office of Emergency Services which has overall responsibility for the following:

- Developing response and recovery plans for the unincorporated areas of the County
- Organizing, staffing and operating the County Emergency Operations Center
- Operating communications and warning systems
- Providing information and guidance to the public and elected officials

- Maintaining information on the status of resources, services, and operations
- Directing overall EOC activities
- Obtaining support for the Contra Costa County Operational Area and providing support to other jurisdictions as needed
- Identifying and analyzing potential hazards and recommending appropriate counter-measures
- Collecting, evaluating and disseminating damage assessment and other essential information

Emergency Services Policy Board

The Contra Costa Emergency Services Policy Board (ESPB) functions as the Contra Costa County Disaster Council (County Ord. Code, § 42-2.404, subd. (b).) The ESPB is an advisory body providing assistance and advice to the County Administrator and as appropriate to the director of emergency services on emergency preparedness planning efforts and the coordination of such planning efforts throughout the county. The ESPB reviews and makes recommendations on emergency and mutual aid plans and agreements and such ordinances, resolutions and regulations as are necessary to implement those plans and agreements.

The County Administrator is the chair and the Sheriff serves as the vice-chair of the ESPB. (County Ord. Code, § 42-2.402.)

42.2-2.406 – Operational area council – Purposes, duties, meetings.
(a) Purpose. The operational area council is created as an advisory council to the emergency services policy board. The operational area council consists of emergency managers from incorporated cities, special districts, key utilities and businesses and staff of the sheriff's office, office of emergency services.
(b) Duties. The operational area council discusses and considers countywide emergency management areas and issues and makes recommendations thereon to the emergency services policy board through the office of emergency services.
(c) Meetings. The operational area council meets quarterly when a date and time are fixed by the emergency services director or otherwise as requested by any member agencies.

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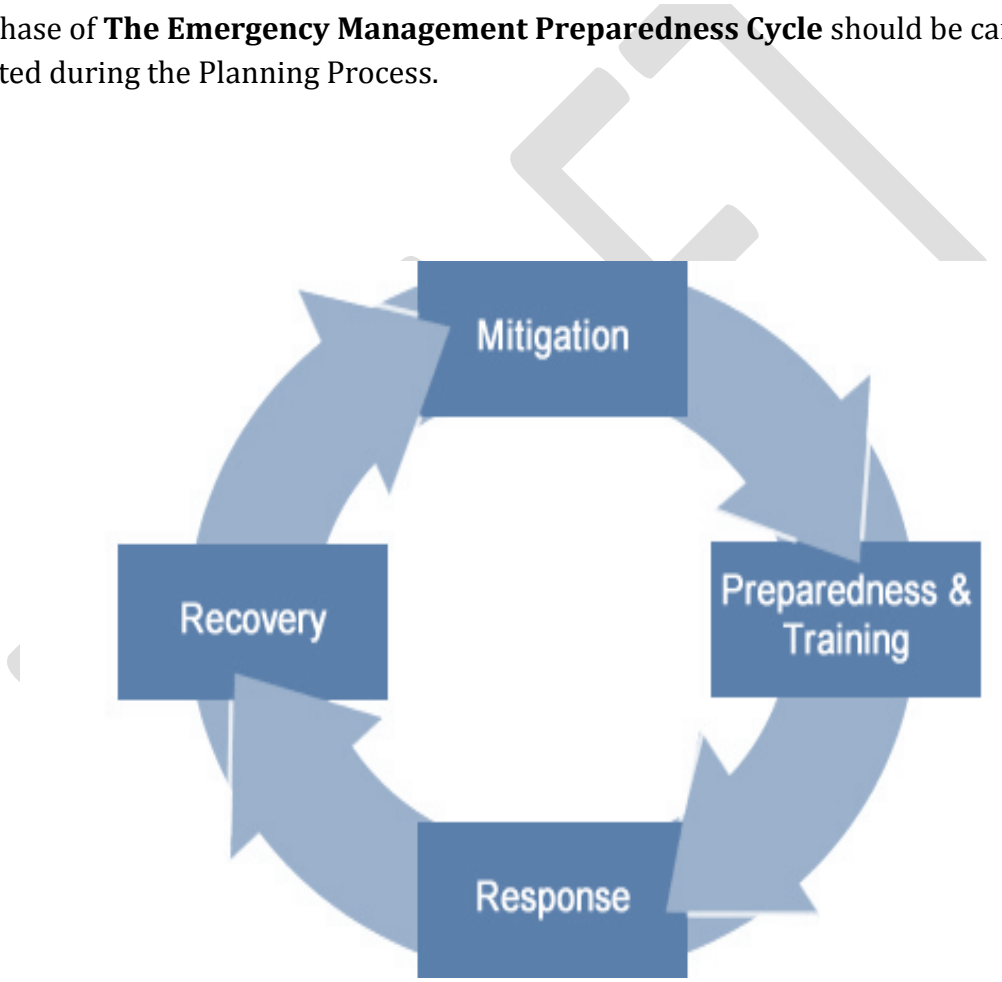
Steps in the Planning Process

The planning process below is flexible and adaptable. Considerations should be made at each step of the planning process regarding; training, exercises, equipment and other requirements within the jurisdiction.

Each phase of **The Emergency Management Preparedness Cycle** should be carefully evaluated during the Planning Process.



The Four Phases of Emergency Management and Personal Preparedness	
Mitigation Preventing future emergencies or minimizing their effects	• Includes any activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. • Buying flood and fire insurance for your home is personal mitigation activity. • Mitigation activities take place **before** and **after** emergencies.
Preparedness and Training Preparing to handle an emergency	• Includes plans or preparations made to save lives and to help response and rescue operations. • Stocking food and water are both examples of personal preparedness. • Preparedness activities take place **before** an emergency occurs.
Response Responding safely to an emergency	• Includes actions taken to save lives and prevent further property damage in an emergency situation. Response is putting your preparedness plans into action. • Seeking shelter from severe weather or assessing your home in an earthquake are both personal response activities. • Response activities take place **during** an emergency.
Recovery Recovering from an emergency	• Includes actions taken to return to a normal or an even safer situation following an emergency. • Applying for financial assistance to help pay for repairs is a personal recovery activity. • Recovery activities take place **after** an emergency.

Quick Facts - Contra Costa County

History

Contra Costa County was founded in 1850 as one of the original 27 counties of California. It is one of nine counties in the San Francisco Bay Area, and is the ninth most populous county in California.

Population

According to the U.S. Census, as of 2013 Contra Costa County has 1,094,205 residents, of which more than 60 percent are between the ages of 18 and 65. Most of the county's population is located along the urban corridors of state highways 4 and 24 and interstates 80 and 680.

Local Setting

Contra Costa County encompasses a total of 804 square miles, of which 716 are land and 88 are water. Contra Costa County's physical geography is dominated by the bayside plain and the Oakland and Berkeley hills in the west and by agricultural land and the Delta waterways in the east. In between are several inland valleys and Mt. Diablo, which at 3,849 feet is the most notable natural landmark in the central county area.

Many areas of Contra Costa County are connected to neighboring communities by bridges; the Richmond/San Rafael Bridge in the northwest, the Carquinez Bridge in the north, the Antioch Bridge in the northeast and the Middle River Bridge in the east. The Caldecott Tunnel in the west is another major transportation connector to neighboring communities.

Industry

Due to their waterfront locations, northern and northwestern portions of Contra Costa County form an industrial corridor. Its businesses include Chevron in Richmond, Phillips 66 in Rodeo, Shell and Tesoro Golden Eagle in Martinez, and Dow Chemical and USS Posco in Pittsburg.

From vineyards to livestock, East County has a significant agricultural presence in the commercial life of the county.

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Communities

Martinez is the county seat, and is located in the northern central portion of the county. Martinez is also home to Contra Costa Regional Medical Center. There are *18 additional* incorporated jurisdictions in Contra Costa County, including:

Antioch	**Brentwood**	**Clayton**
Concord	**Danville**	**El Cerrito**
Hercules	**Lafayette**	**Moraga**
Oakley	**Orinda**	**Pinole**
Pittsburg	**Pleasant Hill**	**Richmond**
San Pablo	**San Ramon**	**Walnut Creek**

For more information, see the county website, www.co.contra-costa.ca.us

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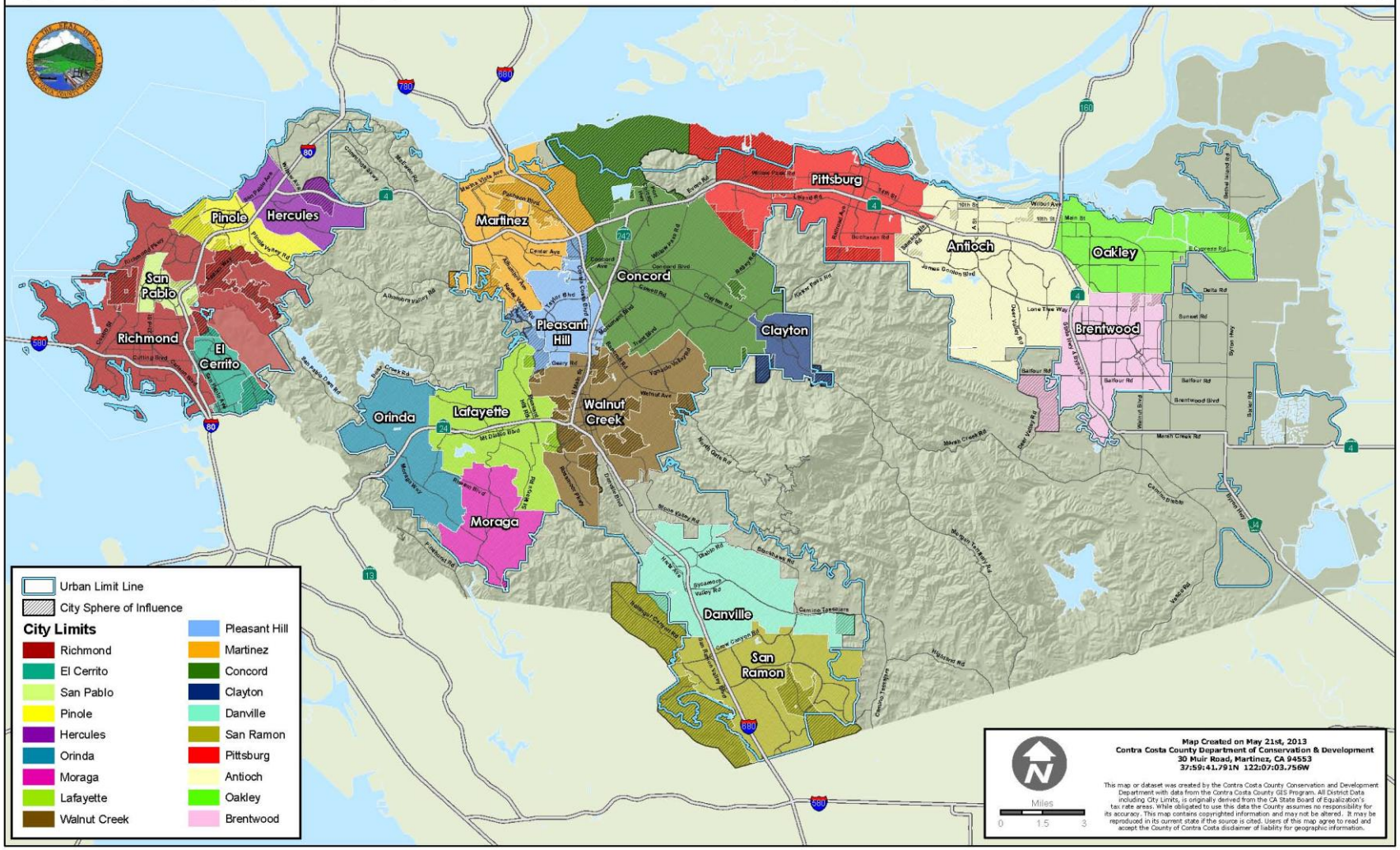
Contra Costa LAFCO

Cities and City Spheres of Influence in Contra Costa County



Section I – Purpose and Scope

1.0 Purpose

The purpose of the Plan is to provide the basis for a coordinated response before, during and after an emergency affecting Contra Costa County.

- Facilitate multi-jurisdictional and interagency coordination in emergency operations, particularly between local government, private sector, operational area (geographic county boundary), State response levels and appropriate Federal agencies.
- Serve as a County plan, a reference document, and when possible, may be used for pre-emergency planning in addition to emergency operations.
- To be utilized in coordination with applicable local, State and Federal contingency plans.
- Identify the components of an Emergency Management Organization (EMO) and establish associated protocols required to effectively respond to, manage and recover from major emergencies and/or disasters.
- Establish the operational concepts and procedures associated with field response to emergencies and EOC activities.
- Establish the organizational framework of the California Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) within Contra Costa County.

1.1 Scope

This Plan applies to all emergencies in unincorporated areas of Contra Costa County and which generates situations requiring planned, coordinated responses. This Plan also applies to emergencies that occur within incorporated areas, to the extent that those emergencies require multi-agency coordination at the operational area level.

Other Plans and Standard Operating Procedures
County departments and local jurisdictions are responsible for preparing and maintaining departmental response plans and standard operating procedures (SOPs). These plans and SOPs may include items such as: resource lists and checklists along with detailed assignment responsibilities.

1.2 Hazard Analysis Summary

Contra Costa County is vulnerable to a wide range of threats. An all-hazards threat perspective will incorporate a complete range of threats including emerging technological factors. It is important to consider past events for future planning, with attention to the location, scope of hazards and how they can change over time. Below are resources used to identify, asses, and track hazards in Contra Costa County:

- Digital Sandbox, a secured computer based software program that provides threat and risk analysis as well as monitoring. Digital Sandbox is used to quantify and monitor risks from natural and human caused threats, and to direct resources based on threat and risk priorities.

- THIRA, The Threat and Hazard Identification and Risk Assessment is a tool that allows a jurisdiction to understand its threats and hazards and how the impacts may vary according to time of occurrence, season, location, and other community factors. This knowledge helps a jurisdiction establish informed and defensible capability targets.

Natural	Technological and Structural	Biological	Human Caused
• Earthquakes • Funnel Cloud/Tornados • Severe Wind • Hurricanes • Floods • Extreme Temperatures • Landslides • Tsunamis • Volcanic Eruptions • Severe Weather	• Explosions or release of toxins from industrial plants • Accidental release of hazardous materials • Hazardous materials release from major highways or rails • Radiological release • Dam failure • Power failure • Water failure	• Infectious diseases, such as pandemic influenza, drug resistant tuberculosis and meningitis • Contaminated food outbreaks, including salmonella, botulism, and E. coli • Toxic materials present in school laboratories	• Fire • Active shooters • Criminal threats or actions • Civil unrest • Bomb threats • Terrorist Acts • Cyber attacks

The chart below indicates the top seven natural hazards that have been identified in Contra Costa County's Local Hazard Mitigation Plan (LHMP). The LHMP primarily uses data from HAZUS, a nationally applicable standardized methodology utilized by the Federal Emergency Management Agency (FEMA). HAZUS contains models for estimating potential losses from earthquakes and other specified disasters data which is FEMA's Methodology for estimating potential losses from disasters.

Natural Hazards Risk Ranking		
Hazard Ranking	**Hazard Event**	**Category**
1	Earthquake	High
2	Severe Weather	High
3	Landslide	Medium
4	Flood	Medium
5	Wildfire	Medium
6	Drought	Low
7	Dam Failure	Low

Earthquake

Earthquakes are unpredictable. They vary greatly in size and intensity, and can cause devastation. Although infrequent, major earthquakes have accounted for and continue to have the greatest potential for loss of life and damage to property and the environment.

There are many fault zones located within the Bay Area. Some known earthquake faults are:

- The Hayward Fault, which runs along the west end of the county
- The Rogers Creek Fault is in the north central area of the county and runs under the Buchanan Airport
- The Concord Green Valley Fault, which is in the east end of the county
- The Mount Diablo Thrust Fault, along the southwest perimeter of Mount Diablo
- The Greenville Fault in the east end of the county and under several of the levee protected islands
- The Calaveras Fault, which runs through the south-central corridor near the 680 Freeway
- The San Andreas Fault, which is located west of Contra Costa County

Contra Costa County has many critical facilities including Chevron, Shell, Tesoro and Phillips 66 refineries, as well as Dow and K-2 chemical plants. These and other critical facilities in the county have the potential to create additional hazards if severely damaged during a large earthquake.

Severe Weather

Severe weather refers to any dangerous condition such as extremely hot or cold temperatures, high winds or excessive rain. All of these weather related emergencies have the potential to cause damage, serious social disruption, or loss of human life, especially among the medically fragile, elderly and homeless.

Landslide

Landslides commonly occur in connection with other, major, natural disasters such as earthquakes, wildfires and floods; however, they may also be caused by normal seasonal rainfall, erosion and occasionally wildlife.

Flood

Flooding poses a serious risk to life, property, the environment, and public health and safety, as well as to the economic impact of affected areas. The majority of the county's creeks and shoreline areas are within the 100-year flood plain. During heavy rainstorms, water levels can rise quickly, especially in small streams, and near the headwaters of river basins. Flashfloods can begin before the rain stops falling.

The most serious flood hazard that exists in Contra Costa County relate to the system of levees that protect the islands and adjacent mainland in the San Joaquin-Sacramento River Delta area in eastern Contra Costa County. Levees are subject to failure without warning; however the threat increases during an earthquake or severe flooding.

Wildfire

Wildfire hazards exist in many areas of Contra Costa County. Fire season generally lasts several months and varies from year to year. Wildland fire hazards are caused by a combination of factors including rugged terrain, flammable vegetation and forest, long summers, drought conditions and human activity.

Drought

Multi-year droughts may result in water shortages, which impact water available for human consumption and agriculture production within the county.

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Dam Failure

Although rare, dam failures can cause sudden and catastrophic flooding in communities downstream leading to injury, loss of life, and significant property damage. Some of the primary causes of collapse and structural failure of a dam are: severe storms, earthquakes, internal erosion of piping and foundation leakage.

1.3 Mitigation

Many jurisdictions have taken mitigation measures to minimize the impact that is likely to result from a natural disaster. Contra Costa County's Local Hazard Mitigation Plan identifies mitigation efforts to reduce the likelihood that a defined natural hazard will impact our communities. As the cost of damage from natural disasters continues to increase, the County recognizes the importance of identifying effective ways to reduce vulnerability to disastrous events.

1.4 Planning Assumptions

The following assumptions were considered in the development of this Plan:

- All incidents are local, may occur at any time with little or no warning and may exceed the capabilities of local government
- Emergencies may cause casualties, fatalities and displace people from their homes
- An emergency can cause damage to property, interrupt public services, damage infrastructure and harm the environment
- The greater the complexity, impact and geographic scope of an emergency, the more multiagency coordination will be required
- Mutual aid resources may be required
- Neighboring counties and the state government may come to the aid of local areas
- Contra Costa County's whole community approach serves and integrates people with disabilities and others with access and functional needs

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Section II - Organization

2.0 Organization

This section provides an overview of the key roles of the county EOC staff during an incident or exercise. EOC staff members will carry out their assignments and accomplish their responsibilities using the Incident Command System. Position checklists which describe duties of each role are located in designated section specific Emergency Operations Center Go Boxes. A typical Go Box may also include; reference materials such as, directories, resource lists, and guide books.

2.1 Incident Command System (ICS)

The **Incident Command System** (**ICS**) is used for the command, control, and coordination of emergency response. ICS incorporates personnel, policies, procedures, facilities, and equipment, integrated into a common organizational structure designed to improve emergency response operations of all types and complexities. Below are a few characteristics of ICS:

- Span of control
- Personnel accountability
- Common terminology
- Resources management
- Integrated communications

ICS Sections	EOC Role
Management	Responsible for overall emergency policy and coordination through the joint efforts of all jurisdictions in Contra Costa County. Establishes incident objectives, strategies and priorities
Operations	Responsible for coordinating support to response activities through the implementation of the Emergency Operations Center Emergency Action Plan (EAP)
Planning and Intelligence	Responsible for collecting, analyzing, and disseminating information. Develops the Emergency Operations Center Emergency Action Plan (EAP) in coordination with other sections, and maintaining documentation
Logistics	Responsible for providing facilities, services, personnel, equipment, and materials to support the emergency response
Finance and Administration	Monitors costs related to the incident. Provides accounting, procurement, time recording, cost analysis and recovery

In compliance with the SEMS Regulations, the County has EOC staff to manage emergency responses within the County's jurisdiction. The EOC Director in collaboration with department heads and OES staff requests team members, as needed, to the County EOC to carry out their duties.

The Contra Costa County EOC staff is responsible for coordinating the resources, strategies, and policy for any event in the Operational Area (OA) that exceeds the capabilities of first responders. Tactical control remains the responsibility of field Incident Commanders (ICs) at all times.

The EOC is staffed according to who is available to respond to the EOC initially. Positions are replaced as additional EOC staff arrives with more subject matter expertise. Depending on the length of the operational period, staff may be identified as either A or B shift. These shifts will typically rotate every 12 hours. Additional factors that impact EOC staffing are the size and nature of the incident coupled with the jurisdictional boundaries where the incident occurred.

The Contra Costa County EOC staff is comprised of the following sections:

Management

The EOC serves as a central location from which multiple agencies or organizations coordinate information collection and evaluation, priority setting and resource management. Within the EOC, the Management function facilitates executive decision making in support of the incident response, implements the policies established by the governing bodies and facilitates the activities of the Multiagency (MAC) Group.

- The County Administrator or designee is the Emergency Operations Center Director

Operations

The Operations Section in the Local Government EOC acts as the primary point of contact between the EOC and each jurisdiction's Department Operations Center (DOC), and in some jurisdictions may be linked directly to field Incident Commands. Department Coordinators assigned to the EOC Operations Section receive incoming situation reports, department status, resource requests, and field intelligence. Incoming information will be routed to the appropriate EOC section. It will provide information from the EOC to DOCs and field Incident Commands, as appropriate.

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The Operations Section Chief position will depend on the type of incident. The following are examples:

- During a pandemic the Operations Chief may be from the Health Department
- During civil unrest the Operations Chief may be from Law Enforcement

- During an earthquake the Operations Chief may be from the Fire District or Public Works

Planning and Intelligence

The Planning and Intelligence Section is responsible for the collection, evaluation and dissemination of operational information related to the incident for the preparation and documentation of the IAP at the Field Level or the EAP at an EOC. Planning/Intelligence also maintains information on the current and forecasted situation and on the status of resources assigned to the emergency or the EOC. As needed, Branch Coordinators are appointed to collect and analyze data, prepare situation reports, develop action plans, set Geographic Information Systems (GIS) priorities, compile and maintain documentation, conduct advance planning, manage technical specialists and coordinate demobilization.

- The Department of Conservation and Development (DCD) Director or designee is the Section Chief for Planning and Intelligence

Logistics

The Logistics Section is responsible for providing facilities, services, personnel, equipment and materials in support of the emergency. Unified ordering takes place through the Logistics Section Purchasing Manager to ensure controls and accountability over resource requests. As needed, Unit Coordinators are appointed to address the needs for communications, food, personnel, supplies, facilities and ground support.

The Purchasing Division of the Public Works Department is responsible for issuing purchase orders, conducting solicitations, and managing vendor registration. In the event of an emergency, the Purchasing Division can assist in locating product and service providers. Purchasing maintains a vendor database and can provide logistical support in locating and contracting with vendors for supplies, equipment, and services.

- The Public Works Director or designee is the Section Chief for Logistics

Finance and Administration

The Finance and Administration Section is responsible for financial and cost analysis of the emergency and for any administrative aspects not handled by the other sections. As needed, Unit Leaders are appointed for time recording, compensation and claims, contracts and recovery activities.

- The Senior County Deputy Administrator or designee is the Section Chief for Finance and Administration

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2.2 Standardized Emergency Management System (SEMS)

The Standardized Emergency Management System (SEMS) is the system required by Government Code Section 8607(a) for managing emergencies involving multiple jurisdictions and agencies. SEMS consists of five organizational levels, which are activated as necessary.

SEMS incorporates the functions and principles of the Incident Command System (ICS), the Master Mutual Aid Agreement (MMAA), existing mutual aid systems, the operational area concept, and multi-agency or inter-agency coordination.

Local governments must use SEMS to be eligible for funding of their response-related costs under state disaster assistance programs. SEMS is intended to:

- Facilitate the flow of information within and between levels of the system
- Facilitate coordination among all responding agencies.

The use of SEMS will improve the mobilization, deployment, utilization, tracking, and demobilization of needed mutual aid resources. The use of SEMS will reduce the incidence of poor coordination and communications, and reduce resource ordering duplication. SEMS is designed to be flexible and adaptable to the varied disasters that occur in California and to the needs of all emergency responders.

SEMS requires the following functions to be provided at the local government and operational area levels:

- **Field**

  The Field Level is where emergency response personnel and resources, under the command of responsible officials, carry out tactical decisions and activities in direct response to an incident or threat.

- **Local Government**

  The local government level of emergency management manages and coordinates the overall emergency response and recovery activities within a local government's jurisdiction. Local governments include the County, cities, cities and counties, school districts and special districts. The local government level is activated when field response level agencies determine that they need support from a higher level. This section of the Plan pertains to emergencies that rise to the local government level in the unincorporated areas of the County.

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- **Operational Area (OA)/County**

  An OA is the intermediate level of the state's emergency management organization which encompasses a county's boundaries and all political subdivisions located within that county, including special districts. The OA facilitates and/or coordinates information, resources and decisions regarding priorities among local governments within the OA. The OA serves as the coordination and communication link between the Local Government Level and Regional Level. State, federal and tribal jurisdictions in the OA may have statutory authorities for response similar to those at the local level.

- **Region**

  The Regional Level manages and coordinates information and resources among operational areas within the mutual aid region, and also between the OA and the state level. The Regional Level also coordinates overall state agency support for emergency response activities within the region. California is divided into three California Emergency Management Agency (CalOES) Administrative Regions – Inland, Coastal and Southern, which are further divided into six mutual aid regions. The Regional Level operates out of the Regional Emergency Operations Center (REOC). Contra Costa is part of the Coastal Region, Mutual Aid Region II.

- **State**

  The state level of SEMS prioritizes tasks and coordinates state resources in response to the requests from the Regional level and coordinates mutual aid among the mutual aid regions and between the Regional Level and State Level. The state level also serves as the coordination and communication link between the state and the federal emergency response system. The state level requests assistance from other state governments through the Emergency Management Assistance Compact (EMAC) and similar interstate compacts/agreements and coordinates with the Federal Emergency Management Agency (FEMA) when federal assistance is requested. The state level operates out of the State Operations Center (SOC).

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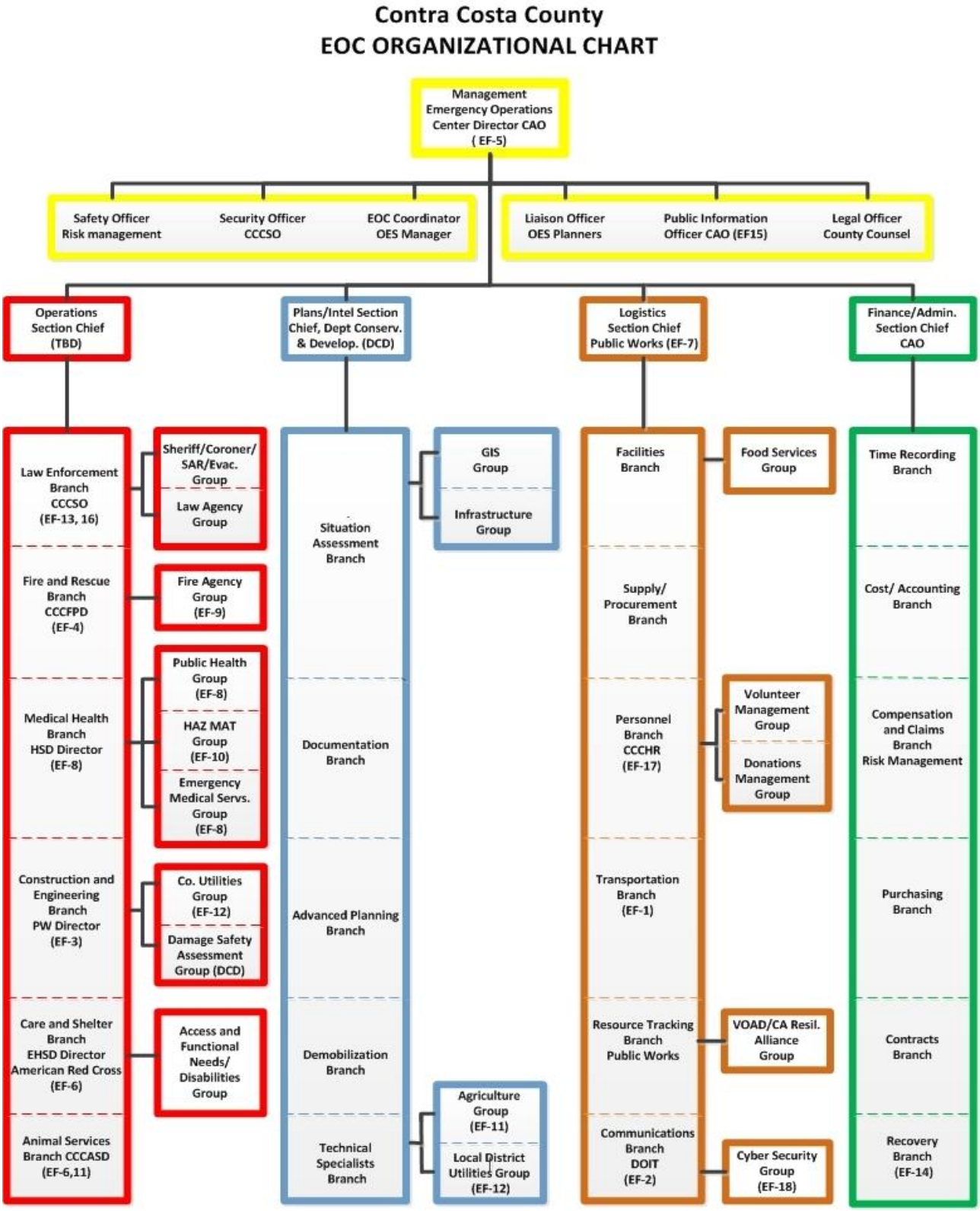
The Field and EOC functions are further illustrated in the following chart:

Primary SEMS Function	Field Level	EOC Level
Command/Field Management/EOC	Command is responsible for the directing, ordering, and/or controlling resources.	Management is responsible for facilitation of overall policy, coordination and support of the incident
Operations	The coordinated tactical response of all field operations in accordance with the Incident Action Plan	The coordination of all jurisdictional operations in support of the response to the emergency in accordance with the EOC Action Plan.
Planning and Intelligence	The collection, evaluation, documentation and use of intelligence related to the incident.	Collecting, evaluating, and disseminating information and maintaining documentation relative to all jurisdictional activities.
Logistics	Providing facilities, services, personnel, equipment and materials in support of the incident.	Providing facilities, services, personnel, equipment and materials in support of all jurisdictional activities as required.
Finance and Administration	Financial and cost analysis and administrative aspects not handled by the other functions.	Responsible for coordinating and supporting administrative and fiscal consideration surrounding an emergency incident, including recovery.

Emergency Operations Center Organizational Chart



Section III – Concept of Operations

3.0 Concept of Operations

The EOC staff and OES staff routinely monitor events and the environment to identify specific threats that may affect the operational area. The increase in awareness level of emergency personnel and the community improves operational readiness when a threat is approaching or imminent.

Ongoing awareness provides the opportunity for operational area response agencies to enhance leadership decision making. Examples of readiness and response efforts include:

- Briefing government officials
- Reviewing plans, procedures and resource checklists
- Preparing and disseminating information to the community
- Testing tools such as the Community Warning System
- Activating emergency operations centers or department operations centers.

3.1 Goals

Incident goals govern resource allocation and the response strategies for the County and its political subdivisions during an emergency. Below is a list of operational priorities:

- **Save Lives** – The preservation of life is the top priority of emergency managers and first responders and takes precedence over all other considerations.
- **Protect Property** – Efforts must be made to protect public and private property and resources, including critical infrastructure, from damage during and after an emergency.
- **Preserve the Environment** – Efforts must be made to preserve Contra Costa County's environment and protect it from damage during an emergency.
- **Restore Essential Services** – Power, water, sanitation, communication, transportation and other essential services must be restored as rapidly as possible to assist the community in returning to normal daily activities.

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3.2 Objectives

In order to optimize the accomplishment of any disaster mission, the EOC staff at the local government and operational area levels will consider the following

- **Mitigate Hazards** – As soon as practical, suppress, reduce or eliminate hazards and/or risks to persons, property and environment during the disaster response. Lessen the actual or potential effects and/or consequences of future emergencies.

- **Meet Basic Human Needs** – Supply resources to meet basic human needs, including food, water, shelter, medical treatment and security during the emergency. Provisions will be made for temporary housing, general needs assistance and support.

- **Address Needs of People with Disabilities and Others with Access and Functional Needs-** People with disabilities and others with access and functional needs may be more vulnerable to harm during and after an emergency. The needs of people with disabilities and others with access and functional needs must be considered and addressed. This includes the elderly, children and those with pets or service animals.

- **Support Community and Economic Recovery** – After a disaster, it is crucial to restore government, individual/household and economic functions in the community. Recovery involves the development, coordination and implementation of operations, services, infrastructure, facilities and programs. Immediate recovery is typically measured in weeks or months. Long term recovery is measured in the years following the incident.

Coordination

The Contra Costa County EOC staff will coordinate resource requests from the local municipalities within the Operational Area (OA). If requests exceed the supply in the OA, the Operations Section will provide resources based on established Operational Area priorities.

If resources are not available within the OA, requests will be made to the Coastal Region Emergency Operations Center (REOC). The REOC will coordinate resources obtained from the OAs throughout the region.

If resources are not available in the region, it will request them from the State Operations Center (SOC). If the State cannot supply the resource, it will request it from FEMA and other federal agencies.

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3.3 Response Activities

During the response phase, emphasis is placed on control of the situation, saving lives and minimizing the effects of the disaster. Below is a partial list of actions to be taken:

- **Alert and Notification -** Local response agencies are alerted about an incident. Notifications go out to first responders as well as the public.

- **Incident Response -** Immediate response is accomplished within the county by local first responders.

- **Resource Mobilization -** Response agencies activate personnel and mobilize to support the incident response in accordance with standard operating procedures. As an incident escalates and expands, additional resources are activated and mobilized to support the response. This includes resources from within the county, or, when resources are exhausted, from surrounding jurisdictions.

- **Incident Command** – Incident command is established in the field. The Incident Commander develops an initial Incident Action Plan, which sets priorities for the incident, assigns resources and includes a common communications plan. If multiple jurisdictions or agencies are involved, a Unified Incident Command Post (ICP) may be established to facilitate multi-jurisdictional and multi-agency policy decisions.

- **Health and Safety**
  During response and recovery staff will monitor and assess safety hazards or unsafe situations to help ensure personnel safety. Staff will routinely inspect and correct any deficiencies in all operating environments. This will include, but is not limited to ensuring EOC and field personnel are not over stressed or working extended periods that may jeopardize their health.

3.4 Activations

DOC Activation

A city or county DOC may activate in support of an incident affecting their department or jurisdiction. These DOCs are staffed by their respective department or agency personnel. If a local EOC is activated, a DOC agency representative or liaison may be deployed to facilitate information flow between the DOC and the EOC. This may occur for any level of activation. Some county departments may activate a DOC to coordinate information and resources assigned to an incident. Some of the DOCs in Contra Costa County include:

- Conservation and Development Department
- Contra Costa Fire Protection District
- Employment and Human Services Department
- Health Services Department
- Office of Education
- Office of the Sheriff
- Public Works Department

Local EOC Activation

Local jurisdictions activate their EOCs based on the magnitude or need for more coordinated management of an emergency. When activated, local EOCs help form a common operating picture of the incident by collecting, analyzing and disseminating emergency information. Local EOCs support field operations by coordinating resources. Local EOCs may activate in support of local DOCs.

Operational Area (OA) EOC Activation

If one or more City/Special District Emergency Operation Centers (EOCs) is/are activated, or if the event requires resources outside the affected jurisdiction, the Operational Area EOC may activate. The Operational Area (OA) EOC may also activate if a local emergency is proclaimed by the affected local government. In the event of an EOC activation the various dispatch centers will be the initial points of contact and per protocol will notify field personnel and the chain of command. The OA EOC then coordinates resource requests from the impacted jurisdiction to unaffected jurisdictions. If resources are not available within the Operational Area (OA) the resource request will be forwarded to the Mutual Aid Coordinators at the California Office of Emergency Services (Cal OES).

The primary Emergency Operations Center is located at: 50 Glacier Drive, Martinez, CA 94553. As necessary, an alternate Emergency Operations Center (EOC) may be identified and established based on the location, size and scope of an incident.

Regional Emergency Operations Center Activation

Whenever the EOC is activated, the Cal OES Regional Administrator may activate the REOC with-in the Coastal Administrative Region and will notify Cal OES Headquarters. The Regional Emergency Operations Center (REOC) will then coordinate resource requests from the OA to unaffected OAs within the region. If resources are not available within the affected region, resource requests are forwarded to the State Operations Center (SOC) for coordination.

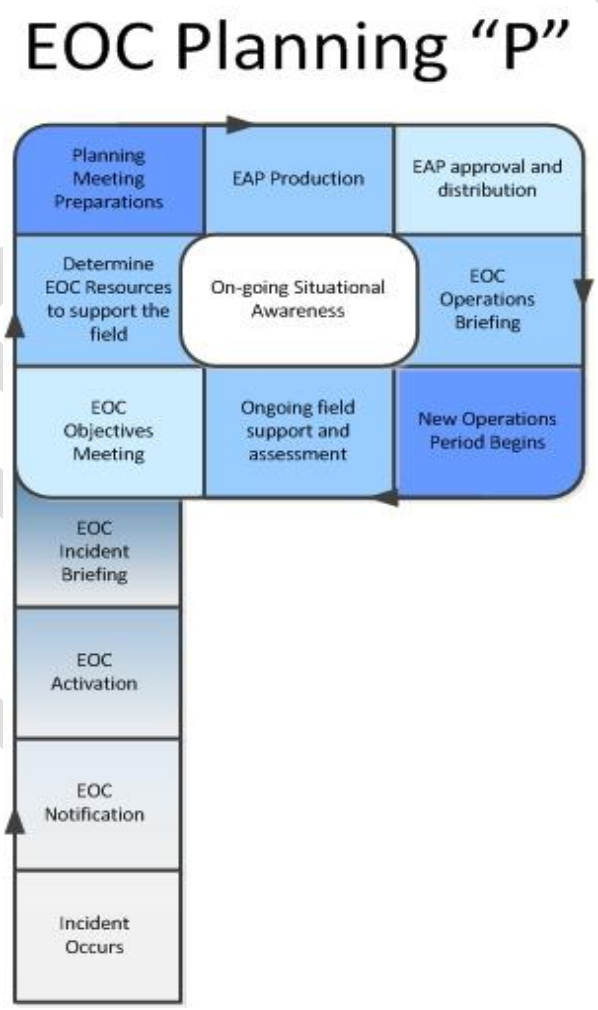
EMERGENCY OPERATIONS CENTER ACTIVATIONS

Monitoring	***This type of incident can be managed with one or two single resources with personnel as needed*** • **Emergency Operations Center staff positions support the incident by actively monitoring through situational awareness** • **Emergency Action Plan (EAP) is not required** • **The incident is in the Operational Area, but contained by available resources and no local OES support is requested** • **Communications flow and information sharing will be established with internal and external partners**
Partial Activation	***This type of incident extends beyond the capabilities of local control or one jurisdiction and may go into multiple operational periods. This may require the response of resources beyond local jurisdictions, to effectively manage the incident*** • **Emergency Operations Center staff may report to the EOC** • **Liaisons may be deployed to the local EOCs and/or DOCs** • **A written Emergency Action Plan may be required for each operational period** • **Some of the Incident Command System Sections may be staffed** • **Communications flow and information sharing will be established with internal and external partners**
Full Activation	***This type of incident is the most complex and may require regional, state, or federal resources to safely and effectively manage and operate*** • **Emergency Operations Center staff positions are activated** • **The EOC Director will have briefings to ensure appropriate common operating picture is established** • **A written Emergency Action Plan is required for each operational period** • **Plan on 12 hour rotational shifts** • **Communications flow and information sharing will be established with internal and external partners**

3.5 Information Collection, Analysis and Dissemination

The Planning and Intelligence Section in the EOC is responsible for gathering timely, accurate, accessible and consistent information and intelligence during an emergency. Information is used to prepare situational reports that create a common operating picture and action plans. To ensure effective information flow, emergency response agencies at all levels must establish communications systems and protocols to organize, integrate, and coordinate information among affected agencies.

The Planning "P" is a guide to the process and steps involved in planning for an incident. This process is a continuous cycle that is followed during each operational period.



There are 2 types of action plans in SEMS: Incident Action Plans and Emergency Action Plans.

Incident Action Plans, (IAPs) are used at the Field Response Level to establish operational period priorities. An IAP contains objectives reflecting the overall incident strategy, specific actions and supporting information for the next Operational Period. IAPs are an essential and required element in achieving objectives under SEMS.

Emergency Action Plans (EAPs) are developed at the local government level. The use of Emergency Action Plans provides designated personnel with the knowledge of the objectives to be achieved and the steps required for achievement.

Action plans are extremely effective tools during all phases of a disaster. The action planning process involves the EOC Director, Section Chiefs, and other EOC staff, as needed. The EAP documents the operational period, staffing assignments and tasks in addition to briefing schedules and incident objectives.

3.6 EOC Reporting Systems

The State of California currently has an Internet web-based information reporting system, (Web EOC) for use during emergencies. The purpose of Web EOC is to improve the state's ability to respond to major disasters. The state's Web EOC has been expanded to include all Operational Areas (OAs) in the state. The intent of Web EOC is to increase the level of service and efficiency by improving the state's ability to, respond to, manage and coordinate requests for resources in emergencies as well as, to collect process and disseminate information during and after an emergency or disaster.

3.7 Communications

When the County EOC is activated, communications and coordination are established between the Incident Commander (IC) and the County EOC directly, or between the IC and department operation centers (DOCs) and then between DOCs and the EOC.

The following delivery resources support EOC communications:

- **CAD** – A Computer Aided Dispatch system used by first responders, medical personnel and local government.
- **Communications Unit** – The Sheriff's Office Emergency Services Support Unit (ESSU) manages mobile communications capabilities. It has licensed amateur radio operators, as well as ICS Type-III volunteers with auxiliary communications expertise in the following modalities: Computers, networks, software, microwave, radio systems, satellite, video conferencing, and similar technologies. In support of EOC operations, a primary responsibility is to staff and maintain the communications room in the EOC.

Volunteers can also be deployed to various duty stations throughout the Operational Area to further communication if more traditional means are inoperable.

- **CWS** – Community Warning System automatically transmits alerts and warnings over a variety of communication channels.

- **EBRCS** – East Bay Regional Communications System a P25 compliant digital radio communication system that provides fully interoperable communications to all public agencies within Alameda and Contra Costa Counties.

- **Government Emergency Telecommunications Service (GETS) –** A government telecommunications service that is intended to be used in an emergency when the landline network is congested.

- **Mobile Capabilities** – ESSU has stewardship over significant resources such as the mobile incident command centers, cache radios, mobile repeaters, interoperable communication patch capabilities, (ACU 1000) and other logistical assets.

- **OASIS** – Operational Area Satellite Information System which provides inbound and outbound telephone communication between operational areas and the state. The dedicated lines are located in the Office of Emergency Services.

- **ReddiNet -** A dedicated emergency medical communications network. It facilitates information exchange among hospitals, EMS agencies, paramedics, dispatch centers, law enforcement, homeland security, public health officials and other health care system professionals in local and regional communities.

- **Satellite Phones/Wi-Fi** – The County EOC has two mobile and one fixed satellite phone(s), along with two BGAN mobile satellite Wi-Fi/Phone devices.

- **Telecommunications Service Priority –** A program that authorizes priority service for vital voice and data circuits.

- **Web EOC** – A web based software program used for situational awareness and resource requests and tracking within the operational area and with Cal OES.

- **Wireless Priority Service –** Similar to GETS except using wireless carriers.

- **440 MHz Radio System** – Alternate communication mode for incident communications within designated talk groups, health services and countywide.

3.8 Mutual Aid / Multijurisdictional Coordination

The basis for this system is the *California Disaster and Civil Defense Master Mutual Aid Agreement* (MMAA), which was developed in 1950. The agreement obligates each signatory entity to provide aid to the others during an emergency without expectation of reimbursement. This plan promotes the establishment of emergency assistance agreements between public and private sector agencies at all levels.

Master Mutual Aid agreements cover, but are not limited to	State and Local Mutual Aid agreements cover
Fire	***Emergency Management (EMMA)***
Police	***Coroner***
Medical and Health	***Petrochemical Mutual Aid Organization***
Communication	***American Red Cross***
Transportation Services and Facilities	***California Resiliency Alliance***
	Volunteer Center of the East Bay
	Contra Costa Crisis Center

Local jurisdictions are responsible for the protection of life and property within their geographic boundaries. Mutual aid is designed to ensure adequate resources, facilities, and other support in the event of an emergency whenever their own jurisdictional resources prove to be inadequate. Requests begin at the field level and follow the SEMS procedures.

Before locally committed resources are exhausted and mutual aid is needed, local officials will request assistance from the Operational Area. If the need can't be filled at the operational area level, the request is forwarded to the regional level.

The following are examples of specialized resources that Contra Costa County may utilize to augment services to the community:

- Cal Fire Ground and Aerial Attack Fire Fighting
- Specific SAR canine capability
- East Bay Regional Parks and California Highway Patrol helicopter assets
- US Coast Guard Vessel Capability
- Ambulance Strike Teams
- Mutual Aid Mobile Field Force (MAMFF)
- Area hazardous materials teams
- Robust EMS neonatal / pediatric emergency preparedness program
- Bomb Squad
- Extensive Ground SAR capability to include remote satellite communications
- Dive Team with ROV, (Remote Operating Vehicle) capability
- Fire strike teams

The state is divided into six geographic Mutual Aid Regions. Each region is comprised of multiple Operational Areas and each has a Regional Mutual Aid Coordinator. Currently Alameda County is the Regional Mutual Aid Coordinator for Law and Emergency Medical Services (EMS). Contra Costa County is the Regional Mutual Aid Coordinator for Fire. **Contra Costa County is in the Coastal Region, Mutual Aid Region II** along with the counties of: *Monterey, San Benito, Santa Cruz, Santa Clara, San Mateo, Alameda, San Francisco, Marin, Sonoma, Napa, Solano, Mendocino, Lake, Humboldt and Del Norte*.

3.9 Activation of the Multi-Agency Coordination System (MACS)

Responding agencies will coordinate and support emergency management and incident response objectives through the development and use of multi-agency coordination systems. This includes developing and maintaining connectivity capability between Incident Command Posts, local Public Safety Dispatch Centers, local Emergency Operations Centers, Department Operating Centers, the Regional Emergency Operations Centers and the State Operations Center.

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3.10 Emergency Proclamations

Local Emergency

The Board of Supervisors may proclaim a local emergency within the territorial limits of Contra Costa County. When the Board is not in session, the County Administer has authority under County Ordinance Code section 42-2.802 to proclaim a local emergency, but only after conferring, if possible, with one or more members of the Board, including the Board chairman if available, or declaring in writing that such a conference is impossible. A local emergency proclaimed in this manner may not remain in effect for more than seven days unless it is ratified by the Board.

The Board must review the need to continue a local emergency at least once every thirty (30) days until the Board terminates the emergency. A local emergency must be terminated by the Board as soon as conditions warrant.

Incorporated cities/towns within the Operational Area may declare a local emergency as provided under their municipal codes. The city/town shall advise the Contra Costa Sheriff's Office of Emergency Services of the declaration.

Local Health Emergency

The County Health Officer is authorized by Health and Safety Code section 101080 to declare a local health emergency in situations involving the release or spillage of hazardous or medical waste that poses an immediate threat to the public health, or whenever there is an imminent and proximate threat of the introduction of any contagious, infectious, or communicable disease, chemical agent, communicable biologic agent, toxin, or radioactive agent. A declaration of a county health emergency may not remain in effect for more than seven days unless ratified by the Board of Supervisors.

State of Emergency

When the County Administrator deems locally available resources inadequate to cope with an emergency, the County Administrator is authorized by County Ordinance Code section 42-2.804 to ask the Governor to proclaim a state of emergency.
The Governor may proclaim a state of emergency in areas affected or likely to be affected when:

- He finds the existence of "conditions of disaster or extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or

volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy or conditions causing a "state of war emergency," which, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat. . . that political subdivision and require the combined forces of other political subdivisions to combat . . . ; and either

- The Governor is requested to do so by specified local authorities (in the case of a county, by the county administrative officer, or the chair of the board of supervisors; and in the case of a city, by the mayor or chief executive) or

- The Governor finds that local authority is inadequate to cope with the emergency.

Section IV - Recovery

4.0 Recovery Activities

The recovery phase of an emergency is often defined as restoring a community to its pre-disaster condition. Recovery is the process of re-establishing a new state of normalcy in the affected areas of the county. The specific approach to recovery operations following a disaster will be determined by the location, size and nature of the incident.

Transition from response operations to recovery is a gradual shift to assisting individuals, households, businesses and governments meeting basic needs and returning to self-sufficiency.

Short term recovery primarily involves stabilizing the situation and restoring services. These activities may last for weeks.

Long term recovery focuses on community restoration and may last months or even years. Long term recovery activities include, reconstruction of facilities and infrastructure, housing plans, implementation of waivers, zoning changes and other land use laws and assistance to displaced families.

Local Government entities set priorities and obtain resources for recovery within their respective areas of authority. The following actions are taken to stimulate recovery:

- Conduct damage assessment

- Assess housing needs to include identifying solutions and request support
- Initiate temporary repairs to public facilities
- Issue permits for repairs and demolition of private property
- Remove debris
- Open transportation routes
- Restore services such as power, water, sewer, communications and transportation
- Activate Local Assistance Centers
- Coordinate program assistance to individuals, businesses, farmers and ranchers
- Document disaster related costs for reimbursement through federal grant programs
- Enact zoning variances to accommodate business and commercial repairs
- Resume governmental functions
- Begin planning for long term recovery
- Assist with the identification of temporary business space

Local Assistance Centers: (LAC) are opened by local governments to assist communities by providing a centralized location for services and resource referrals for unmet needs following a disaster or significant emergency. The LAC is normally staffed and supported by local, State and Federal agencies, as well as non-profit and voluntary organizations. The LAC provides a single facility at which individuals, families and businesses can access available disaster assistance programs and services. As more Federal resources arrive, a Federal Disaster Recovery Center may be co-located with the State or Local Assistance Center.

Financial Recovery

Finance is responsible for coordinating and supporting administrative, financial and cost analysis surrounding an emergency. The cost recovery unit plays a vital role in the EOC by tracking personnel time, equipment rental and purchases, coordinating procurement activities, processing claims and tracking costs. Education efforts regarding cost recovery protocols are offered on a routine basis through Webinar presentations, classroom and on line courses. Although the county is self-insured and private businesses and homeowners will be expected to utilize their own means of rebuilding, the county will explore additional disaster assistance programs as follows:

- Individual Assistance (IA) loans and government grant and aid programs
- Cal OES Local Assistance Centers (LACs)
- State Public Assistance (PA) Program
- US Small Business Administration (SBA)
- US Department of Agriculture (USDA)
- FEMA Disaster Recovery Centers (DRCs)

- FEMA Public Assistance Grant Program and Disaster Assistance Policy 9523.19 for household pets and service animals
- Federal Individuals and Households program (IHP)
- FEMA Debris Management Assistance Programs
- Assistance to Tribal Governments
- Non-Government Organizations Assistance

4.1 Continuity Planning

Threats to Contra Costa County have a single common denominator: the interruption of one or more critical government functions that are vital to the health, safety or welfare of the public. Today's changing threat environment and recent emergencies illustrate the need for Continuity of Operations capabilities and plans.

The fundamental mission of CCC is reliability of service, particularly in times of emergency. Public trust is based on the delivery of vital government services.

Planning authority is accomplished by preparing for succession of officers, designation of standby officers (located in the EOC go box), administration of oaths of office and continuation of duties of the governing body.

The inability of government to provide emergency and essential services can cause direct damage to government infrastructures, life safety and basic human needs may be compromised leading to increased morbidity, mortality and civil unrest. To ensure continuity the County will address the following elements:

- Identification and prioritization of essential functions
- Establishment, promulgation and maintenance of orders of succession
- Pre identification and updates, as necessary, of delegation of authority
- Identification, establishment and maintenance of continuity communications
- Identification, establishment and maintenance of continuity of facilities
- Establishment and maintenance of a system of vital records management
- Establishment of a program that identifies and supports human capital
- Establishment of a process for delegation of control and direction
- Establishment of a process for reconstitution
- Development of an effective test, training and exercise program to support continuity efforts

4.2 Documentation

Documentation

Documentation is the key to recovering eligible emergency response and recovery costs. Damage assessment documentation is critical in establishing the basis for eligibility for disaster assistance programs. Responsibility for maintaining Emergency Operations Center records rests with the entire Contra Costa County EOC staff. The following are examples of how the history and chronology of emergencies are captured:

- Emergency Action Plans
- Situation status reports
- Activity logs
- Resource requests
- Timekeeping records to include overtime documentation
- Damage assessment data
- Contracts

Under the California Disaster Assistance Act (CDAA), documentation of damage sustained from a disaster is required. It will be the responsibility of all appropriate county jurisdictions to collect documentation of these damages and submit them to the Recovery Branch Leader of the Finance and Administration Section. The documentation should include the location and extent of damage and estimates of costs. Examples include:

- Debris removal
- Emergency work
- Facilities restoration

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After Action Report (AAR)

The After Action Report (AAR) will serve as a source for documenting the County's or local jurisdiction's successes and areas in need of improvement in addition to identifying resource gaps. County OES staff will coordinate with all the appropriate operational area jurisdictions in compiling an after action report after an emergency or exercise. All EOC staff are responsible for participating in the after action review process. The AAR will be written in simple, clear and concise language as a means to ensure lessons learned are understood. *Actions taken, resources utilized*, and the *economic and human impacts* are just a few key factors illustrated in an AAR. Each AAR carries over to the next exercise or incident in order to test previously implemented improvements. Generally AARs lead to an Improvement Plan, which contains corrective actions that are continually monitored and implemented as part of improving readiness.

AARs should include the following:

- Identified improvement plans
- Corrective action by priority level
- Responsible staff member or team
- Projected resolution date

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Section V – California Emergency Functions

California Emergency Functions

The California Emergency Functions (CA-EFs) are a grouping of functions with activities and responsibilities, which lend themselves to improving the state's ability to collaboratively prepare for, effectively mitigate, cohesively respond to, and rapidly recover from any emergency. CA-EFs unify a broad spectrum of stakeholders with various capabilities, resources and authorities to improve coordination for a particular discipline.

Below is a table, which illustrates the CA-EFs. Contra Costa County uses CA-EFs as a guide in local planning efforts. The definitions of each EF are described below. Each function has primary and support agencies and supporting plans and documentation.

California Emergency Function (EF)	Description
CA EF #1 Transportation	Manages Contra Costa County transportation systems and infrastructure, to include roads, bridges, railways, aviation and marine. Further scope includes identifying movement restrictions as well as damage and impact assessment • UASI Mass Transportation and Evacuation Interim Plan • Buchanan Field Airport Emergency Plan resides with Public Works
CA EF #2 Communications	Provides resources, coordination, support and restoration of Contra Costa County voice and data communications including emergency communications • ESSU Communications Unit Strategic Plan completed 2014 • Community Warning System Protocols / SOPs
CA EF #3 Construction and Engineering	Provides technical advice, evaluation, management and inspection of critical infrastructure • UASI Debris Management Interim Plan • Marsh, Dry, Deer and Pine Creek Dam Inundation Plans ready to be submitted for approval
CA EF #4 Fire and Rescue	Coordinates and supports to wildfire, rural and urban fire detection and suppression. Lends expertise and support in emergency scene rescue (ground urban and rural search operations) activities by providing personnel, equipment and supplies • Wildland Fire plan approved by the Board of Supervisors
CA EF #5 Management	Supports, communicates and coordinates the collection, analysis and processing of information • Emergency Operations Plan approved by the Board in 2011 • Local Hazard Mitigation Plan approved by the Board

	• UASI Earthquake Interim Plan • Flood Plan under development with DWR grant funds • Training Plan under revision • Business Continuity - COOP / COG draft plan
CA EF #6 Care and Shelter	Coordinates disaster housing, emergency food assistance, minor medical care and family reunification of displaced survivors • UASI Mass Care and Shelter Interim Plan • UASI Interim Housing Plan (Interim) • Pet Emergency Preparedness / Coordination Plan resides with Animal Services • Medical Needs Sheltering Plan resides with CCHS
CA EF #7 Resources	Coordinates and plans activities to locate, procure and pre-position logistical support such as space, personnel, equipment and supplies • CCC Regional Catastrophic Earthquake Logistics Resource Interim Plan
CA EF #8 Public Health and Medical	Responds to communicable disease outbreaks, human caused bioterrorism events and health consequences resulting from a disaster. Oversees the restoration of medical facilities and associated healthcare services. Performs environmental reviews. Provides behavioral health services; operates homeless shelters, residential drug treatment programs, and mental health clinics; and coordinates community agency services. Coordinates and deploys Disaster Healthcare Volunteers including Medical Reserve Corp. Coordinates medical/health mutual aid • Excessive Heat Plan approved by the Board • UASI Mass Fatality Interim Plan • CCHS Emergency Medical Services Mass Casualty Incident Plan • CCHS Infection Disease Response Plan • CCHS Alternate Care Site Plan • CCHS Hospital Surge Plan • CCHS Medical Countermeasure Dispensing Plan • CA Public Health and Medical Emergency Operations Manual • Chem-Pack Guidelines
CA EF #9 Search and Rescue	Included in CA EF #4 and CA EF #13
CA EF #10 Hazardous Materials	Provides a coordinated response to actual or potential discharge and/or release of oil, chemical, biological, radiological or other hazardous substances in Contra Costa County • Oil Spill / Hazardous Materials Area Plan resides with CCHS Hazardous Materials Division
CA EF #11 Agriculture	Performs animal and plant disease and pest response; provides food safety and security, and protection and restoration of natural and cultural resources and historic properties. Manages weights and measures regulations

CA EF #12 Utilities	Provides assessment and restoration of gas, electric, water, wastewater and telecommunications to include energy industry coordination and forecast • Water Procedure and Distribution Plan to be developed with local water agencies
CA EF #13 Law Enforcement	Provides for public safety and security of property, coordinates coroner activities and supports access, traffic and crowd control. Includes enforcement of state and local laws as well as some Search and Rescue responsibility in addition to evacuation operations • Sheriff's Office Policy and Procedures • Sheriff's Office Field Operations Guide • Sheriff's Office Notification Guide
CA EF #14 Long-Term Recovery	Performs social and economic community impact assessment and analysis and review of mitigation program implementation • Recovery Plan to be developed CCC General Plan 05-20 resides with Department of Conservation and Development
CA EF #15 Public Information	Supports the accurate, coordinated, timely and accessible release of information to affected audiences. Performs media and community relations while operating within a Joint Information System / Center • CCC Social Media Policy • CCHS Crisis and Risk Communication Plan • FEMA Guideline 517
CA EF #16 Evacuation	Included in CA EF #13
CA EF #17 Volunteer and Donations Management	Coordinates the services of affiliated volunteers and manages spontaneous volunteers. Manages monetary and in-kind donated goods • UASI Volunteer Management Interim Plan • UASI Donations Management Interim Plan
CA EF #18 Cyber Security (Under development)	Responsible for re-establishing a stable, safe and resilient cyberspace and the protection of secure cyber networks

Section VI – Supporting Elements

Supporting Elements

The supporting elements are variations of functional components tailored to the Plan. While the basic plan provides broad overarching information relevant to the Plan as a whole, these supporting elements focus on specific areas requiring an emergency operations focus.

A. Integrating People with Disabilities and Others with Access and Functional Needs

Contra Costa County takes a whole community approach to serving the needs of the local residents. In part this is accomplished by engaging critical stakeholders with expertise in areas such as transportation and sheltering. Populations with access and functional needs include those members of the community who may have additional needs before, during and after an incident in functional areas.

Individuals in need of additional response assistance may include those who:

- Live in institutionalized settings
- Are elderly
- Are unaccompanied children
- Are from diverse cultures
- Have limited English proficiency or are non-English speaking
- Are transportation disadvantaged
- Have no access to any communications devices
- Have no access to a shelter and/or may need to be assigned a Functional Access Service Team (FAST) member
- Have disabilities – temporary and/or lifelong
- Have sight or hearing impairments
- May require medical care
- May require supervision
- Other situations that would ensure maintaining independence

Lessons learned from recent emergencies concerning people with disabilities and other access and functional needs have shown that the existing concepts of emergency planning, implementation and response must meet the needs of these groups during an emergency. These lessons show four areas that are repeatedly identified as most important to people with disabilities and others with access and functional needs:

- **Communications**
- **Sheltering**
- **Evacuation / Transportation**
- **Recovery**

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B. Warning

The County's Community Warning System may be used to provide time-sensitive alerts and warnings to affected members of the public about imminent hazards to human life or health for which specific protective action is recommended. These types of alerts and warnings include hazardous material incidents, public health emergencies, law enforcement emergencies, fires threatening populated areas, severe flooding, or "at risk" missing persons. The most common protective actions for these types of hazards are shelter in place, evacuate, or be-on-the-lookout.

The Community Warning System automatically coordinates the transmission of alerts and warnings over a variety of delivery systems, including:

- Sirens near major industrial facilities and in other special safety zones
- Telephone Emergency Notification System (TENS) that includes both landlines (Reverse 911) throughout the county, and pre-registered mobile devices (cell phones, text and email messages)
- Social media, including Facebook and Twitter, and CWS website postings
- California's Emergency Digital Information System (EDIS)
- Federal Integrated Public Alert and Warning System (IPAWS)
    - Emergency Alert System (EAS)
    - NOAA weather radios
    - Wireless Emergency Alerts (WEA)

The Community Warning System has predesigned templates for a variety of warning messages to expedite the message development process. Although templates exist for many of the hazards common in Contra Costa County, it is important to remember that all messages should include:

- What authority is issuing the warning
- What the hazard is
- A specific affected area for which the warning is in effect
- Who, specifically, is affected by this warning and what they should do about it
- How long the warning is in effect/when it expires

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C. Population Protection

- Evacuations and "shelter-in-place" orders will be handled pursuant to Office of the Sheriff Policies and Procedures, with the Incident Commander balancing the immediate hazards associated with remaining on scene against the risks of moving people in a dangerous environment.
- The Incident Commander or other authority will recommend a protective action based on discussion with the appropriate personnel regarding the nature of the incident.
- The Incident Commander has the authority to initiate evacuation or a shelter-in-place order based upon his/her assessment of the situation at the time.
- Area resources and, when available, additional resources, including personnel, transport, etc., may assist with the evacuation effort to provide security and to facilitate an organized transition to a safe environment.
- Early/Advanced evacuations will generally be conducted by available law enforcement working the affected area.
- Unaccompanied minors will be evacuated to a safe, contained location and supervised by a responsible adult/official until they can be reunited with parents.
- Parents will be directed to evacuation location to pick up children.
- Area resources and, when available, additional resources may be allocated to provide temporary security to at-risk groups when a credible threat to safety exists.
- Detention facility transportation units will move incarcerated individuals to pre-determined, secure locations in the event of an evacuation.
- The Community Warning System may be used to notify the public about existing hazards and protective actions to take.
- At the request of the Incident Commander, all in accordance with policies and procedures. The Community Warning System can be used to notify the public at the end of a shelter-in-place action.
- Animal Control Services coordinates the care and shelter of evacuees' pets with consideration to location of American Red Cross shelters.
- Most jurisdictions do not support forced evacuations. Property owners have the right to make independent decisions about evacuation.

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D. Prevention and Protection

Prevention Activities

The Sheriff's Office of Homeland Security Unit is responsible for developing and maintaining positive partnerships between the Sheriff's Office, its infrastructure partners, and other local, state, and federal agencies in order to share critical information to safeguard persons and property. HSU reviews tips and leads to ensure appropriate agencies and resources are notified.

Protection Activities

The Northern California Regional Intelligence Center (NICRIC) position serves within the terrorism liaison officer outreach program. This position also has direct links to the FBI's joint terrorism task force (JTTF) and other state and federal agencies, which facilitate information dissemination.

Eight Signs of Terrorism

Information gathering by suspicious persons	Tests of security by suspicious persons	Suspicious financial activity	Acquiring supplies in preparation for an attack
Suspicious persons out of place	Dry or trial run to test infrastructure vulnerabilities	Surveillance of critical infrastructure	Deploying assets in suspicious locations near critical infrastructure

E. Public Information

Purpose:

This supporting element is to establish uniform practices for the effective development, coordination and dissemination of emergency information to the public in the case of an emergency or disaster. It establishes the parameters for the Contra Costa County Joint Information System procedures for:

- Rapid delivery of accurate information and instructions to the public and media
- Response to public and media inquiries
- Dissemination of critical information to internal and external partners
- Establishment of a Joint Information System (JIS) and/or Joint Information Center (JIC)

Assumptions:

During emergency situations:

- The public and media will need and want information about the situation and instructions on what actions to take.
- Residents will make better decisions if given updated information regularly.
- Local media can provide an essential role in delivering information and instructions to the public; regional or national media may also play a role and need to be considered.
- Many communication channels exist, but not all may be available in any given emergency. The situation will drive the channels and tools to be used.
- Monitoring of the media will require advanced planning to know which methods they are using to disseminate information besides their primary channels.
- Social media will be the most challenging to monitor and control, but have significant value to the public.
- Perception is the key; Joint Information System team members need to convey calm, authority and knowledge to the media and the public at all times.

Objectives:

- To guide public action as determined by the EOC Director in an Emergency Operations Center, or by the Incident Commander if in the field.
- To gain public confidence by providing timely, accurate, credible and actionable information.
- To keep the public calm by building trust, explaining the process in place to find answers, give people specific actions to take, and reassure them.
- To meet the needs of the news media and social media influencers.

- To meet the needs of internal and external partners and stakeholders.
- To meet the needs of the Access and Functional Needs population, as well as others that would be considered vulnerable in an emergency.
- To coordinate with cities, state and federal agencies, and other entities (such as special districts, 211, faith-based organizations) responding and providing information to the public.

Practices and Guidelines:

- It is the policy of Contra Costa County to develop plans and procedures to address public information needs during an emergency or disaster response within the County.
- The lead public information officer (PIO) and additional designated PIOs will coordinate efforts to provide timely and effective information prior to, during and following a major emergency or crisis that affects public safety, public health, community well-being and continuity of operations.
- The PIO is responsible for the dissemination of accurate and timely information to affected populations, with consideration taken to include people with Access and Functional Needs, as well as those who speak and/or read languages other than English.
- Information released to the media and/or public will be verified by public information staff and the EOC Director.
- Contra Costa County will use the concept of a Joint Information Center (JIC) to coordinate the release of information, and a Joint Information System or virtual JIC when physically co-locating is not possible or practical.

Media Access:

- Contra Costa County will provide media access to public information officers during an emergency or disaster through contacts within the EOC or a field JIC. Physical access to the EOC will not be permitted without permission of the EOC Director, and media must be accompanied by a public information officer at all times.
- Disaster and accident scenes may be closed to the public under authority of 409.5(a) P.C. which states "…a menace to the public health or safety is created by a calamity such as a flood, storm, fire, earthquake, explosion or other disaster…"
- It is important to note, however, that 409.5(d) P.C. states "Nothing in this section shall prevent a duly authorized representative of any news service from entering the area closed…" After being advised of any existing danger, members of the news media are

permitted free movement in the area as long as they do not hamper, deter or interfere with law enforcement or public safety functions.

Primary Responsibilities for the Public Information Officer:

- Evaluate the need for and, as appropriate, establish and operate a Joint Information System.
- Establish a Joint Information Center as necessary, to coordinate and disseminate accurate and timely information.
- Determine from the EOC Director or Incident Commander if there are limits on information available to be released, and what the scope of release will be.
- Develop material for us in media briefings.
- Obtain approval of media releases.
- Inform the media and moderate media briefings, whether in person, via conference call or other means.
- Arrange for tours, interviews or briefings as needed.
- Maintain current information summaries and/or display boards about the incident.
- Maintain an Activity log for PIOs.
- Manage media and public inquiries.
- Coordinate emergency public information and warnings.
- Monitor media and social media reporting for accuracy, and take corrective action where needed.
- Ensure that all required agency forms, reports and documents have been completed prior to demobilizing a Joint Information Center or System.

PIO Roles and Functions within a JIC:

- Lead PIO
- Information Gathering
- Information Dissemination
- Media Monitoring
- Social Media Monitoring
- Liaison
- Provides coordinated communication with key program areas and other entities involved in response and recovery operations
- Coordinates with elected officials, community leaders, VIPs, and other governmental and non-governmental organization support agencies

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Documents available in the EOC go-box and PIO electronic go-materials:

- Lead PIO Checklist
- PIO Checklist by Role and Function
- PIO Contacts
- Media Contacts
- JIC Templates

F. Private Sector Coordination

The California Resiliency Alliance (CRA) created regional public-private partnerships to improve homeland security and natural disaster response. Examples of partnerships include technology, financial, retail, health and biotechnology, and energy companies. The CRA is linked into a mutual aid alliance network as well as governments and associations. The role of CRA is to facilitate business and government partnerships to fill important gaps. The CRA initiatives include, cross-sector response coordination, public health emergencies through the Bay Area Cross Sector Partners in Preparedness (BACSPP) as well as critical infrastructure protection through the Northern California Regional Intelligence Center (NCRIC). Additional initiatives include Federal Emergency Management Agency National Emergency Technology Guard information technology volunteers and emergency resource registry along with the Cal OES Good Samaritan registry.

The CRA is integrated into EOC at all levels of government. The private sector liaison in the EOC communicates information and obtains situational awareness for business continuity purposes. In addition the CRA works with the Logistics Section to coordinate private resources such as, water, food, clothing, cots, facilities such as warehouses and cafeterias, equipment such as trucks, telecommunications and laptops and technology.

G. Volunteers and Donations Management

The Volunteer and Donations Management Unit is part of Logistics Section of the County's EOC staff. Organized and trained volunteer groups and non-governmental organizations (NGOs) provide critical services in a disaster. Although it is recommended that volunteers pre-affiliate before any emergency, there may be spontaneous volunteers who will require processing. In addition, organizations have been identified, which can assist with bulk / in-kind donations processing and distribution, as well as monetary donations. Templates with public messaging exist to aid in notifying the community as to what items are needed and where the items can be brought to assist with an emergency.

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Partnership Organizations:

- American Red Cross exists to provide compassionate care to those in need. The network of donors, volunteers and employees share a mission of preventing and relieving suffering through disaster relief efforts

- The Volunteer Center of the East Bay enhances Contra Costa County by expanding volunteerism to meet the needs of local nonprofit organizations and public agencies.

- Volunteer Organizations Active in Disasters (VOAD) improve outcomes for people affected by disasters by facilitating cooperation, communication, coordination, and collaboration among nonprofit organizations, community-based groups, government agencies, and for-profit companies.

- Community Emergency Response Teams (CERT) –This program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

- Salvation Army is a ministry with a mission to meet human needs without discrimination.

- Saint Vincent de Paul Society is a nonprofit organization that provides direct assistance to anyone suffering or in need. They offer a lifeline to those in want of food and clothing, rent assistance, medical aid, help with addiction or incarceration, employment and shelter.

- Community Awareness and Emergency Response (CAER) is a non-profit public benefit corporation of public emergency response agencies, local government officials and facilities and businesses that use, store, handle, produce or transport hazardous materials with a mission to actively enhance public health and safety

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Governmental Volunteer Groups:

- Contra Costa County Area Agency on Aging provides leadership in addressing issues that relate to older residents, to develop community-based systems of care that provide services which support independence within our local community interdependent society, and which protects the quality of life of older adults and persons with functional impairments, and to promote citizen involvement in the planning and delivery of service.

Office of the Sheriff - Emergency Services Support Unit

The Emergency Services Support Unit (ESSU) manages volunteer groups who contribute significantly to emergency operations. Activation of the Sheriff's volunteer programs is through the Law Branch Mutual Aid Coordinator in the Emergency Operations Center. Volunteer units may be called upon for their specialized training and professional skills in the following groups:

- Air Squadron – Pilots and observers provide air operations support which includes transportation, surveillance, logistics and disaster response

- Cadets – Young adults participate in public events, search and rescue and traffic enforcement

- Communications Unit – Licensed amateur radio operators provide alternate communication to the operational area in support of an exercise or emergency

- Chaplains – The chaplaincy program provides support, comfort, guidance and counseling in times of crisis to the law enforcement community and the public

- Dive Team – Certified rescue divers are available to assist with evidence collection, victim recovery, hazardous object removal, inspections and disaster response

- Food Service Unit – Volunteers support field operations during training and emergency events by providing nourishing meals

- Ground Search and Rescue Team – Volunteers are requested to assist in locating missing or at-risk persons, evidence collection, public events and disaster response

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- MAMST Mutual Aid Mobile/Medical Support Team – Volunteers provide support by deployment and equipment supply and maintenance for the Mobile Field Force, Search and Rescue and the Special Weapons and Tactics Team

- Reserve Deputy Sheriffs – Reserves assist with in-custody transportation, patrol and detention duties and special assignments such as DUI checkpoints and off road activities and special events

- SAVES – Sheriff's All Volunteer Extended Services – This diverse unit of community members with varying skill sets assist with the delivery of logistical and clerical support mostly in field operations and administrative assignments

Healthcare Volunteer Groups:

- Contra Costa Health Services Medical Reserve Corps (MRC) – a local group of volunteers committed to improving the public health, emergency response and resiliency of Contra Costa County

- Contra Costa Health Services Disaster Healthcare Volunteers (DHV) - a group of individual healthcare providers with active licenses in their respective medical disciplines, public health professionals, or a members of a medical disaster response team who volunteer for disaster service

Volunteer and donation groups can greatly enhance and supplement emergency response personnel and materials. The county will follow the State Disaster Service Worker (DSW) program guidelines. By law, the DSW program says that all public employees are disaster service workers, and are required to perform "such disaster service activities as may be assigned to them by their superiors or by law." Coordination is established by the Operational Area with neighboring jurisdictions and Cal OES. These coordination efforts have a direct impact on multi-jurisdictional response planning and recovery roles. The level of involvement will vary considerably depending upon the nature and complexity of the incident. Volunteer agencies mobilize their resources through their own systems.

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H. Training and Exercises

Training, tests and exercises are essential to ensure public officials, emergency response personnel and the public are ready. As part of the emergency management training curriculum, it is recommended that personnel with emergency responsibilities complete emergency management courses as described by the SEMS Approved Course of Instruction and the National Incident Management System (NIMS) integration criteria. The Governor's Office of Emergency Services provides training for emergency managers and first responders through the California Specialized Training Institute. Each agency is responsible to maintain training and exercise records that demonstrate self-certification and compliance with SEMS and NIMS.

Preparedness Exercises

Exercises provide personnel with an opportunity to become thoroughly familiar with the procedures, facilities and systems that will be used in an emergency. County departments should plan for and/ or participate in an exercise program that involves emergency management / response personnel from multiple disciplines and multiple jurisdictions.

Exercises should:

- Be as realistic as possible
- Use the application of SEMS
- Be based on risk assessments
- Include non-governmental organizations and private sector when appropriate
- Refer to state and federal guidelines for other specifics

The County Office of Emergency Services updates the Multi Year Training and Exercise Plan annually.

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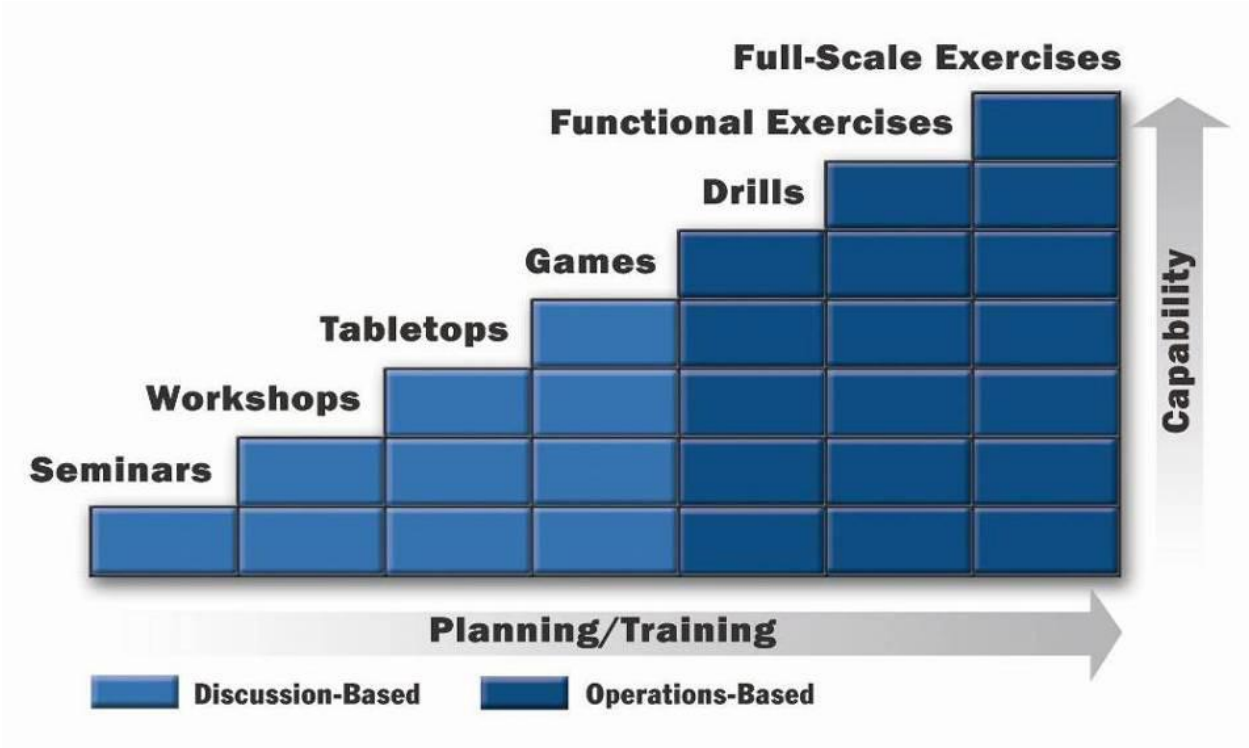
Building Block Approach to Training and Exercising

There is a focus on exposing participants to a cycle of training and exercises that escalates in complexity, with each exercise designed to build upon the last, in terms of scale and subject matter.

One recommendation is to take a building block approach, which recognizes that an exercise program is progressive. It means that you start with basic exercises to test specific elements and then go on to occasionally use exercises that take greater resources and time, and are more complex.



Public Awareness

The County Office of Emergency Services provides public awareness and educational campaigns on a continual basis. The Office of Emergency Services maintains a directory of web-sites for more in depth follow up on emergency preparedness efforts such as, Community Emergency Response Team, fire safety, health and well-being, and hazardous materials. In addition, presentations, consultations and plan review are conducted routinely along with research services and pamphlet distribution. It is well documented, that the better prepared our communities are in advance of an emergency, the easier response efforts will be, and the sooner they can transition to recovery.

I. Individual and Family Emergency Preparedness

The likelihood that individuals and family will survive an emergency depends on how well prepared they are in advance. Individuals and families must have the tools and plans in place to make it on their own, at least for a period of time, no matter where they are when the disaster strikes. Below are some ideas that can help them prepare for the unexpected.

Actions to take

- Have a *kit* of emergency supplies
- Make a *plan* for what you will do in an emergency
- Be *informed* about what might happen
- Get *involved* in preparing your community

Know your resources

- Partner with everyone (fellow parents, neighbors, church members, etc.)

Know your hazards

- Flood zones where you work
- House near a dry hill
- Church located near a chemical plant
- Shopping mall or golf course located adjacent to an airport

Understand protective actions

- Earthquake: Duck, cover and hold
- Fire: Stop, drop and roll
- Flood: Evacuate to higher ground
- Hazardous Material release: Shelter in place, unless otherwise notified

Remain mindful of age related needs for both children and seniors, and plan for those with unique medical, physical and/or emotional needs. Consider a plan for pets.

Remember, attitude is everything! Rehearse in your mind, have documents in order and physically practice your plan.

In summary, the benefits and value in family and individual preparedness are, saving lives, providing more control over the emergency, and enabling you to more easily sort out complex issues in an emergency. Preparedness helps you achieve your response priorities.

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J. Emergency Management Questions

The following is a list of questions that may be helpful in answering when responding to an incident. Remember, not all questions are absolutely mandatory to answer in every situation. This is simply a list to help those arriving at the EOC gain an understanding of the operating picture:

What happened?

What is the name of the incident? (Year/Month/Day/Location/Type)

When did the incident start? (Date/Time)

What type of incident is it?

What is the severity of the Incident? (Low, Moderate, High, Catastrophic)

What was the cause?

Does the EOC require activation? If yes, what level? (Monitoring, Partial or Full)

Incident Summary:

- Who is affected
- How many, injured, deceased
- Property damage etc.
- Mutual aid needed
- PIO
- Any other resources need

What is the current status of the incident? (Green, Yellow, Red)

What is the prognosis? (Stable, Worsening, Improving)

What is the location of the incident? (Address and/or Map Coordinates)

Who is the lead agency?

Who is the Point of Contact (Name, Phone Number, E-mail)?

Additional information:

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K. Authorities and References

The following laws and reference manuals apply to the development and implementation of this Plan and / or help prepare for and respond to disasters and emergencies, including but not limited to:

Local

Contra Costa County Ordinance Code, Title 4 Health and Safety, Chapter 42-2 Disaster Council and Emergency Services

County Administrators Bulletin 115 Emergency Management Plan

General Plan, Section 10 – Safety Element

Sheriff's Office Policies and Procedures 1.06.22 Emergency Activation of Personnel and 1.06.23 Major Disaster Response

State

California Emergency Services Act, Chapter 7, Division 1, Title 2 of the Government Code

Standardized Emergency Management System Guidelines, to include function specific handbook

Cal EMA Guidance on Planning and Responding to the Needs of People with Access and Functional Needs

California Disaster and Civil Defense Master Mutual Aid Agreement

California Coroner's Mutual Aid Plan

California Law Enforcement Mutual Aid Plan

California Natural Disaster Assistance Act, Chapter 7.5, Division 1, Title 3

State of California Emergency Plan

California Public Health and Medical Emergency Operations Manual

Regional Catastrophic Earthquake Plan

Regional Emergency Coordination Plan (RECP)

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Federal

Civil Defense Act of 1950

Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988

Homeland Security Presidential Directive, HSPD – 5, NIMS

Disaster Mitigation Act

National Response Framework

National Planning Scenarios

National Response Recovery Framework

Americans with Disabilities Act

Comprehensive Planning Guide – CPG 101

National Incident Management System FEMA 501

FEMA 517 Public Information Guidelines

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Glossary of Terms

After Action Report (AAR): Documents identified successes during emergency operations and describes a plan of action for implementing improvements.

California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA): An agreement entered into by and between the State of California, its various departments and agencies and various political subdivisions, municipal corporations and public agencies of the State of California to assist each other by providing resources during an emergency. Mutual Aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other in response to any type of disaster or emergency.

California Emergency Services Act (CESA): An Act within the California Government Code to insure that preparations within the state will be adequate to deal with natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property and the natural resources of the state and generally to protect the health and safety and preserve the lives and property of the people of the state.

Continuity of Government (COG): Activities that address the continuance of constitutional governance. COG planning aims to preserve and/or reconstitute the institution of government and ensure that a department or agency's constitutional, legislative, and/or administrative responsibilities are maintained. This is accomplished through succession of leadership, the pre-delegation of emergency authority and active command and control during a response and recovery operations.

Continuity of Operations (COOP): Planning should be instituted (including all levels of government) across the private sector and non-governmental organizations as appropriate, to ensure the continued performance of core capabilities and/or critical government operations during any potential incident.

Critical Infrastructure: Systems and assets, whether physical or virtual, so vital to the operational area that the incapacity or destruction of such systems and assets would have a debilitating impact on security, local economic security, public health or safety, or any combination of those matters.

Department Operations Center (DOC): A facility used by a distinct discipline, such as flood operations, fire, medical, hazardous material, or a unit, such as Department of Public Works, or Department of Health. DOCs may be used at all SEMS levels above the field response level depending upon the needs of the emergency.

Emergency Operations Center (EOC): The location from which centralized emergency management can be performed. EOC facilities are established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

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Emergency Operations Plan: The ongoing plan maintained by various jurisdictional levels for responding to a wide variety of potential hazards.

Hazus: A nationally applicable standardized methodology that contains models for estimating potential losses from earthquakes, floods and hurricanes. Hazus uses Geographic Information Systems (GIS) technology to estimate physical, economic and social impacts of disasters.

Incident: An occurrence or event, either human caused or by natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and the environment.

Incident Command: Responsible for overall management of the incident and consists of the Incident Commander, either single or a unified command and any assigned supporting staff.

Incident Commander (IC): The individual responsible for all incident activities, 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 Command Post (ICP): The field location where the primary functions are performed. The ICP may be co-located with the incident base or other incident facilities.

Incident Command System (ICS): A standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries.

Information: Pieces of raw, unanalyzed data that identifies persons, evidence, events; or illustrates processes that specify the occurrences of an event. May be objective or subjective and is intended for both internal analysis and external (news media) application. Information is the "currency" that produces intelligence.

Intelligence: Product of an analytical process that evaluates information collected from diverse sources, integrates the relevant information into a cohesive package and produces a conclusion or estimate. Information must be real, accurate and verified before it becomes intelligence for planning purposes. Intelligence relates to the specific details involving the activities of an incident or EOC and current and expected conditions and how they affect the actions taken to achieve operational period objectives. Intelligence is an aspect of information. Intelligence is primarily intended for internal use and not for public dissemination.

Interoperability: Allows emergency management/response personnel and their affiliated organizations to communicate within and across agencies and jurisdictions via voice, data, or video-on-demand, in real-time, when needed and when authorized.

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Joint Information Center (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media. Public information officials from all participating agencies should co-locate at the JIC.

Joint Information System (JIS): A JIS is the information network of all government, volunteer, and private-sector organizations with operations directly related to the incident. A JIS coordinates public information network with common resources and agreed-upon procedures that links participants through technological means when geographic restrictions, incident management requirements and other limitations preclude physical attendance at a central location. The JIS allows public information staff to communicate effectively and make joint announcements as if they were located in the same facility.

Jurisdiction: The range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political or geographical (e.g. special district, city, county, state or federal boundary lines) or functional (e.g., police department, health department, etc.).

Liaison Officer: A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies. At SEMS EOC levels, the function may be done by a coordinator and/or within a section or branch reporting directly to the EOC Director.

Local Government: Means local agencies per Article 3 of the SEMS regulations. The Government Code Section 8680.2 defines local agencies as any city, city and county, county, school district or special district.

Mitigation: Provides 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 effort.

Multiagency Coordination System (MACS): The combination of personnel, facilities, equipment, procedures and communications integrated into a common system. When activated, MACS has the responsibility for coordination of assisting agency resources and support in a multi-agency or multijurisdictional environment. A MAC group functions within the MACS.

National Planning Frameworks: One for each preparedness mission area (prevention, protection, mitigation, response and disaster recovery), describe how the whole community works together to achieve the National Preparedness Goal. The Goal is: "A secure and resilient nation with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk."

The Goal is the cornerstone for the implementation of Presidential Policy Directive / PPD-8: National Preparedness.

Non-Governmental Organization (NGO): An entity with an association that is based on the interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with the government. Such organizations serve a public purpose, not a private benefit. Examples of NGO include faith-based charity organizations and the American Red Cross.

Operational Area (OA): An intermediate level of the state emergency organization, consisting of a county and all other political subdivisions within the geographical boundaries of the county.

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 they last 12-24 hours.

Political Subdivisions: Includes any city, city and county, county, tax or assessment district, or other legally authorized local government entity with jurisdictional boundaries.

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

Region Emergency Operations Center (REOC): Facilities found at Cal OES Administrative Regions. REOCs are used to coordinate information and resources among operational areas and between the operational areas and the state level.

Resource Management: Efficient emergency management and incident response requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under NIMS includes mutual aid agreements and assistance agreements; the use of special federal, state, tribal and local teams; and resource mobilization protocols.

Resources: Personnel and equipment available, or potentially available, for assignment to incidents or to EOCs. Resources are described by kind and type, and may be used in supervisory capacities at an incident or at EOCs.

Section: The organizational level with responsibility for a major functional area of the incident or at an EOC, (e.g., Operations, Planning/Intelligence, Logistics, Finance/Administration).

Situation Report (SITREP): Emergency Operations Centers are responsible for gathering timely, accurate, accessible and consistent intelligence during an emergency. Situation

reports should create a common operating picture and be used to adjust the operational goals, priorities and strategies.

Special District: A unit of local government (other than a city, county, city and county) with authority or responsibility to own, operate and maintain systems, programs, services, or projects (as defined in section 2900, subdivision (hh) of title 19 of the California Code of Regulations) for purposes of natural disaster assistance. This may include a joint-powers of authority established under Section 6500 et. seq.

Stafford Act: The Robert T. Stafford Disaster Relief and Emergency Assistance Act establishes the programs and processes for the federal government to provide disaster and emergency assistance to states, local governments, tribal nations, individuals and qualified non-profit organizations. The provision of the Stafford Act covers all-hazards including natural disasters and terrorist events. Relevant provisions of the Stafford Act include a process for Governors to request federal disaster and emergency assistance from the President. The President may declare a major disaster or emergency.

Standardized Emergency Management System (SEMS): A system required by California Government Code and established by regulations for managing response to multiagency and multijurisdictional emergencies in California. SEMS consists of five organizational levels, which are activated as necessary: Field response, Local Government, Operational Area, Region and State.

State Operations Center (SOC): An EOC facility operated by the Governor's Office of Emergency Services at the state level in SEMS.

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

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