

**Shasta County, California  
EMERGENCY OPERATIONS PLAN**



**September 2014**

**Prepared for:**

Shasta County Office of Emergency Services  
1450 Court St., Suite 308A  
Redding, CA 96001-1680

**Prepared by:**



**ecology and environment, inc.**

Global Environmental Specialists



This document was prepared under a grant from the Community Development Block Grant Program. Points of view or opinions expressed in this document do not necessarily represent the official position or policies of the United States Department of Housing and Urban Development.

# Immediate Action Checklist

Use the following Immediate Action Checklist to initiate Shasta County's response to and support of an emergency incident.

## 1. Receive alert of incident.

- Alerts should be directed to the County Director of Emergency Services (Sheriff).
- If the Director of Emergency Services is not available, alerts should be directed to the Deputy Director of Emergency Services, Undersheriff, Emergency Services Coordinator, or County Fire Warden based on the line of succession outlined in Section 1.8.1 of this plan.
- Alerts may be received through 9-1-1 dispatch, responding agencies, the on-scene Incident Commander, the public, or other sources.
- *See ESF 2 – Communications of this plan for more information on alert and warning.*

## 2. Determine need to implement the County's Emergency Management Organization.

- The Director of Emergency Services should determine, in coordination with the on-scene Incident Commander, what level of support is needed from the County for the incident. This may range from the Director of Emergency Services being on stand-by to full activation of the Emergency Operations Center.
- Identify key personnel who will be needed to support emergency operations, including staffing of the Emergency Operations Center, if activated.

## 3. Notify key County personnel and response partners.

- The Director of Emergency Services will notify key personnel to staff the Emergency Operations Center based on incident needs.
- Notify appropriate emergency response agencies. Initial notification requests will be made by the Incident Commander through the Shasta Area Safety Communications Agency (SHASCOM).
- *See the Emergency Contact List maintained by the Director of Emergency Services.*

## Immediate Action Checklist

- 4. Activate the County Emergency Operations Center as appropriate.**
  - The County will utilize the Incident Command System in managing the Emergency Operations Center.
  - Primary Emergency Operations Center Location: Shasta Area Safety Communications Agency (SHASCOM), 3101 South Street, Redding, CA 96001-2379
  - Alternate Emergency Operations Center Location: California Department of Forestry, 1000 Cypress Street, Redding, CA 96001
  - *See Section 5.4 of this plan for information on Emergency Operations Center operations.*
  
- 5. Establish communications with the on-scene Incident Commander.**
  - Identify primary and back-up means to stay in contact with the on-scene Incident Commander.
  - The on-scene Incident Commander may assign a radio frequency that the Emergency Operations Center can use to communicate with the scene.
  - *See EF 2 – Communications of this plan for more information on communications systems.*
  
- 6. Identify, in coordination with the on-scene Incident Commander, key incident needs.**
  - Consider coordination of the following, as required by the incident:
    - Protective action measures, including evacuation and shelter-in-place
    - Shelter and housing needs for displaced citizens
    - Emergency public information and coordination with the media
    - Provisions for Access and Functional Needs Populations, including unaccompanied children
    - Provisions for animals in disaster

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**Immediate Action Checklist****7. Inform the Standardized Emergency Management System Operational Area, Region, and State of the Emergency Operations Center activation and request support as needed.**

- California Governor's Office of Emergency Services (Cal OES) Inland Region (Mutual Aid Region III): 916.657-9210
- California State Warning Center: 800-852-7550
- If there is an oil or chemical spill to report, responsible parties should call the National Response Center at 800-424-8802.

**8. Declare a State of Emergency for the County, as appropriate.**

- If the incident has overwhelmed or threatens to overwhelm the County's resources to respond, the County should declare a State of Emergency.
- A declaration may be made by the Sheriff and will be ratified by the Board of Supervisors within seven days.
- The declaration should be submitted to California Governor's Office of Emergency Services.
- *See Section 1.7 of this plan for information on the disaster declaration process. See Appendix A for a sample disaster declaration form.*

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# Preface

This Emergency Operations Plan is an all-hazard plan that describes how Shasta County will organize and respond to emergencies and disasters in the community. It is based on, and is compatible with, federal, State of California, and other applicable laws, regulations, plans, and policies, including Presidential Policy Directive 8, the National Response Framework, and California Governor's Office of Emergency Services plans.

A primary responsibility of government is response to emergency or disaster conditions in order to maximize the safety of the public and minimize property damage. It is the goal of the State of California that responses to such conditions are conducted in the most organized, efficient, and effective manner possible. Therefore California Government Code Section 8607(a) requires the use of the Standardized Emergency Management System (SEMS) for managing emergencies involving multiple jurisdictions and agencies as outlined in the California Code of Regulations Section 2400-2450. This Emergency Operations Plan is based on the functions and principles of SEMS and identifies how the County fits into the overall SEMS structure. SEMS served as the model for the National Incident Management System and National Response Framework, and these systems are designed to be compatible through their use of the Incident Command System. SEMS has since been updated to fully integrate National Incident Management System components into its structure. Therefore, this plan formally adopts the principles of the National Incident Management System.

Consisting of a Basic Plan, Emergency Function Annexes, and Incident Annexes, this Emergency Operations Plan provides a framework for coordinated response and recovery activities during a large-scale emergency. The plan describes how various agencies and organizations in the County will coordinate resources and activities with other federal, State, local, tribal, community organizations, faith-based organizations, and private-sector partners.

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# Letter of Promulgation

To all Recipients:

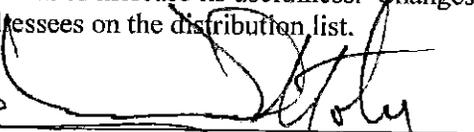
Promulgated herewith is the Emergency Operations Plan for Shasta County (County). This plan supersedes any previous plans. It provides a framework within which the County can plan and perform its emergency functions during a disaster or national emergency.

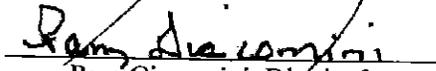
This Emergency Operations Plan is a component of the County's comprehensive approach to emergency management that ensures that the County is prepared to prevent, protect against, mitigate the effects of, respond to, and recover from the hazards and threats that pose the greatest risk to the County.

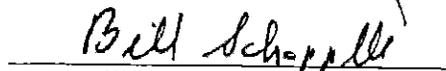
Focused on response and short-term recovery activities, this Emergency Operations Plan provides a framework for how the County will conduct emergency operations. The plan identifies key roles and responsibilities, defines the primary and support roles of County agencies and departments, outlines the steps for coordination with response partners, and establishes a system for incident management. The outlined framework is consistent with the Standardized Emergency Management System and the National Incident Management System.

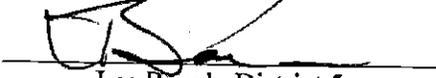
This plan has been reviewed by the Director of Emergency Service and approved by the County Board of Supervisors. It will be revised and updated as required. All recipients are requested to advise the Director of Emergency Services of any changes that might result in its improvement or increase its usefulness. Changes to the plan will be transmitted to all addressees on the distribution list.

  
David Kehoe, District 1

  
Leonard Moty, District 2

  
Pam Giacomini, District 3

  
Bill Schappell, District 4

  
Les Baugh, District 5

OCT 21 2014  
DATE

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# Resolution

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RESOLUTION NO. 2014-114

A RESOLUTION OF THE BOARD OF SUPERVISORS OF THE COUNTY OF SHASTA TO APPROVE THE SEPTMEBER 2014 SHASTA COUNTY MULTI-HAZARD FUNCTIONAL PLAN, ALSO KNOWN AS THE SHASTA COUNTY EMERGENCY OPERATIONS PLAN PURSUANT TO COUNTY CODE 2.72.080

WHEREAS, periodically the Board of Supervisors, upon recommendation from staff and the Director of Emergency Services, updates and amends the provisions of the Shasta County Multi-hazard Functional Plan, also known as the Shasta County Emergency Operations Plan, to ensure compliance with state and federal laws and to conform to action County practice; and

WHEREAS, the Sheriff-Coroner, acting as the Director of Emergency Services, and staff recommend various updates, revisions, and amendments to the Shasta County Emergency Operations Plan; and

WHEREAS, Shasta County Code, Chapter 2.72, Emergency Services, section 2.72.080, requires the Board of Supervisors adopt a resolution to approve the Shasta County Emergency Operations Plan;

NOW, THEREFORE, BE IT RESOLVED by the Board of Supervisors of the County of Shasta, approves revisions and updates to the Shasta County Emergency Operations Plan, effective September 2014, in its entirety as shown on the attachment to this resolution; and

NOW, THEREFORE, BE IT FURTHER RESOLVED by the Board of Supervisors of the County of Shasta, the Sheriff-Coroner, acting as the Director of Emergency Services is authorized to make non-substantive changes to the Basic Plan contained within the September 2014 Emergency Operations Plan.

DULY PASSED AND ADOPTED this 21st day of October, 2014 by the Board of Supervisors of the County of Shasta by the following vote:

- AYES: Supervisors Schappell, Baugh, Kehoe, and Moty
NOES: None
ABSENT: Supervisor Giacomini
ABSTAIN: None
RECUSE: None

[Handwritten signature of Les Baugh]

LES BAUGH, CHAIRMAN
Board of Supervisors
County of Shasta
State of California

ATTEST:

LAWRENCE G. LEES
Clerk of the Board of Supervisors

By: [Handwritten signature of Candice Martin]
Deputy

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**Plan Distribution List**

Copies of this plan will be provided to the following jurisdictions, agencies, and persons electronically, unless otherwise indicated. Updates will be provided electronically, when available. Recipients will be responsible for updating their Emergency Operations Plans when they receive changes. The Director of Emergency Services is ultimately responsible for dissemination of all plan updates. Copies of the plan will also be maintained by the County Director of Emergency Services and posted online at:

[http://www.co.shasta.ca.us/index/cao\\_index/emergencies/emergency\\_ops\\_plan.aspx](http://www.co.shasta.ca.us/index/cao_index/emergencies/emergency_ops_plan.aspx).

Department/Agency	Title/Name
Shasta County Administrative Office	County Executive Officer
Shasta County Office of Emergency Services	Sheriff
Shasta County Counsel	County Counsel
Shasta County Resource Management	Director
Shasta County Health and Human Services Agency	Director
Shasta County Information Technology	Chief Information Officer
Shasta County Public Works	Director
Shasta County Sheriff’s Office	Sheriff
Shasta County Fire Department	County Fire Warden
Shasta Area Safety Communications Agency	Director
California Governor’s Office of Emergency Services, Planning Division	Division Chief

**Emergency Operations Plan Review Assignments**

Unless otherwise stated, the following table identifies agencies responsible for regular review of specific plan sections and annexes to ensure accuracy. Changes will be forwarded to the Director of Emergency Services for incorporation into the plan and dissemination of the revised version. This does not preclude other departments and agencies with a vital interest in the plan from providing input to the document; such input is encouraged. It is also encouraged that plan review be performed concurrently with review of other related County emergency plans and procedures to enhance consistency.

Section/Annex	Responsible Party
<b>Basic Plan</b>	Shasta County Sheriff’s Office (Office of Emergency Services)
<b>Emergency Support Function Annexes (EFs)</b>	
<b>EF 1</b> Transportation	Shasta County Department of Public Works
<b>EF 2</b> Communications	SHASCOM
<b>EF 3</b> Construction and Engineering	Shasta County Department of Public Works
<b>EF 4</b> Fire and Rescue	Shasta County Fire Department
<b>EF 5</b> Management	Shasta County Sheriff’s Office (Office of Emergency Services)
<b>EF 6</b> Care and Shelter	Shasta County Health and Human Services Agency
<b>EF 7</b> Resources	Shasta County Sheriff’s Office (Office of Emergency Services)
<b>EF 8</b> Public Health and Medical	Shasta County Health and Human Services Agency
<b>EF 9</b> Search and Rescue	Shasta County Sheriff’s Office Shasta County Fire Department
<b>EF 10</b> Hazardous Materials	Shasta County Fire Department
<b>EF 11</b> Food and Agriculture	Shasta County Resource Management, Environmental Health Division
<b>EF 12</b> Utilities	Shasta County Department of Public Works

Plan Administration

Section/Annex	Responsible Party
<b>EF 13</b> Law Enforcement	Shasta County Sheriff’s Office
<b>EF 14</b> Recovery	Shasta County Sheriff’s Office (Office of Emergency Services)
<b>EF 15</b> Public Information	Shasta County Sheriff’s Office (Office of Emergency Services) Shasta County Board of Supervisors
<i>EF 16 Evacuation</i> <i>(merged into EF 13, Law Enforcement)</i>	Shasta County Sheriff’s Office (Office of Emergency Services)
<b>EF 17</b> Volunteers and Donation Management	Shasta County Sheriff’s Office (Office of Emergency Services)
<i>EF 18 Cyber Security</i> <i>(Under development)</i>	Shasta County Information Technology Department
<b>Incident Annexes (IAs)</b>	
<b>IA 1</b> Drought	Shasta County Department of Public Works
<b>IA 2</b> Earthquake	Shasta County Department of Public Works
<b>IA 3</b> Major Fire	Shasta County Fire Department
<b>IA 4</b> Flood (including Dam Failure)	Shasta County Department of Public Works
<b>IA 5</b> Severe Weather (including Landslide)	Shasta County Department of Public Works
<b>IA 6</b> Volcano	Shasta County Department of Public Works
<b>IA 7</b> Hazardous Materials (Accidental Release)	Shasta County Fire Department Shasta Cascade Hazardous Materials Response Team
<b>IA 8</b> Public Health Incident	Shasta County Health and Human Services Agency
<b>IA 9</b> Terrorism	Shasta County Sheriff’s Office
<b>IA 10</b> Transportation Accident	Shasta County Sheriff’s Office and Department of Public Works

Section/Annex	Responsible Party
IA 11 Utility Failure	Shasta County Department of Public Works

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- EF 3 – Construction and Engineering
- EF 4 – Fire and Rescue
- EF 5 – Management
- EF 6 – Care and Shelter
- EF 7 – Resources
- EF 8 – Public Health and Medical
- EF 9 – Search and Rescue
- EF 10 – Hazardous Materials
- EF 11 – Food and Agriculture
- EF 12 – Utilities
- EF 13 – Law Enforcement
- EF 14 – Recovery
- EF 15 – Public Information
- EF 16 – Evacuation (*see EF 13, Law Enforcement*)
- EF 17 – Volunteers and Donation Management
- EF 18 – Cyber Security (*Under development*)

**Incident Annexes**

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- IA 2 – Earthquake
- IA 3 – Major Fire
- IA 4 – Flood (including Dam Failure)
- IA 5 – Severe Weather (including Landslide)
- IA 6 – Volcano
- IA 7 – Hazardous Materials (Accidental Release)
- IA 8 – Public Health Incident
- IA 9 – Terrorism
- IA 10 – Transportation Accident
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# Basic Plan



# 1

## Introduction

### 1.1 General

The Shasta County (County) emergency management mission is to ensure that the County is prepared for a disaster by ensuring coordination of protection, prevention, mitigation, response, and recovery activities that increase the County's capabilities to minimize loss of life and reduce impacts from disasters.

Emergencies are handled effectively in the County every day. These "routine" emergencies are managed by emergency responders as part of their day-to-day responsibilities and are the most common emergency management activities that the County encounters. For the most part, this type of emergency is handled by individual responders or a team of responders who work together regularly to save lives, contain threats, and minimize damage. While the principles described in this Emergency Operations Plan (EOP) can also be applied to these daily responses, the plan is primarily designed to offer guidance for larger or more complex incidents related to a broad spectrum of hazards that exceed the response capability and/or resources of front line responders.

No plan can anticipate all the situations and conditions that may arise during emergencies, and on-scene Incident Commanders must have the discretion to act as they see fit based on the specific circumstances of the incident at hand. It is imperative, however, that all jurisdictions and response agencies have a plan that provides general guidance and a common framework for preparing for, responding to, and recovering from emergencies and disasters. This plan promulgates such a framework within the County that will bring a combination of technical capabilities and resources, plus the judgment and expertise of its emergency response personnel, department directors, and other key stakeholders, to bear on any incident. This EOP provides the foundation and guidance for use of National Incident Management System (NIMS) and California Standardized Emergency Management System (SEMS) principles necessary to effectively manage incidents within or affecting the City. This EOP provides the foundation and guidance for use of National Incident Management System (NIMS) and California Standardized Emergency Management System (SEMS) principles necessary to effectively manage incidents within or affecting the County.

No guarantee of a perfect response system is expressed or implied by this plan, its implementing instructions, or procedures. While the County will respond to emergencies to the utmost of its ability, it is possible that some natural or technological disasters may overwhelm its resources. While recognizing this possibility, this plan is designed to help the County fulfill its response function to its maximum capacity.

## 1. Introduction

### 1.1.1 Whole Community Planning

The “Whole Community” planning approach is based on the recognition that it takes all aspects of a community to effectively prepare for, protect against, respond to, recover from, and militate against disasters. This includes all emergency management partners, both traditional and nontraditional, such as volunteer-, faith-, and community-based organizations; the private sector; and the public, including survivors of an incident.

Every person who lives or works in the County (including vulnerable populations) shares responsibility for minimizing the impact of disasters on the community. These individual responsibilities include hazard awareness, knowledge of appropriate protective actions, taking proactive steps to mitigate the impact of anticipated hazards, and preparations for personal and family safety, as well as the self-sufficiency of neighborhoods. To the greatest extent possible, the County will assist its citizens in carrying out this responsibility by providing preparedness information, as well as emergency public information and critical public services during a disaster. However, a major emergency is likely to damage the County’s critical infrastructure and reduce the workforce available to continue essential government services. Knowledgeable citizens prepared to take care of themselves, their families, and assist neighbors in the early phases of an emergency can make a significant contribution towards survival and community resiliency.

## 1.2 Purpose and Scope

### 1.2.1 Purpose

The primary purpose of the EOP is to outline the County’s all-hazard approach to emergency operations in order to protect the safety, health, and welfare of its citizens throughout all emergency management mission areas. Through this EOP, the County designates SEMS, which is consistent with NIMS, and the Incident Command System (ICS) as the frameworks within which all emergency management activities will be conducted.

### 1.2.2 Scope

The EOP is implemented whenever the County must respond to an emergency incident or planned event whose size or complexity is beyond that normally handled by routine operations. Such occurrences may include natural, technological, or human-caused disasters and may impact unincorporated areas of the County, incorporated municipalities, or a combination thereof. This plan is intended to guide the County’s emergency operations while complementing and supporting the emergency response plans and procedures of responding agencies, other local governments, special districts, and other public, nonprofit/volunteer, and private-sector entities.

A community’s emergency management infrastructure is a complex network of relationships. The EOP establishes roles, responsibilities, and relationships

## 1. Introduction

among agencies and organizations involved in emergency operations, thereby facilitating multi-agency and multi-jurisdiction coordination. Using this framework, County departments and agencies that operate under this plan are expected to develop and keep current lines of succession and standard operating procedures (SOPs) that describe how emergency tasks will be performed. Training and equipment necessary for response operations should be maintained by County departments and agencies.

The primary users of this plan are elected officials, department heads and their senior staff members, emergency management staff, coordinating response agencies, and other stakeholders that support emergency operations. The general public is also welcome to review non-sensitive parts of this plan to better understand how the County manages emergency operations.

### 1.3 Plan Activation

Once promulgated by the County Board of Supervisors, this EOP is in effect and may be implemented in whole or in part to respond to:

- Incidents in or affecting the County
- Health emergencies in or affecting the County
- Non-routine life-safety issues in or affecting the County

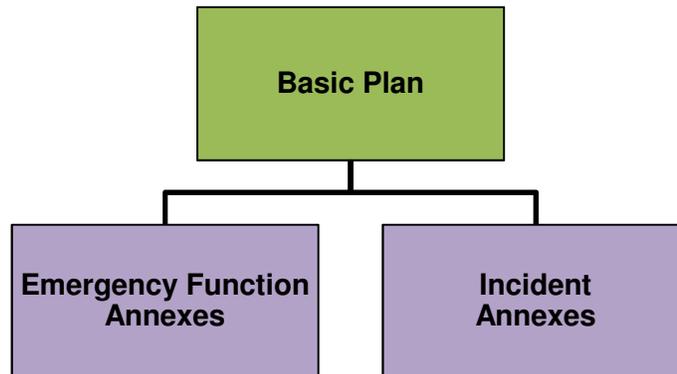
An emergency declaration is not required in order to implement the EOP or activate the Emergency Operations Center (EOC). The Director of Emergency Services may implement the EOP as deemed appropriate for the situation or at the request of an on-scene Incident Commander.

### 1.4 Plan Organization

The County EOP is composed of three main elements:

- Basic Plan (with appendices)
- Emergency Function (EF) Annexes
- Incident Annexes (IAs)

**Figure 1-1 Shasta County Emergency Operations Plan Organization**



### 1.4.1 Basic Plan

The purpose of the Basic Plan is to provide a framework for emergency operations and information regarding the County's emergency management structure. It serves as the primary document outlining roles and responsibilities of elected officials during an incident. Specifically, the Basic Plan identifies:

- Legal authorities, including the emergency declaration process, activation of mutual aid agreements, and requests for resources and emergency spending powers.
- Hazards and threats facing the community, including planning assumptions based on the County's response capabilities.
- Roles and responsibilities for elected officials, County departments, and key response partners.
- A concept of operations for the County that describes how the County will conduct its emergency operations and coordinate with other agencies and jurisdictions.
- The County's emergency response structure, including activation and operation of the County EOC and implementation of ICS.
- The County's protocols for maintaining and reviewing this EOP, including training, exercises, and public education components.

### 1.4.2 Emergency Function Annexes

The EFs focus on critical tasks, capabilities, and resources provided by emergency response agencies for the County throughout all phases of an emergency. In the event of an incident for which the County's capabilities and/or resources are limited or exhausted, each annex clearly defines escalation

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pathways and procedures for requesting resources and seeking additional support from State of California (State) agencies. The EFs, which supplement the information in the Basic Plan, are:

<b>Table 1-1 Emergency Functions</b>	
<b>Annex</b>	<b>Function</b>
<b>EF 1</b>	Transportation
<b>EF 2</b>	Communications
<b>EF 3</b>	Construction and Engineering
<b>EF 4</b>	Fire and Rescue
<b>EF 5</b>	Management
<b>EF 6</b>	Care and Shelter
<b>EF 7</b>	Resources
<b>EF 8</b>	Public Health and Medical
<b>EF 9</b>	Search and Rescue
<b>EF 10</b>	Hazardous Materials
<b>EF 11</b>	Food and Agriculture
<b>EF 12</b>	Utilities
<b>EF 13</b>	Law Enforcement
<b>EF 14</b>	Recovery
<b>EF 15</b>	Public Information
<b>EF 16</b>	<i>Evacuation (merged into EF 13, Law Enforcement)</i>
<b>EF 17</b>	Volunteers and Donation Management
<b>EF 18</b>	Cyber Security (Under development)

**1.4.3 Incident Annexes**

While this EOP has been developed as an all-hazards planning document, some hazards may require unique considerations. To that end, IAs supplement the Basic Plan to identify critical tasks associated with to specific natural, technological, and human-caused hazards identified in the County’s most current Hazard Identification and Vulnerability Assessment. The IAs identify step-by-step actions for each hazard through the pre-incident, response, and recovery phases of an incident.

Table 1-2 Incident Annexes

Annex	Hazard
IA 1	Drought
IA 2	Earthquake
IA 3	Major Fire
IA 4	Flood (including Dam Failure)
IA 5	Severe Weather
IA 6	Volcano
IA 7	Hazardous Materials Incident (Accidental Release)
IA 8	Public Health Incident
IA 9	Terrorism
IA 10	Transportation Accident
IA 11	Utility Failure

*Note: Resource shortages and civil disobedience are considered secondary risks during any emergency situation.*

## 1.5 Relationship to Other Plans

### 1.5.1 Federal Plans

The following federal plans guide emergency preparedness, response, and recovery at the federal level and provide support and guidance for state and local operations:

- **Presidential Policy Directive 8.** Describes the Nation’s approach to preparing for the threats and hazards that pose the greatest risk to the security of the United States.
- **National Preparedness Goal.** Describes the Nation’s security and resilience posture through identifying key mission areas and core capabilities that are necessary to deal with great risks, using an integrated, layered, and all-of-Nation approach as its foundation.
- **National Preparedness System.** Provides guidance, programs, processes, and systems that support each component of the National Preparedness System to enable a collaborative, whole community approach to national preparedness that engages individuals, families, communities, private and nonprofit sectors, faith-based organizations, and all levels of government.

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- **National Incident Management System.** Provides a consistent nationwide framework and comprehensive approach to enable government at all levels, the private sector, and nongovernmental organizations to work together to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents regardless of their cause, size, location, or complexity.
- **National Response Framework.** Serves as a guide to how State and federal government should conduct all-hazards response. It is built upon a scalable, flexible, and adaptable coordination structure to align key roles and responsibilities across the country. It describes specific authorities and best practices for managing incidents that range from the serious, but purely local, to large-scale terrorist attacks or catastrophic natural disasters.
- **National Disaster Recovery Framework.** Provides guidance that enables effective recovery support to disaster-impacted States, tribes, and local jurisdictions. It provides a flexible structure that enables disaster recovery managers to operate in a unified and collaborative manner. It also focuses on how best to restore, redevelop, and revitalize the health, social, economic, natural, and environmental fabric of the community and build a more resilient nation.

### 1.5.2 State Plans

The following State plans guide emergency preparedness, response and recovery at the State level and provide support and guidance for local operations:

- **California State Emergency Plan** – Describes the fundamental systems, strategies, and policies that California will utilize to guide and support emergency management efforts. The plan also includes 18 Functional Annexes developed by EF working groups for discipline-specific organizational frameworks.
- **State Emergency Alert System Plan and Operations Orders** – Mandated by the Federal Communications Commission, this plan outlines the organization and implementation of the State of California Emergency Alert System (EAS). It is the guideline for State broadcasters and cable television operators, and State and local entities authorized to use EAS, to determine distribution of the President's message, mandated and optional monitoring assignments, and participation by the National Weather Service and local and State emergency agencies.

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The California Governor's Office of Emergency Services (Cal OES) Plans, Publications, and Documents are available on the agency's Planning and Preparedness website.

<http://www.calema.ca.gov/PlanningandPreparedness/Pages/Documents%20and%20Publications.aspx>

### 1.5.3 County Plans

The County EOP is part of a suite of plans that address various elements of the County's emergency management program. While the EOP is focused on short-term recovery, other plans address the County's approach to mitigation, continuity, and other aspects of emergency management. These plans work in concert with the County EOP, and are outlined below:

- **Shasta County General Plan.** Under California law, all counties must prepare a general plan that guides the community's land use and development activities. The General Plan includes a Safety section that establishes policies and programs to protect the community from risks associated with seismic, geologic, flood, and fire hazards.
- **Shasta County and City of Anderson Multi-Jurisdictional Hazard Mitigation Plan (2011).** Creates a framework for risk-based decision making to reduce deaths and injuries, property damage, and the economic impact from future disasters. Mitigation plans form the foundation for a community's long-term strategy to reduce disaster losses and break the cycle of disaster damage, reconstruction, and repeated damage. Hazard mitigation is sustained action taken to reduce or eliminate long-term risk to people and their property from hazards.
- **Shasta County Health and Human Services Agency (HHSA) Emergency Plans.** HHSA maintains a suite of emergency plans that support the County during an emergency, including:
  - Adult Services Extreme Temperature Response Plan (Adult Services)
  - Child Welfare Services Disaster Response Plan (Children's Services)
  - Shasta County Public Health Emergency Response Plan (Public Health)
  - Care and Shelter Plan (Regional Services)
  - Disaster CalFresh Plan
  - Health and Human Services Agency Continuity of Operations Plan

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- **Shasta County Hazardous Materials Area Plan.** The Shasta County Department of Resource Management, Environmental Health Division maintains this plan, which describes the County’s pre-incident planning and preparedness for hazardous materials releases. It clarifies the roles and responsibilities of federal, State of California (State) and local agencies during a hazardous materials incident. It describes the County’s hazardous materials incident response program, training, communications, and post-incident recovery procedures.
- **Coroner’s Mass Fatality Plan.** The Shasta County Sheriff’s Office maintains this plan which describes the County’s approach to response to an incident that results in multiple fatalities including body recovery, temporary morgue operations, and family assistance.

### 1.5.4 City Plans

Similar to the County, some cities within the County have developed plans that address various elements of a City’s emergency management program. These plans, listed below, are intended to complement the County’s plans:

- City of Redding
  - City of Redding Emergency Operations Plan (2014)
  - City of Redding Local Hazard Mitigation Plan (2012)
- City of Anderson
  - Shasta County and City of Anderson Multi-Jurisdictional Hazard Mitigation Plan (2011)
- City of Shasta Lake
  - City of Shasta Lake Hazard Mitigation Plan

### 1.5.5 Support Agency Plans

The County is supported by a number of partner agencies. To the greatest extent possible, the County encourages support agencies to design their plans to complement the County EOP, and the County will seek to engage support agencies in the EOP update process to ensure appropriate linkages.

- Local Emergency Services Agency (LEMSA) Planning Documents: Sierra – Sacramento Valley Emergency Medical Services Agency
- Shasta County Hospitals Emergency Preparedness Plan and Memorandum of Understanding (2008)

### 1.5.6 Regional Emergency Plans

The County is a partner in a number of regional planning efforts, including:

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- Shasta-Trinity Unit Strategic Fire Plan (2011)
- California Office of Emergency Services (Cal OES) Region III Multiple Casualty Incident Plans
  - California Mutual Aid Region III MCI Plan (Manual 1) Multi-Casualty Incident Field Operations (2013)
  - California Mutual Aid Region III MCI Plan (Manual 2) Multi-Casualty Incident Patient Distribution (2013)
- California Mutual Aid Region III Regional CHEMPACK Plan (2009)
- Upper Sacramento Geographic Response Plan

## 1.6 Authorities

### 1.6.1 Legal Authorities

In the context of this EOP, a disaster or major emergency is characterized as an incident requiring the coordinated response of all government levels to save the lives and protect the property of a large portion of the population. This plan is issued in accordance with, and under the provisions of California Code of Regulations (CCR) Title 19, Division 2, Chapter 1, which establishes the SEMS Regulations and the authority for the County to establish an emergency management organization (EMO) and appoint a Director of Emergency Services, who will be responsible for the organization, administration, and operation of the EMO.

The County EMO will, at a minimum:

- Coordinate planning activities necessary to prepare and maintain the County EOP.
- Manage and maintain the County EOC, from which County officials can coordinate emergency and disaster response activities.
- Establish an Incident Command structure consistent with SEMS for management of incidents by all local emergency service agencies.
- Coordinate with Local Area, Regional, and State agencies, as well as other private, nonprofit, volunteer, and faith-based organizations, to integrate effective practices in emergency preparedness and response in a manner consistent with SEMS.

Through promulgation of this plan, the Sheriff's Office has been identified as the lead agency in the EMO. The Director of Emergency Services has authority and responsibility for the organization, administration, and operations of the EMO.

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The Director of Emergency Services may delegate any of these activities to designees, as appropriate.

The County EMO is consistent with State SEMS and federal NIMS, and procedures supporting SEMS and NIMS implementation and training for the County will be developed and formalized by the Director of Emergency Services.

Table 1-3 sets forth the federal, State, and local legal authorities upon which the organizational and operational concepts of this EOP are based.

<b>Table 1-3 Legal Authorities</b>	
<b>Federal</b>	
–	Federal Emergency Management Agency (FEMA) Policy <ul style="list-style-type: none"> <li>○ Crisis Response and Disaster Resilience 2030 (January 2012)</li> <li>○ FDOC 104-008-1: A Whole Community Approach to Emergency Management (December 2011)</li> <li>○ FEMA Administrator’s Intent (2015-2019)</li> <li>○ FEMA Incident Management and Support Keystone (January 2011)</li> <li>○ FEMA Publication: 1 The Federal Emergency Management Agency (November 2010)</li> <li>○ FEMA Strategic Plan 2011-2014</li> <li>○ National Disaster Housing Strategy (January 2009)</li> <li>○ National Disaster Recovery Framework (September 2011)</li> <li>○ National Incident Management System (December 2008)</li> <li>○ National Preparedness Goal (September 2011)</li> <li>○ National Response Framework (January 2008)</li> </ul>
–	Homeland Security Presidential Directive 5: Management of Domestic Incidents (2003)
–	Presidential Policy Directive 8: National Preparedness (2008)
–	Public Law 93-288 Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended (last amended April 2013)
–	Public Law 107-296 The Homeland Security Act of 2002
–	Public Law 109-295 The Post-Katrina Emergency Management Reform Act (2007)

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<b>Table 1-3 Legal Authorities</b>	
<b>State of California</b>	
–	California Emergency Services Act (California Government Code, Title 2, Division 1, Chapter 7, §8550 et. seq.)
–	California Disaster Assistance Act (California Government Code, Title 2, Division 1, Chapter 7.5, §8680 et. seq.)
–	Standardized Emergency Management System (California Code of Regulations, Title 19, Division 2, Chapter 1, §2400 et. seq.)
–	California Disaster and Civil Defense Master Mutual Aid Agreement
–	Disaster Service Workers (California Government Code, Title 1, Division 4, Chapter 8, §3100 et. seq.)
–	Good Samaritan Liability (California Health and Safety Code, Division 2.5, Chapter 9, §1799.102 et. seq.)
–	California Health and Safety Code (Article 1, Chapter 2, Part 1, Division 101, 105)
–	California Health and Safety Code (Article 1, Chapter 2, Part 3, Division 101)
<b>Shasta County</b>	
–	County Ordinance Chapter 2.72 (Emergency Services)

**1.6.2 Mutual Aid and Intergovernmental Agreements**

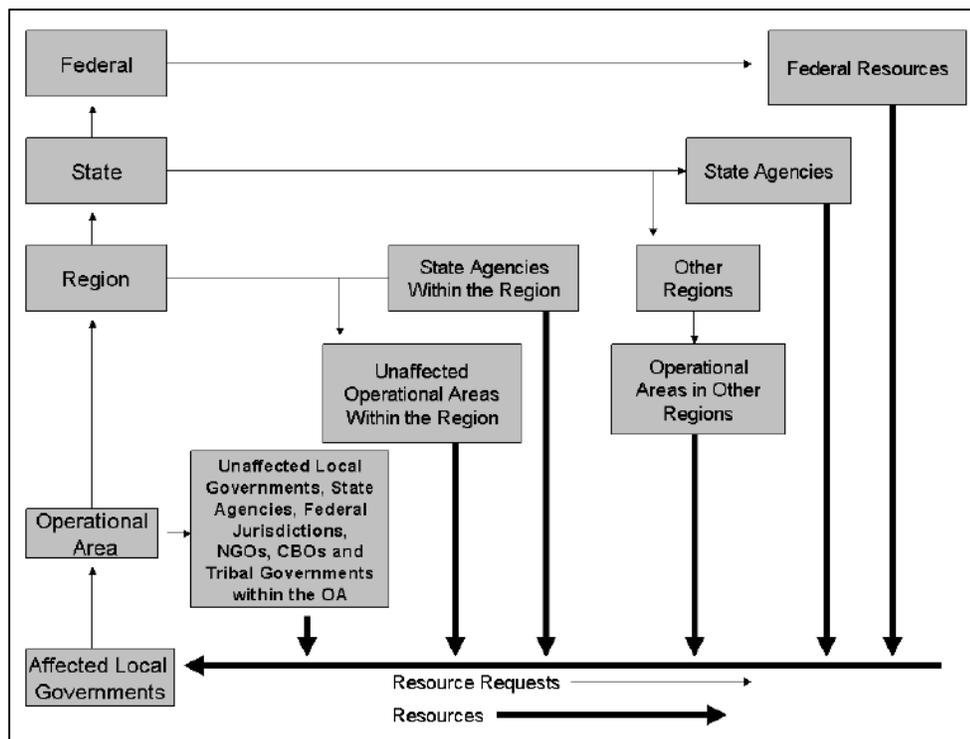
The California Civil Defense Master Mutual Aid Agreement was entered into by the State of California and its various departments, agencies, and political subdivisions in 1950 to guarantee provision of resources during an emergency. The agreement requires that each signatory provide aid to the others during an emergency without expectation of reimbursement. California is divided into six mutual aid regions, which allow for more effective coordination of mutual aid. All signatories’ emergency plans must include plans to mobilize resources for mutual aid.

The County is located within Mutual Aid Region III. Mutual aid requests are processed by pre-identified mutual aid coordinators and follow discipline-specific chains from the field to the local government, from the local government to the Operational Area, from the Operational Area to the Region, and from the Region to the State, as specified in the State of California Emergency Plan.

*See Individual EFs and Appendix D for existing mutual aid agreements.*

Copies of these documents can be accessed through the Director of Emergency Services. During an emergency situation, a local declaration may be necessary to activate these agreements and allocate appropriate resources.

Figure 1-2 Flow of Requests and Resources



Key:   
 NGO Nongovernmental Organization   
 CBO Community-Based Organization   
 OA Operational Area   
 Source: State of California Emergency Plan, 2009

## 1.7 Emergency Powers

### 1.7.1 General

The California Emergency Services Act provides for three types of emergency proclamations in California: (1) Local Emergency, (2) State of Emergency, and (3) State of War Emergency. The California Health and Safety Code provides for the proclamation of a (4) Local Health Emergency (H&S Code 101080 et seq). Emergency proclamations expand the emergency powers and authorities of the State and its political subdivisions. They also provide a mechanism for unaffected jurisdictions to provide resources and other assistance to the impacted jurisdictions. Although emergency proclamations facilitate the flow of resources and support to the affected jurisdictions and local government, they are not prerequisite for rendering mutual aid and assistance under existing agreements or requesting assistance from the American Red Cross or State agencies.

The declaration of a Local Emergency provides the governing body with the legal authority to:

- If necessary, request that the Governor proclaim a State of Emergency.

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- Promulgate or suspend local orders and regulations necessary to provide for the protection of life and property, including issuing orders or regulations imposing a curfew within designated boundaries.
- Exercise full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans, or agreements.
- Request State agencies and other jurisdictions to provide mutual aid.
- Require the emergency services of any local official or employee.
- Requisition necessary personnel and material from any local department or agency.
- Obtain vital supplies and equipment and, if required, immediately commandeer the same for public use.
- Impose penalties for violating lawful orders.
- Conduct emergency operations with broadened immunities from legal liability for performance, or failure to perform.
- Request cost reimbursement from the State.

The County Counsel may review and advise County Officials on possible liabilities arising from disaster operations, including the exercising of any or all of the above powers.

**1.7.2 Shasta County Emergency Proclamation Process****1.7.2.1 Proclamation Process**

Proclamations of a Local Emergency are normally made when there is an actual incident or threat of disaster or extreme peril to the safety of persons and property within the County, caused by natural, technological or human caused situations. The County may declare an emergency for any of several reasons, such as authorizing additional budget authority, implementing emergency measures, or accessing State, or federal disaster assistance. To proclaim a state of emergency, the Director of Emergency Services will either call a regular or special meeting of the Board of Supervisors to request a proclamation of emergency or immediately declare an emergency in writing. For “an imminent and proximate threat of the introduction of any contagious, infectious, or communicable disease, chemical agent, noncommunicable biologic agent, toxin, or radioactive agent,” the Shasta County Health Officer may declare a local health emergency in the jurisdiction or any area thereof affected by the threat to the public health. A Local Emergency proclaimed by the Director of Emergency Services must be ratified by the Board of Supervisors within seven days, or it will expire.

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The Board of Supervisors must review the need to continue the proclamation at least every 30 days until the Local Emergency is terminated. The Local Emergency must be terminated by resolution as soon as conditions warrant.

### 1.7.2.2 Proclamation Content

A declaration shall:

- Describe the nature of the emergency.
- Designate the geographic boundaries of the area where the emergency exists, as well as the portion of the affected area lying within County boundaries.
- Estimate the number of individuals at risk, injured, or killed.
- Describe the actual or likely damage caused by the emergency.
- State the type of assistance or resources required to respond to the emergency.
- Estimate the length of time during which the designated area will remain in an emergency status.
- State the specific regulations or emergency measures imposed as a result of the declaration of emergency.

The proclamation of emergency will be written based upon the best information available at the time. It may be amended, based upon additional information or changes in the situation. The County Counsel may be consulted to review the declaration for legality or sufficiency of emergency measures and emergency powers invoked within the document. If State or federal assistance is needed, the declaration must also state that all appropriate and available local resources have been expended, are nearing depletion, or are projected to be inadequate and that mutual aid agreements have been initiated, as well as contain a specific request for the type(s) of assistance required.

### 1.7.2.3 Emergency Operations Center Support

If the County EOC is activated, EOC Command and General Staff have the following responsibilities in the declaration process:

- **EOC Director:** Present the package to Board of Supervisors.
- **Operations:** Identify necessary resources and outline any special powers needed to respond to the emergency. Assist in the Initial Damage Assessment (IDA).
- **Planning:** Provide situation and resource summaries; conduct a windshield survey, IDA, and Preliminary Damage Assessment (PDA).

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- **Logistics:** Compile resource requests.
- **Finance:** Track incident costs, assist in the PDA, and coordinate damage survey activities.

If the EOC is not activated, the tasks identified above will be performed by the Sheriff's Office.

*See Appendix A for sample Proclamation of Emergency forms.*

### **1.7.3 State Assistance**

#### **1.7.3.1 State Emergency Proclamation**

When emergency conditions exceed or have the potential to exceed local resources and capabilities, local government may request the Governor to proclaim a State of Emergency. The formal request may be included in the original emergency proclamation or as a separate document. The request must be received within 10 days of the event. In addition to providing access to reimbursement for eligible disaster-related response and recovery expenditures, a Governor's proclamation can facilitate other actions, such as waiver of State regulations impacting response or recovery operations.

The request for a Secretary's concurrence or a Governor's proclamation should include a copy of the proclamation document and an Initial Damage Estimate that estimates the severity and extent of the damage caused by the emergency. An Initial Damage Estimate may not be immediately required for sudden emergencies with widespread impacts, emergencies of significant magnitude, or during fast moving emergencies where immediate response assistance is necessary.

The request and the Initial Damage Estimate are reviewed by the Cal OES Region, and a recommendation is made to the Governor through the Secretary of Cal OES.

The Governor proclaims a State of Emergency based on the formal request from the local governing body and the recommendation of Cal OES. If conditions and time warrant, the Governor drafts and signs a formal State of Emergency Proclamation. The Governor has expanded emergency powers during a proclaimed State of Emergency. The Governor:

- Has the right to exercise police power as deemed necessary, vested in the State Constitution and the laws of California within the designated area.
- Is vested with the power to use and commandeer public and private property and personnel, to ensure that all resources within California are available and dedicated to the emergency when requested.

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- Can direct all State agencies to utilize and employ personnel, equipment, and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency and can direct them to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the residents of the affected area.
- May make, amend, or rescind orders and regulations during an emergency and temporarily suspend any non-safety-related statutes, ordinances, regulations, or rules that impose restrictions on the emergency response activities.

A request from the local governing body is not always necessary for the Governor to proclaim a State of Emergency. The Governor can proclaim a State of Emergency if the safety of persons and property in California are threatened by conditions of extreme peril or if the emergency conditions are beyond the emergency response capability and capabilities of the local authorities. This situation is unusual, however.

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

### 1.7.3.2 Request to State for Reimbursement of Disaster-Related Costs

Under the California Disaster Assistance Act (CDAA), local governments can request cost reimbursement from the State for certain disaster-related recovery costs following a declared emergency and a Cal OES Director's Concurrence or a Governor's Proclamation. The County must submit a Project Application (Cal EMA 126 CDAA Form) to Cal OES within 60 days of the date of a County emergency proclamation.

### 1.7.4 Federal Assistance

The Federal Emergency Management Agency (FEMA) provides resources, coordination, planning, training, and funding to support State and local jurisdictions when requested by the Governor.

In the event that the capabilities of the State are not sufficient to meet the requirements as determined by the Governor, federal assistance may be requested. Cal OES coordinates all requests for federal assistance through the State Emergency Coordination Center. FEMA coordinates the Governor's Presidential request for assistance in accordance with the National Response Framework.

## 1.8 Continuity of Government and Operations

### 1.8.1 Lines of Succession

Table 1-4 presents the policy and operational lines of succession during an emergency for the County. Order of succession guidelines for emergency coordination and emergency policy and governance are kept within the vital records packet at the EOC. Emergency coordination lines of succession are defined in County Ordinance Chapter 2.72.

Emergency Management	Emergency Coordination	Emergency Policy and Governance
1. Sheriff 2. Undersheriff 3. Captain of Emergency Services 4. County OES Director	1. Director of Emergency Services (Sheriff) 2. Deputy Director of Emergency Services (County Fire Warden) 3. Undersheriff 4. County Executive Officer 5. Remaining highest ranking officer of the Sheriff's Office	6. Board of Supervisors Chair 7. Board of Supervisors (order of succession) 8. County Executive Officer

Each County department is responsible for pre-identifying staff patterns showing a line of succession in management's absence. Lines of succession for each department can be found in the County Executive Officer's Office. All employees shall be trained on the protocols and contingency plans required to maintain leadership within their departments. The Director of Emergency Services will provide guidance and direction to department heads to maintain continuity of government and operations during an emergency. Individual department heads within the County are responsible for developing and implementing Continuity of Operations (COOP) plans to ensure continued delivery of essential functions during an emergency.

### 1.8.2 Preservation of Vital Records

The County has developed a vital records packet for use during emergency events. This packet includes records essential to executing emergency functions and includes this EOP, emergency operating records essential to the continued function of the County EMO, current call-down list, vital records inventory, necessary keys or access codes, and lists of primary and alternate facilities.

Each County department must provide for the protection, accessibility, and recovery of the agency's vital records, systems, and equipment. These are rights and interests records, systems, and equipment that, if irretrievable, lost, or damaged, will materially impair the agency's ability to conduct business or carry

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out essential functions. Each agency should have a maintenance program for the preservation and quality assurance of data and systems. The program should take into account the cost of protecting or reconstructing records weighed against the necessity of the information for achieving the agency mission.

### 1.8.3 Continuity of Operations Plans

The County has not formalized a County Continuity of Operations (COOP) plan to date. However, once it has been developed and implemented, this plan may be used in conjunction with the EOP during various emergency situations. A COOP plan details the processes for performing administrative and operational functions during emergencies that may disrupt normal business activities. This plan identifies essential functions of local government, private-sector businesses, and community services and delineates procedures to support their continuation. COOP plan elements may include, but are not limited to:

- Identification and prioritization of essential functions
- Establishment of orders of succession for key positions
- Establishment of delegations of authority for making policy determination and other decisions
- Identification of alternate facilities, alternate uses for existing facilities, and, as appropriate, virtual office options, including telework
- Development of interoperable communications systems
- Protection of vital records needed to support essential functions.
- Management of human capital
- Development of a Test, Training, and Exercise Program for continuity situations
- Devolution of Control planning

Reconstitution and resumption of normal operations.

## 1.9 Administration and Logistics

### 1.9.1 Request, Allocation, and Distribution of Resources

Resource requests may be submitted by the County EOC or Sheriff's Office (Office of Emergency Services; County OES) according to provisions outlined under SEMS. SEMS additionally allows for discipline-specific mutual aid systems whereby additional resource requests may be submitted by local government functional coordinators to Operational Area coordinators. For example, a City Fire Chief may submit a request for resources to the Operational Area Fire & Rescue Coordinator.

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The Director of Emergency Services of the County is responsible for the direction and control of the County's resources during an emergency. All assistance requests are to be made through the County OES via the Operational Area EOC if activated. The County OES processes subsequent assistance requests to the Cal OES Region, and the Region processes subsequent assistance requests to the State.

*See EF 7 – Resources for detailed information regarding available resources and coordination procedures established for the County.*

### 1.9.2 Financial Management

During an emergency, the County is likely to find it necessary to redirect its funds to effectively respond to the incident. The authority to adjust department budgets and funding priorities rests with the Board of Supervisors. If an incident in the County requires major redirection of County fiscal resources the following general procedures will be carried out:

- The Board of Supervisors will meet in emergency session to decide how to respond to the emergency funding needs.
- The Sheriff will declare a State of Emergency and the Board of Supervisors will ratify it within seven days.
- If a quorum of the Board cannot be reached, and if a prompt decision will protect lives, County resources and facilities, or private property, the County Executive Officer (or designee) may act on emergency funding requests. The Board of Supervisors will be advised of such actions as soon as practical.
- To facilitate tracking of financial resources committed to the incident, and to provide the necessary documentation, a discrete charge code for all incident-related personnel time, losses, and purchases will be established by the Auditor-Controller's Office.

Expenditure reports should be submitted to the Auditor-Controller's Office and managed through these agencies to identify budgetary shortfalls. The Auditor, along with the Purchasing Unit of the Office of Support Services, will also support procurement issues and financial issues related to personnel, both volunteer and paid. In addition, copies of expense records and all supporting documentation should be submitted for filing FEMA Public Assistance reimbursement requests. During activation of the County EOC, financial management will be handled by the Finance Section, which will be staffed by the Sheriff's Office.

### 1.9.3 Legal Support and Liability Issues

Liability issues and potential concerns among government agencies, private entities, and other response partners and across jurisdictions are addressed in

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existing mutual aid agreements and other formal memoranda established for the County and its surrounding areas.

### 1.9.4 Reporting and Documentation

Proper documentation and reporting during an emergency is critical for the County to receive proper reimbursement for emergency expenditures and to maintain a historical record of the incident. County staff will maintain thorough and accurate documentation throughout the course of an incident or event.

Incident documentation should include:

- Incident and damage assessment reports
- Incident Command logs
- Cost recovery forms
- Incident critiques and After Action Reports (AARs)

All documentation related to the County's emergency management program will be maintained in accordance with the California Public Records Act (California Government Code §§ 6250 through 6276.48).

## 1.10 Safety of Employees and Family

The State of California Disaster Service Worker (DSW) Program includes all public employees impressed into service by a person having authority to command the aid of citizens in the execution of his or her duties during a state of war, a state of emergency, local health emergency or a local emergency. As public employees, Shasta County employees are DSWs and have taken and subscribed to the Loyalty Oath upon employment.

All department heads (or designees) are responsible for the safety of employees. Employees should attempt to contact their supervisors and managers within the first 24 hours following an incident. Emergency 9-1-1 should only be utilized if emergency assistance is needed. Agencies and departments with developed COOP plans will establish alternate facilities and staff locations, as applicable. Notification procedures for employee duty assignments will follow the required procedures established by each agency and department.

During biological incidents or public health emergencies such as influenza pandemics, maintaining a resilient workforce is essential to performing the overall response activities required to protect the County and surrounding community from significant impacts to human lives and the economy. Thus, personnel should be provided with tools to protect themselves and their families while they provide health and medical services during a pandemic or other type of public health emergency.

Safety precautions and personal protective equipment decisions will be specific to the type of incident and will require just-in-time training among the first

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responder community and other support staff to implement appropriate procedures.

If necessary, the California Division of Occupational Safety and Health Administration, in coordination with the California Department of Public Health, may provide assistance and guidance on worker safety and health issues. Information about emergency procedures and critical tasks involved in a biological emergency incident or disease outbreak is presented in EF 8 of this EOP.

It is the responsibility of every County employee to prepare themselves for disaster service duties by ensuring that they and their families are ready for an emergency. County employees should familiarize themselves with County and department policies regarding DSWs. While all County agencies and employees are expected to contribute to the emergency response and recovery efforts of the community, employees' first responsibility is to their own and their families' safety. During an emergency, an employee is required to report to their work assignments as usual, unless reporting to their usual work site poses possible danger or injury to them. In this case, they must attempt to contact their supervisor to notify them that they cannot safely report to their work assignment. Each employee is expected to develop family emergency plans to facilitate family safety and self-sufficiency, which in turn will enable employees to assume their responsibilities to the County and its citizens as rapidly as possible.

Processes that support employees and their families during emergency situations or disasters should be further developed through ongoing COOP planning.

# 2

## Situation and Planning Assumptions

### 2.1 Situation

The County is exposed to many hazards that have the potential to disrupt the community, cause damage, and create casualties. Natural hazards to which the County may be exposed include droughts, floods, wildfires, and winter storms. The threat of a technological or human-caused chemical, biological, radiological, nuclear, or explosive incident is present as well. Other disaster situations could develop from hazardous material accidents, health-related incidents, conflagrations, major transportation accidents, or acts of terrorism.

#### 2.1.1 Community Profile

The Shasta County community profile, including geography and climate, demographics and housing, education, transportation, and community events, is identified in the following sections. Information contained in this community profile was provided by the U.S. Census Bureau, American Fact Finder, and the County.

##### 2.1.1.1 Geography and Climate

Shasta County is located in northern California, at the northern end of the Sacramento Valley, which is part of the Great Central Valley of California. The Sacramento Valley is named after its main river, the Sacramento River. The Sacramento River is the principal river of northern and central California, draining from the Klamath Mountains south to San Francisco Bay. The Pit River joins the Upper Sacramento just north of the Shasta Dam, creating the reservoir Lake Shasta. The McCloud River and Squaw Creek also flow into Lake Shasta. The Keswick Dam is located immediately downstream of the Shasta Dam on the Sacramento River. These dams are part of the Central Valley Projects, which regulate stream flow on the Sacramento and its tributaries. Whiskeytown Dam on Clear Creek is also located in the County, impounding Whiskeytown Lake.

Mountains frame the County on the north, east, and west. The Cascade Mountain Range dominates the geography of the northern and eastern portions of the County. Just east of the County, the Cascades meet with the Sierra Nevada Mountain Range. East of Lake Shasta are the Trinity Mountains of the Coastal Mountain Range. The Cascade Mountains are part of the Pacific Ring of Fire. Two active volcanoes are located near or in the County. Mt. Shasta is located north of the County in Siskiyou County, 60 miles north of Redding, California. In the southeast corner of the County is the Lassen Volcanic Center, 55 miles east of

**3. Roles and Responsibilities**

Redding. The Lassen Volcanic Center is the most southerly active volcano of the Cascade Range.

The majority of residents live in the valley, in the southern and central part of the county. The City of Redding, the County Seat and commercial hub, is located on the Sacramento River and Interstate 5, the major north-south corridor for the Pacific states. The other incorporated cities in the County are the City of Anderson, 10 miles south of Redding, and the City of Shasta Lake

The County’s climate is classified as Mediterranean, with hot, dry summers and cool, wet winters. In winter, average temperatures range from 36 to 55 degrees Fahrenheit (°F). In summer, the daily temperatures range from 65 to 99°F. Temperatures above 100°F are common, with an average 45 days per summer with high temperatures 100°F and above. Most rainfall occurs between November and March, with an average is 33 inches.

**2.1.1.2 Demographics**

Historically, 80% of the burden following a disaster has fallen on the public, with a disproportionate burden placed upon vulnerable populations. For emergency planning purposes, children, elderly adults, the disabled, people whose primary language is not English, and low income residents are considered vulnerable populations. Demographic information for the County is provided below.

Based on the 2010 census, the population of the County is 177,223. Table 2-1 presents the County’s population, distinguished between the incorporated cities and unincorporated areas of the County. Of the total population, approximately 22% is under the age of 18, and 6% under 5. Approximately 19% of the total population is 65 years or older.

According to the 2008–2012 American Community Survey 5-year estimates for the County, approximately 1.6% of the population within the County speak English less than “very well,” and 18% of the total civilian non-institutionalized population is considered to be disabled. Approximately 12.6% of all families and 17.6% of the total population within the County had incomes below the poverty level.

<b>Table 2-1 Population of Shasta County</b>	
<b>Shasta County</b>	<b>Populations</b>
City of Redding	89,861
City of Anderson	9,022
City of Shasta Lake	10,164
Unincorporated	68,176
Total	177,223

### 3. Roles and Responsibilities

According to the 2010 Census, the County had approximately 77,300 total housing units. The 2008–2012 American Community Survey 5-year estimates found that 51% of the County’s housing stock was built before 1980, and 17% was built before 1960. Older buildings tend to sustain greater damage from natural disasters due to fewer building codes, lack of earthquake resistant designs (developed in the late 1960s), and lack of FEMA floodplain mapping (developed in the 1970s). More advanced seismic building codes were implemented in 1980. Mobile homes are generally more prone to wind and water damage than standard homes. Approximately 11.6% of housing units in the County are mobile homes, boats, recreational vehicles, or vans.

#### 2.1.1.3 Economy

Approximately 90% of the County’s economy is in the services sector, of which education, health care, and social services is the largest segment of the economy. The services sector consists of both high skilled and high-paying occupations such as doctors and information technology developers and low wage, low skilled jobs in the food service and tourism industries. Travel and tourism is a significant sector of the economy, due to the County’s multiple park and recreation areas on both public and private lands, such as:

#### Federal Lands

- Whiskeytown National Recreation Area (National Park Service)
- Lassen Volcanic National Park (National Park Service)
- Shasta-Trinity National Forest and National Recreation Area (including Shasta Lake) (U.S. Forest Service)

#### State Lands

- Shasta Lake State Historical Park (Department of Parks and Recreation)
- McArthur-Burney Falls Memorial State Park (Department of Parks and Recreation)
- Castle Crags State Park (Department of Parks and Recreation)
- Battle Creek Wildlife Area (Department of Fish and Wildlife)

#### Private and Private-Public Partnerships

- Turtle Bay Exploration Park and Sundial Bridge
- Sacramento River Trail System
- Hat Creek Radio Observatory (SRI International and SETI Institute)

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■ Lake Shasta Caverns (private)

In addition to tourism, a significant segment of the County’s economy comes from forestry, due to the County’s abundant forests, which occupy one-half of the County’s land. According to the 2012 American Community Survey, agriculture, forestry, and fishing accounted for 3% of the County’s employment, and nearly 20% of land in the County is privately owned timberland (Western Shasta Resource Conservation District 2013).

2.1.1.4 Education

Public education in the County is served by 25 school districts, as listed in Table 2-2.

<b>Table 2-2 Shasta County School Districts</b>	
<b>School Districts</b>	
Anderson Union High School District	
Bella Vista Elementary School District	
Black Butte Union School District	
Cascade Elementary School District	
Castle Rock Elementary School District	
Columbia Elementary School District	
Cottonwood Union Elementary School District	
Enterprise Elementary School District	
Fall River Joint Unified School District	
French Gulch-Whiskeytown Union Elementary	
Gateway Unified School District	
Grant Elementary School District	
Happy Valley Union School District	
Igo-Ono-Platina School District	
Indian Springs Elementary School District	
Junction Elementary School District	
Millville Elementary School District	
Mountain Union School District	
North Cow Creek School District	
Oak Run Elementary School District	
Pacheco Union School District	
Redding School District	
Shasta Union Elementary School District	

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<b>Table 2-2 Shasta County School Districts</b>
<b>School Districts</b>
Shasta Union High School District
Whitmore Elementary School District

There are a total of 43 elementary schools, 10 middle schools, and eight high schools in the County. In addition to the public schools, there are 35 private schools in the County.

Four colleges and universities are located in the County, all in the city of Redding: National University, Shasta Bible College, Shasta College, and Simpson University.

**2.1.1.5 Transportation**

Interstate 5 is the primary transportation corridor in the County. State Route 299 is the primary east-west arterial, connecting Burney and Redding, and intersecting with State Route 89 to the east of Burney and Arcada, California, via Whiskeytown National Recreation Area to the west of Redding. State Route 44 is an east-west arterial connecting Redding to Lassen Volcanic National Park. State Route 89 runs north-south in the eastern part of the County.

The Redding Area Bus Authority (RABA) provides service in and around Redding. One route services Burney from Redding via State Route 299. Greyhound buses and Amtrak trains also serve Redding. The Union Pacific Railroad traverses the County, passing through the cities of Anderson, Redding, and Shasta Lake.

The Redding Municipal Airport has daily scheduled passenger flights connecting to San Francisco. Other general aviation airports within the County are Benton Field in Redding, Fall River Mills Airport in Fall River Mills, and Shingletown Airport in Shingletown.

**2.1.1.6 Community Events**

Community events and unique time variables may influence the County’s ability to respond to emergencies. These events include the many festivals that may require increased city and County services or limit access to and from portions of the County. These festivals and community events are listed in Table 2-3.

<b>Table 2-3 Community Events</b>		
<b>Event</b>	<b>Location</b>	<b>Date</b>
Kool April Nites (Classic Car Show)	Redding	April
Redding Rodeo	Redding	May



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2.1.2 Threat/Hazard Identification

The County may be subject to a variety of natural, technological, and human-caused hazards, and threats. Table 2-4 identifies the hazard/threat most likely to impact the County based on the community’s vulnerability and the resulting potential impacts of the hazard or threat as identified in the September 2011 *Shasta County and City of Anderson Multi-Jurisdictional Hazard Mitigation Plan*.

Table 2-4 Identified Threats/Hazards		
Natural <i>Results from acts of nature.</i>	Technological <i>Results from accidents or failures of systems and structures.</i>	Human-Caused / Adversarial Threats <i>Result from intentional actions of an adversary</i>
<ul style="list-style-type: none"> <li>• Flood</li> <li>• Fire (wildland-urban interface)</li> <li>• Extreme weather (winter storm, drought, etc)</li> <li>• Earthquake</li> <li>• Volcanic hazards</li> <li>• Pandemic/epidemic</li> </ul>	<ul style="list-style-type: none"> <li>• Dam Failure</li> <li>• Hazardous Materials Incident</li> <li>• Mass Casualty Incident (various causes)</li> </ul>	<ul style="list-style-type: none"> <li>• CBRNE (chemical, biological, radiological, nuclear, &amp; explosive)</li> </ul>

See the *Shasta County and City of Anderson Multi-Jurisdictional Hazard Mitigation Plan (2011)* for more information regarding natural hazards for the area.

2.1.3 Hazard Analysis

The hazard analysis identifies the relative risk posed to the County by each hazard and threat described above, in order to ensure that high priority hazards are addressed in the County’s hazard mitigation planning, emergency response, and recovery procedures. A copy of the County’s hazard analysis can be found in the *Shasta County and City of Anderson Multi-Jurisdictional Hazard Mitigation Plan*.

2.1.4 Capability Assessment

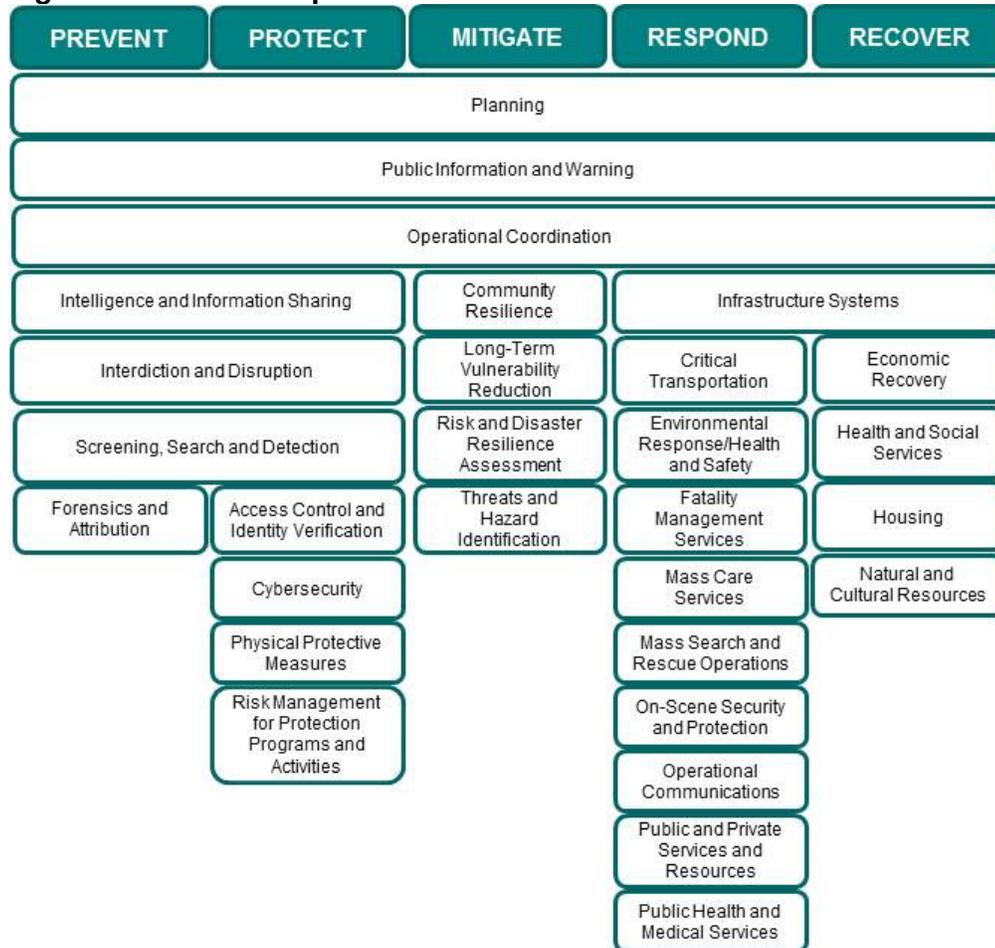
The availability of the County’s physical and staff resources may limit its capability to conduct short- and long-term response actions on an independent basis. County response capabilities are also limited during periods when essential staff are on vacation, sick, or under furlough due to budgetary constraints.

The County has not defined its core capabilities in accordance with the National Preparedness Goal or undertaken a formal capabilities assessment to date. Should an assessment be conducted in the future, it will help emergency responders evaluate, coordinate, and enhance the cohesiveness of their emergency response

3. Roles and Responsibilities

plans. A community capability assessment is a low impact systematic approach to evaluate the County’s emergency plan and capability to respond to hazards.

Figure 2-2 Core Capabilities List



2.1.5 Protection of Critical Infrastructure and Key Resources

Critical Infrastructure and Key Resources (CIKR) support the delivery of critical and essential services that support the security, health, and economic vitality of the County. CIKR includes the assets, systems, networks, and functions that provide vital services to cities, states, regions, and, sometimes, the nation, disruption of which could significantly impact vital services, produce cascading effects, and result in large-scale human suffering, property destruction, economic loss, and damage to public confidence and morale.

Key facilities that should be considered in infrastructure protection planning include:

### 3. Roles and Responsibilities

- Structures or facilities that produce, use, or store highly volatile, flammable, explosive, toxic, and/or water-reactive materials.
- Government facilities, such as departments, agencies, and administrative offices.
- Hospitals, nursing homes, and housing likely to contain occupants who may not be sufficiently mobile to avoid death or injury during a hazard event.
- Police stations, fire stations, vehicle and equipment storage facilities, and EOCs that are needed for disaster response before, during, and after hazard events.
- Public and private utilities and infrastructure that are vital to maintaining or restoring normal services to areas damaged by hazard events.
- Communications and cyber systems, assets and networks such as secure County servers and fiber optic communications lines.

## 2.2 Assumptions

This EOP is based on the following assumptions and limitations:

- Essential County services will be maintained as long as conditions permit.
- An emergency will require prompt and effective response and recovery operations by County emergency services, disaster relief, volunteer organizations, and the private sector.
- All emergency response staff are trained and experienced in operating under the SEMS/NIMS/ICS protocol.
- Each responding County agency will utilize existing directives and procedures in responding to major emergencies and disasters.
- Environmental, technological, and civil emergencies may be of a magnitude and severity that require State and federal assistance.
- Considering shortages of time, space, equipment, supplies, and personnel during a catastrophic disaster, self-sufficiency will be necessary for the first hours or days following the event.
- Local emergency planning efforts focus on accommodating residents while preparing for changes in population trends throughout the year. However, significant increases to the local population may introduce

### 3. Roles and Responsibilities

challenges in meeting the needs of non-residents and other travelers during an emergency or disaster.

- All or part of the County may be affected by environmental and technological emergencies.
- The United States Department of Homeland Security provides information regarding threat conditions across the United States and identifies possible targets.
- A terrorist-related incident or attack may occur without warning. If such an attack occurs, the County could be subject to radioactive fallout or other hazards related to weapons of mass destruction. In accordance with national nuclear civil protection policy, two options have been developed to counteract such a threat: population protection and shelter-in-place programs.
- Outside assistance will be available in most major emergency/disaster situations that affect the County. Although this plan defines procedures for coordinating such assistance, it is essential for the County to be prepared to carry out disaster response and short-term actions on an independent basis.
- Control over County resources will remain at the County level even though the Governor has the legal authority to assume control in a State Proclamation of Emergency.
- County communication and work centers may be destroyed or rendered inoperable during a disaster. Normal operations can be disrupted during a general emergency; however, the County can still operate effectively if public officials, first responders, employees, volunteers, and residents are:
  - Familiar with established policies and procedures
  - Assigned pre-designated tasks
  - Provided with assembly instructions
  - Formally trained in the duties, roles, and responsibilities required of them during emergency operations.

# 3

## Concept of Operations

### 3.1 General

Local and County agencies and response partners may have various roles and responsibilities throughout an emergency's duration. Therefore, it is particularly important that the local command structure be established to support response and recovery efforts and maintain a significant amount of flexibility to expand and contract as the situation changes. Typical duties and roles may also vary depending on the incident's size and severity of impacts, as well as the availability of local resources. Thus, it is imperative to develop and maintain depth of qualified staff within the command structure and response community.

The County is responsible for emergency management and protecting life and property of citizens within its jurisdiction. The County Director of Emergency Services is responsible for emergency management planning and operations for the area of the County lying outside the limits of the incorporated municipalities. In incorporated municipalities, the city mayor or other designated official is responsible for emergency management planning and operations for that jurisdiction. Responsibilities may be shared with County Emergency Management under mutual agreement.

Most County departments have emergency functions that are similar to their normal duties. Each department is responsible for developing and maintaining its own procedures for carrying out these functions during an emergency. Specific responsibilities are outlined below, as well as in individual annexes.

Primary roles involved during the initial emergency response will focus on first responders, such as fire services, police services, and the Public Works Department. Depending on the type of incident, initial response also may include hospitals, local public health departments, and hazardous material teams. In all emergencies, saving and protecting human lives is the top priority of the County and emergency response personnel.

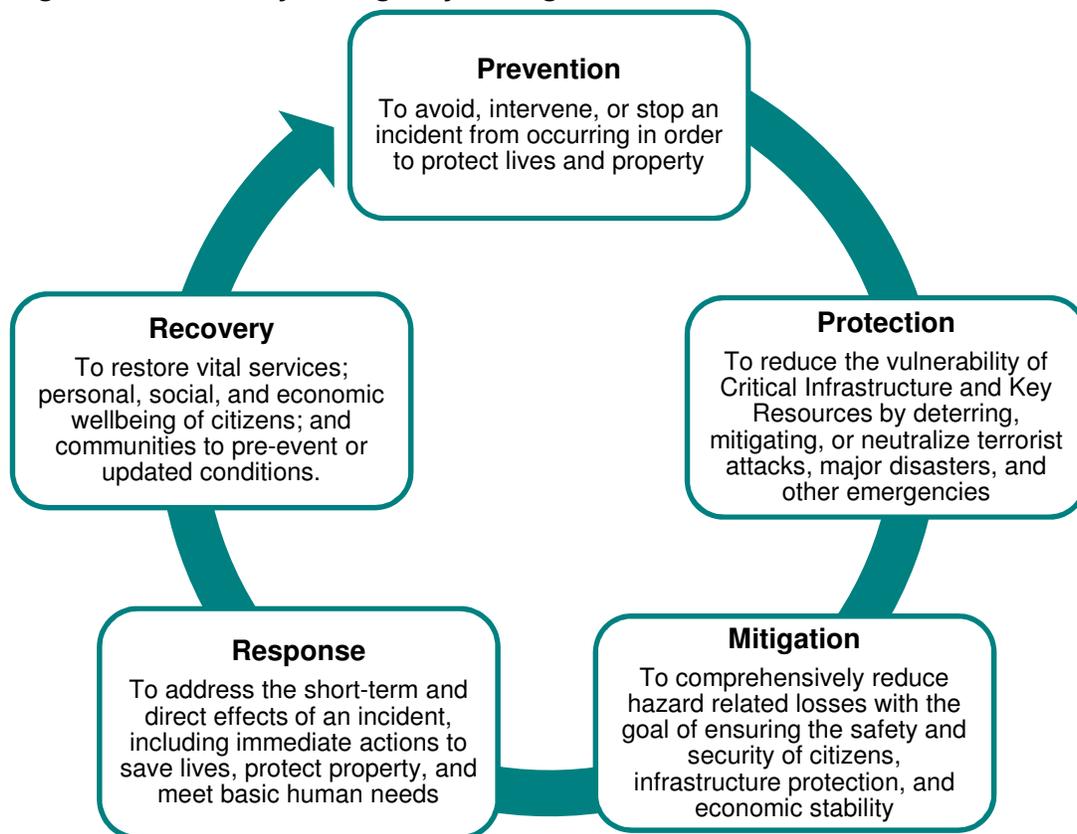
This EOP will be used when the County or individual emergency response agencies are reaching or have exceeded their capabilities to respond to an emergency. It may also be used during non-routine incidents or pre-planned events when County resources are limited and/or have been expended.

## 3. Concept of Operations

### 3.2 Emergency Management Mission Areas

This plan adheres to the emergency management principle of all-hazards planning, which is based on the fact that most responsibilities and functions performed during an emergency are not hazard-specific. The focus of this EOP is response and short-term recovery actions. Nevertheless, this plan impacts and is informed by activities conducted before and after emergency operations take place and is designed to assist the County in the following five mission areas.

**Figure 3-1 County Emergency Management Mission Areas**



### 3.3 Response and Recovery Priorities

#### 3.3.1 Response

Response activities within the County are undertaken immediately after an incident. The County's response priorities are defined below:

1. **Lifesaving:** Efforts to save lives and operations that minimize risks to public health and safety.
2. **Property:** Efforts to reduce impacts to CIKR and minimize property damage.
3. **Environment:** Efforts to mitigate long-term impacts to the environment.

### 3. Concept of Operations

#### 3.3.2 Recovery

Recovery activities will begin as soon as conditions permit following an incident. It is the responsibility of all levels of government to assist the public and private sectors with recovery from disaster. A widespread disaster will impact the ability of businesses to function, disrupt employment, interrupt government services, and impact tax revenues within the County. This EOP is not a recovery plan; however, the County recognizes that response and recovery activities often take place concurrently until life safety and emergency protective actions are completed.

Recovery operations are the actions taken to restore vital services, help citizens resume self-sufficiency, and help communities return to pre-event or “new normal” conditions. Short-term recovery involves the restoration of critical services such as communications, water supply, sewage service, emergency medical capabilities, and electricity, as well as garbage and debris removal. These functions must occur early in the emergency response to support the life, health, and safety of the population and to support other emergency operations. The County’s recovery priorities for CIKR are defined below:

1. **Initial Damage Assessment:** Determine structure impacts to the County.
2. **Debris Removal:** Coordinate debris clearance, collection, and removal.
3. **Infrastructure Restoration:** Facilitate restoration of CIKR.

#### 3.4 Standardized Emergency Management System

SEMS is the system required by California Government Code Section 8607(a) for managing emergencies involving multiple jurisdictions and agencies as outlined in CCR Section 2400-2450. SEMS consists of five organizational levels and incorporates the use of ICS, the Master Mutual Aid Agreement, existing mutual aid systems, the operational area concept, and multi-agency or inter-agency coordination.

*See Appendix B for ICS forms and Appendix C for EOC Position Checklists consistent with SEMS.*

##### 3.4.1 Standardized Emergency Management System Organizational Levels

SEMS operates among five organizational levels: Field Response, Local Government, Operational Area, Region, and State. Each of these levels uses the functions, principles, and components of ICS, and the SEMS organizational model allows for a predetermined flow of resource requests and assistance through the various levels.

SEMS is a flexible framework that allows for a scaled response to emergencies. Whether EOCs are activated at various SEMS levels will be determined by the requirements of the emergency.

### 3. Concept of Operations

#### 3.4.1.1 Field Response Level

At the Field response Level, emergency response personnel and resources carry out tactical decisions and activities under the command of an appropriate authority in direct response to an incident or threat. SEMS regulations require the use of ICS at the Field Response level of an incident. The Field Response level is described in the SEMS Guidelines.

At the SEMS Field Response level, Unified Command may be established for some multijurisdictional or multi-agency incidents. Unified Command may be used when more than one agency has some significant jurisdiction over that incident. Under Unified Command each agency with significant jurisdictional responsibility will assign an Incident Commander and appropriate resources to the incident.

#### 3.4.1.2 Local Government Level

Local governments include cities, counties, and special districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. To be eligible for State funding of response-related personnel costs, local governments are required to use SEMS when their EOCs are activated or a local emergency is declared or proclaimed. Under SEMS, the local government emergency management organization and its relationship and connections to the Field Response level may vary depending on factors related to geographical size, population, function, or complexity. The Local Government level is described further in the SEMS Guidelines.

Local governments must use SEMS to be eligible for State funding of their personnel related costs under State disaster assistance programs.

#### 3.4.1.3 Operational Area

Under SEMS, the Operational Area means an intermediate level of the State's emergency services organization, which encompasses the County and all political subdivisions located within the County. The Operational Area manages and/or coordinates information, resources, and priorities among local governments within the Operational Area and serves as the coordination and communication link between the Local Government level and the Regional level.

Consistent with Section 8559 and 8605 of the California Government Code, an agreement passed by the Board of Supervisors on September 26, 1995 designates the County of Shasta as the Operational Area for Shasta County and the further designates the County-wide Coordinator as the Operational Area Coordinator. Subsequent agreements were passed by City of Anderson, City of Redding, and City of Shasta Lake. The Shasta Operational Area functions as part of SEMS. Emergency operations and mutual aid activities are conducted and coordinated using ICS and MACS, as appropriate.

Shasta Operational Area responsibilities according to Shasta County Code 2.72 and California Government Code Section 8607 include:

### 3. Concept of Operations

- The preparation and execution of plans for the protection of persons and property within the County in the event of an emergency.
- The direction of the emergency management organization.
- The coordination of the emergency function of the County with all other public agencies, corporations, organizations, and affected private citizens.
- Acting as a policy-making body with representation from all participating jurisdictions and setting priorities agreed upon by all members.
- Providing a single point of contact for information on an emergency situation, as well as resource requirements and prioritizations.
- Acting as a single ordering point for resources, including fire and law enforcement resources through Operational Area Fire and Law Enforcement Mutual Aid Coordinators.

#### 3.4.1.4 Region

Because of its size and geography, California has been divided into six Mutual Aid Regions. The purpose of a Mutual Aid Region is to provide for the more effective application and coordination of mutual aid and other emergency-related activities. Cal OES provides administrative oversight over the mutual aid regions through three Administrative Regional Offices.

Under SEMS, the Regional level manages and coordinates information and resources among Operational Areas within the mutual aid region, and also between the Operational Areas and the State level. The Regional level also coordinates overall State agency support for emergency response activities within the Region. The Regional level is described further in the SEMS Guidelines.

The Shasta Operational Area is in OES Region III and requests mutual aid through this region. Region III is comprised of Butte, Colusa, Glenn, Lassen, Modoc, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity, and Yuba.

#### 3.4.1.5 State

The State level of SEMS tasks and coordinates State resources in response to requests from the Regional EOCs 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 FEMA or other federal agencies involved in the implementation of the Federal Response Plan in California. The State level of SEMS operates the State Operations Center at Cal OES Headquarters in Sacramento. The State level is described further in the SEMS Guidelines.

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3.4.2 SEMS Minimum Activation Requirements

<b>Table 3-1 Minimum Activation Requirements per SEMS Regulations</b>					
<b>Situations Identified in SEMS Regulations</b>	<b>SEMS Levels</b>				
	<b>Field Response</b>	<b>Local Government</b>	<b>Operational Area</b>	<b>Regional</b>	<b>State</b>
Incident involving two or more emergency response agencies §2405 (a),(b)	Use ICS				
Local emergency declared or proclaimed* §2407 (a)(2)		Use SEMS			
Local government EOC activated §2407(a)(1)		Use SEMS			
Local government activates EOC and requests Operational Area EOC activation §2407(a)(1)		Use SEMS	Activate EOC	Activate EOC	Activate EOC
Two or more cities within an Operational Area declare or proclaim a local emergency §2409(f)(2)			Activate EOC	Activate EOC	Activate EOC
County and one or more cities declare or proclaim a local emergency §2409(f)(3)			Activate EOC	Activate EOC	Activate EOC
City, city and county, or county requests Governor's state of emergency proclamation §2409(f)(4)			Activate EOC	Activate EOC	Activate EOC
Governor proclaims a State of Emergency for county or two or more cities §2409(f)(5)			Activate EOC	Activate EOC	Activate EOC
Operational Area requests resources from outside its boundaries**§2409(f)(6)			Activate EOC	Activate EOC	Activate EOC
Operational Area receives resource requests from outside its boundaries**§2409(f)(7)			Activate EOC	Activate EOC	Activate EOC
An Operational Area EOC is activated §2411(a)				Activate EOC	Activate EOC
A regional EOC is activated §2413(a)(1)					Activate EOC
Governor proclaims a State of Emergency §2413(a)(2)					Activate EOC
Governor proclaims an earthquake or volcanic prediction §2413(a)(3)					Activate EOC

Notes: This matrix comes directly from Exhibit A-1 of the SEMS Guidelines. This matrix highlights the flow-through nature of SEMS activation requirements. Activation of an operational area EOC triggers activation of the regional EOC which, in turn, triggers activation of the state level EOC.

\*The EOC is usually activated, but in some circumstances, such as agricultural emergencies or drought, a local emergency may be declared or proclaimed without the need for EOC activation.

\*\* Does not apply to requests for resources used in normal day-to-day operations which are obtained through existing mutual aid agreements providing for the exchange of furnishing of certain types of facilities and services as provided for under the Master Mutual Aid Agreement.

§ Indicates sections in the California Code of Regulations, Title 19, Division 2, Chapter 1 (SEMS)

Situation is not applicable to the SEMS level.

**3. Concept of Operations****3.5 Incident Management****3.5.1 Activation**

When an emergency situation arises, and it is determined that the normal organization and functions of County government are insufficient to effectively meet response requirements, the Director of Emergency Services may implement the EOP as deemed appropriate for the situation or at the request of an on-scene Incident Commander. In addition, the Director of Emergency Services may partially or fully activate and staff the EOC based on an emergency's type, size, severity, and anticipated duration. An emergency declaration is not required in order to implement the EOP or activate the EOC. Upon identifying the need to activate the EOC, a call-out notification will be made depending upon the activation level (discussed in Section 5.4.1.1): SHASCOM or the Incident Commander will notify the County OES and the Director of Emergency Services. If the director cannot be reached, notification will be made to the following:

- (1) Deputy Director of Emergency Services
- (2) Undersheriff
- (3) Emergency Services Coordinator

The Emergency Services Coordinator will take appropriate and responsive actions that may range from monitoring the situation for possible escalation to directing a partial or full EOC activation. Once notified that the EOC has been activated and/or an emergency has been declared, all involved County emergency services will implement their respective plans and procedures and provide the Director of Emergency Services with the following information:

- Operational status
- Readiness and availability of resources
- Changing conditions and status of resources (personnel, equipment, facilities, supplies, etc.)
- Significant concerns and issues dealing with potential or actual loss of life or property

Refer to the immediate actions checklist for further information on initial actions to be taken by the Director of Emergency Services (or designee) upon implementation of all or part of this EOP.

**3.5.2 Alert and Warning**

Warnings, emergency information and notifications, or disaster reports received by County personnel will be relayed to the Director of Emergency Services and

### 3. Concept of Operations

the SHASCOM, the 9-1-1 Dispatch Center. County response personnel will communicate and receive notifications using traditional communications technology, such as landline and cellular telephones, faxes, pagers, internet/email, and radio throughout the duration of response activities as long as these resources are available. Emergency notification procedures are established among the response community, and call-down lists are updated and maintained by each agency. External partners will be notified and coordinated through the County EOC as appropriate. *See EF 2 – Communications for more details.*

#### 3.5.3 Communications

The ability of responders from different agencies and disciplines to work together depends greatly on their ability to communicate with each other. Plain language is essential to first responder and public safety and will be used by all County personnel during emergencies. The use of common terminology enables emergency responders, EOC personnel, and County staff, as well as personnel from neighboring jurisdictions or State to communicate clearly with each other and effectively coordinate response activities, regardless of an incident's size, scope, or complexity.

Through the County, a public warning and broadcast system has been established for the County to provide emergency information and instructions during a pending or actual emergency incident or disaster. EF 2 – Communications provides detailed information regarding how these systems are accessed, managed, and operated throughout an emergency's duration.

##### 3.5.3.1 Interoperability

Interoperability is the ability of public and private agencies, departments, and other organizations to operate and communicate effectively together through the use of systems, personnel, and equipment. In recognition that successful emergency management and incident response operations require the continuous flow of critical information among jurisdictions, disciplines, organizations, and agencies, interoperability plans or procedures should be developed that include training and exercises, SOPs, new technology, and considerations of individual agency governance, as well as consideration of use within a stressful and often chaotic context of a major response. Interoperable voice, data, or video-on-demand communications systems allow emergency management/response personnel to communicate within and across agencies and jurisdictions in real time, when needed, and when authorized.

The Shasta County Interoperability Communications Plan provides further details.

#### 3.5.4 Situational Awareness and Intelligence Gathering

Situational awareness and intelligence gathering are necessary to maintain a common operating picture among response agencies and is the basis for emergency alert and warning (when an incident alert is not received by an outside agency). Situational awareness is the ongoing process of collecting, analyzing,

### 3. Concept of Operations

and sharing information across agencies and intergovernmental levels, and the private sector. Intelligence gathering is the collecting of security and operational information, such as collection of severe weather forecasts from the National Weather Service. Intelligence gathering may also be used to detect, prevent, apprehend, and prosecute criminals planning terrorist incidents.

On a day-to-day basis, and during Level 1 and 2 incidents when the EOC is not fully activated, the County, primary agencies, and supporting response agencies will:

- Be aware of their surroundings and identify and report potential threats and dangerous situations.
- Share and evaluate information from multiple sources.
- Integrate communications and reporting activities among responding agencies.
- Monitor threats and hazards.
- Share forecasting of incident severity and needs.

If activated, the EOC Planning/Intelligence Section Chief will lead situational awareness and intelligence gathering activities and functions, unless otherwise designated. If a criminal or terrorist incident is suspected, the Sheriff's Office will notify the California State Terrorism Threat Assessment Center (STTAC) through Cal OES. During a terrorist incident, the STTAC may support situational awareness and intelligence gathering functions.

#### 3.5.5 Resource Management

When the EOC is activated, the Logistics and Planning/Intelligence Sections have primary responsibility for coordinating the resource management effort and have authority under emergency conditions to establish priorities for the assignment and use of all County resources. In a situation where resource allocations are in dispute, the Director of Emergency Services has the final allocation authority. County resources will be allocated according to the following guidelines:

- Deploy resources according to the following priorities:
  1. Protection of life
  2. Protection of responding resources
  3. Protection of public facilities
  4. Protection of private property
- Distribute resources so that the most benefit is provided for the amount of resources expended.

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- Coordinate citizen appeals for assistance through the PIO at the EOC or Joint Information Center (JIC). Use local media to provide citizens with information about where to make these requests.
- Activate mutual aid agreements as necessary to supplement local resources.
- When all local resources are committed or expended, issue a request to the County for County, State, and federal resources through an emergency declaration.

#### 3.5.5.1 Resource Typing

The County utilizes resource typing, which is a method for standardizing equipment requests and managing resources during an incident in accordance with NIMS. A resource typed list can increase the usefulness of the tools requested during an emergency and may reduce costs by eliminating orders for equipment that are inaccurate or inappropriate for the situation. County response personnel and support staff are trained and exercised using resource typing lists to ensure familiarity with the standard terminology for commonly requested resources.

#### 3.5.5.2 Credentialing of Personnel

At this time, the County has not implemented a formalized credentialing program. Should one be implemented, the program will be developed with technical assistance from Cal OES and will provide for documenting personnel and authenticating and verifying their qualifications.

#### 3.5.5.3 Volunteer and Donations Management

At this time, the County does not have a formal volunteer and donations management program in place. Should one be developed, the program will work to ensure the most efficient and effective use of unaffiliated volunteers, unaffiliated organizations, and unsolicited donated goods to support events and incidents. Technical assistance for implementing SEMS/NIMS/ICS volunteer and donations management procedures is available from Cal OES, Planning and Preparedness Branch, Disaster Service Worker Volunteer Program.

During a Level 2 incident, when the EOC is activated and an emergency has not been declared, the Director of Emergency Services will coordinate and manage volunteer services and donated goods through the County EOC, with support from the Red Cross, Salvation Army, and other volunteer organizations. Procedures for accessing and managing these services during an emergency will follow SEMS/NIMS/ICS standards. Elements of the County's volunteer and donations management program may include:

- Activation of a Volunteer and Donations Management coordinator within the County's emergency management organization to address volunteer and donations management, including coordination with

### 3. Concept of Operations

neighboring jurisdictions and the State's donation management system.

- Implementation of a system for tracking and utilizing volunteers and donations (including cash contributions).
- Coordination with State and local volunteer agencies and Volunteer Organizations Active in Disaster groups,
- Establishment of facilities such as a warehouse and volunteer reception center.
- Methods and sites for collection, sorting, managing, and distributing in-kind contributions, including methods for disposing of or refusing goods that are not acceptable.
- Communications support such as coordination of a call center and public information.
- Procedures to verify and/or vet voluntary organizations and/or organizations operating relief funds.

#### 3.5.6 Access and Functional Needs Populations

Access to emergency services shall not be denied on the grounds of color, national origin, sex, age, sexual orientation, or functional needs. Access and Functional Needs Populations (also referred to as vulnerable populations and special needs populations) are members of the community who experience physical, mental, or medical care needs and who may require assistance before, during, and after an emergency incident after exhausting their usual resources and support network.

Examples of individuals who have access and functional needs include, but are not limited to:

- Individuals who are deaf or hard of hearing
- Individuals with limited English proficiency
- Children and the elderly
- Individuals without vehicles
- Individuals with special dietary needs
- Individuals who experience physical disabilities

Persons with access and functional needs within the County have the primary responsibility for minimizing the impact of disasters through personal preparedness activities. To the greatest extent possible, the County Director of

### 3. Concept of Operations

Emergency Services will assist them in carrying out this responsibility by providing preparedness information, emergency public information, and critical public services in an accessible manner.

The County plans and programs in place to assist Access and Functional Needs Populations including:

- Shasta County HHSA staff trained as Functional Assessment Service Team (FAST) to assist at general population shelters

#### 3.5.7 Children and Disasters

Planning and preparing for the unique needs of children is of utmost concern to the County and, whenever possible, the County will consider preparedness, evacuation, shelter operations, and public outreach and education activities that identify issues particular to children.

Individuals with children have the primary responsibility for minimizing the impact of disasters on themselves and their children through personal preparedness activities. To the greatest extent possible, HHSA will assist in carrying out this responsibility by providing preparedness information, emergency public information, and critical public services.

#### 3.5.8 Animals in Disaster

While the protection of human life is paramount, the need to care for domestic livestock and/or companion animals plays into decisions made by people affected by disasters. Preparing for the care of animals during a disaster is the responsibility of owners. However, the County may coordinate with local animal owners, veterinarians, and animal advocacy groups and charities sponsored by private organizations to address animal-related issues that arise during an emergency. If local resources are insufficient to meet the needs of animals during a disaster, the County may request assistance through Cal OES.

#### 3.5.9 Demobilization

As the emergency situation progresses and the immediate response subsides, a transition period will occur during which emergency responders will hand responsibility for emergency coordination to agencies involved with short- and long-term recovery operations.

The following issues will be considered when demobilizing:

- Identification of surplus resources and probable resource release times
- Demobilization priorities as established by the on-scene Incident Commander and/or EOC Director
- Released or demobilized response resources as approved by the on-scene Incident Commander and/or EOC Director

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- Repair and maintenance of equipment, if necessary

The Director of Emergency Services, with advice from the EOC Director and/or on-scene Incident Commander, will determine when a State of Emergency no longer exists, emergency operations can be terminated, and normal County functions can be restored.

#### 3.5.10 Transition to Recovery

Once the immediate response phase has been completed, the County will turn towards recovery to restore government function and community services. A transition from response to recovery may occur at different times in different areas of the County.

Short-term operations seek to restore vital services to the community and provide for the basic needs of the public, such as bringing necessary lifeline systems (e.g., power, communication, water and sewage, disposal of solid and hazardous wastes, or removal of debris) to an acceptable standard while providing for basic human needs (e.g., food, clothing, and shelter). Once stability is achieved, the County can concentrate on long-term recovery efforts, which focus on restoring the community to a “new normal” or improved state.

During the recovery period, the County will review and implement mitigation measures, collect lessons learned and share them within the emergency response community, and reassess this EOP, including annexes to identify deficiencies and take corrective actions. Resources to restore or upgrade damaged areas may be available if the County demonstrates that extra repairs will mitigate or lessen the chances of, or damages caused by, another similar disaster in the future.

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# 4

## Roles and Responsibilities

### 4.1 General

County agencies and response partners may have various roles and responsibilities throughout an emergency's duration. Therefore, it is particularly important that the local command structure be established to support response and recovery efforts and maintain a significant amount of flexibility to expand and contract as the situation changes. Typical duties and roles may also vary depending on the incident's size and severity of impacts, as well as the availability of local resources. Thus, it is imperative to develop and maintain depth of qualified staff within the command structure and response community.

The County Director of Emergency Services is responsible for emergency management planning and operations for the area of the county lying outside the limits of the incorporated municipalities. The mayor or other designated official of each incorporated City is responsible for emergency management planning and operations for that jurisdiction.

Most County departments have emergency functions that are similar to their normal duties. Each department is responsible for developing and maintaining its own procedures for carrying out these functions during an emergency. Specific responsibilities are outlined below, as well as in individual annexes.

### 4.2 Emergency Management Organization

For the purposes of this plan, the County's emergency management structure will be referred to generally as the County Emergency Management Organization (EMO). Roles and responsibilities of individual staff and agencies are described throughout the plan to further clarify the County's emergency management structure.

The Director of Emergency Services may, depending on the size or type of incident, delegate the authority to lead response and recovery actions to other County staff. Additionally, some authority to act in the event of an emergency may already be delegated by ordinance or by practice. As a result, the organizational structure for County's emergency management program can vary depending upon the location, size, and impact of the incident. The EMO for the County is divided into two general groups, organized by function—the Executive Group and Emergency Response Agencies.

## 4. Roles and Responsibilities

### 4.2.1 Executive Group

The Executive Group may include representation from each County department during an event. The Executive Group is responsible for the activities conducted within its jurisdiction. The members of the group include both elected and appointed executives with legal responsibilities. Key general responsibilities for local elected and appointed officials include:

- Establishing strong working relationships with local jurisdictional leaders and core private-sector organizations, voluntary agencies, and community partners.
- Leading and encouraging local leaders to focus on preparedness by participating in planning, training, and exercises.
- Supporting staff participation in local mitigation efforts within the jurisdiction, including the private sector, as appropriate.
- Understanding and implementing laws and regulations that support emergency management and response.
- Ensuring that local emergency plans take into account the needs of:
  - The jurisdiction, including persons, property, and structures
  - Vulnerable populations, including unaccompanied children and those with service animals
  - Individuals with household pets
- Leading and encouraging all citizens (including vulnerable populations) to take preparedness actions.
- Encouraging residents to participate in volunteer organizations and training courses.

#### 4.2.1.1 Board of Supervisors

The ultimate responsibility for policy, budget, and political direction for the County government is borne by the Board of Supervisors. During emergencies, this responsibility includes encouraging citizen involvement and citizen assistance, issuing policy statements as needed to support actions and activities of recovery and response efforts, and providing the political contact needed for visiting State and federal officials. Additionally, the Board of Supervisors will provide elected liaison with the community and other jurisdictions. In the event that declaration of emergency is needed, the Board of Supervisors will initiate and terminate the State of Emergency through a proclamation.

General responsibilities of the Board of Supervisors include:

- Establishing emergency management authority by County resolution.

## 4. Roles and Responsibilities

- Adopting an EOP and other emergency management–related resolutions.
- Declaring a State of Emergency and providing support to the on-scene Incident Commander in requesting assistance through the County.
- Acting as liaison to the community during activation of the EOC.
- Acting on emergency funding needs.
- Attending Public Information Officer (PIO) briefings.

### 4.2.1.2 County Executive Officer

The County Executive Officer is responsible for continuity of government, overall direction of County Administrative Office, emergency operations, and dissemination of public information, including the following tasks:

- Ensuring that all County Administrative Office departments develop, maintain, and exercise their respective service annexes to this plan.
- Supporting the overall preparedness program in terms of its budgetary and organizational requirements.
- Implementing the policies and decisions of the governing body.
- Ensuring that plans are in place to protect and preserve County records.

### 4.2.1.3 Director of Emergency Services

The Director of Emergency Services has the day-to-day authority and responsibility for overseeing emergency management programs and activities. The Director of Emergency Services works with the Executive Group to ensure that there are unified objectives with regard to the County’s emergency plans and activities, including coordinating all aspects of the County’s capabilities. The Director of Emergency Services coordinates all components of the local emergency management program, including assessing the availability and readiness of local resources most likely required during an incident and identifying and correcting any shortfalls. In particular, the Director of Emergency Services is responsible for:

- Serving as staff advisor to the Board of Supervisors and County Executive Officer for emergency matters.
- Coordinating the planning and general preparedness activities of the government and maintenance of this plan.
- Analyzing the emergency skills required and arranging the training necessary to provide those skills.

## 4. Roles and Responsibilities

- Preparing and maintaining a resource inventory (including call-down lists).
- Ensuring the operational capability of the County EOC.
- Activating the County EOC.
- Keeping the governing body apprised of the County's preparedness status and anticipated needs.
- Serving as day-to-day liaison between the County and Cal OES.
- Maintaining liaison with organized emergency volunteer groups and private agencies.

In addition to the Director of Emergency Services, a deputy director and an emergency services coordinator serve as the primary emergency management leadership. The Director of Emergency Services may also be referred to as the Emergency Management Director. The County Sheriff is generally the Director of Emergency Services; however, another official may be appointed to serve in this role by the Board of Supervisors. The Deputy Director is the County Fire Warden and the Services Coordinator is typically staffed by officials from the Sheriff's Department or the Fire Department.

### 4.2.1.4 Emergency Management Council

The Director of Emergency Services is supported by the Emergency Management Council. This council is composed of the following members:

- Chairman of the Board of Supervisors-Chairman
- Director of Emergency Services-Vice Chairman
- County Executive Officer
- Sheriff
- County Public Health Officer
- County Fire Warden
- County Fire Warden-SCHMRT Lead Agency
- County Director of Social Services (Director of Health and Human Services Agency)
- County Director of Public Works

In addition to these members, other County departments and community organizations are utilized as resources and to provide subject-specific expertise.

## 4. Roles and Responsibilities

These regularly include the County Mental Health division (Health and Human Services Agency), County Agricultural Commissioner, the American Red Cross, Salvation Army, and representatives from the jurisdictions within the County.

### 4.2.1.5 County Department Heads

Department and agency heads collaborate with the Executive Group during development of local emergency plans and provide key response resources. County department and agency heads and their staffs develop, plan, and train to learn internal policies and procedures for meeting response and recovery needs safely. They also make staff available to participate in interagency training and exercise to develop and maintain the necessary capabilities, as well as clearly reinforce preparedness expectations. Department and agency heads not assigned a specific function in this plan will be prepared to make their resources available for emergency duty at the direction of the County Executive Officer.

### 4.2.2 Responsibilities of All Departments

Individual departments are an integral part of the emergency organization. While some departments' staff comprises emergency response personnel, the majority of County departments focus on supporting emergency response personnel and/or the continuity of services they provide to the public.

All County departments are responsible for:

- Supporting EOC operations to ensure that the County is providing for the safety and protection of the citizens it serves.
- Establishing, in writing, an ongoing line of succession and/or delegation of authority for each department; this document must be made known to department employees, and a copy must be filed with the County Executive Officer.
- Developing alert and notification procedures for department personnel.
- Developing guidelines to implement assigned duties specified by this plan.
- Tracking incident-related costs incurred by the department, in coordination with the EOC Finance Section if activated, and submitting expenditure reports in accordance with financial management practices. Incident-related costs may occur during response or recovery phases and may include personnel overtime, equipment used/expended, and contracts initiated.
- Ensuring that vehicles and other equipment are equipped and ready, in accordance with SOPs.
- Notifying the Director of Emergency Services of resource shortfalls.

## 4. Roles and Responsibilities

- Identifying essential functions and developing procedures for maintaining and/or reestablishing services provided to the public and other County departments.
- Assigning personnel to the EOC, as charged by this plan.
- Developing and implementing procedures for protecting vital records, materials, and facilities.
- Promoting family preparedness among employees.
- Ensuring that staff complete required training (including required NIMS and ICS training).
- Dedicating staff time for participation in training exercises.
- Preparing and maintaining supporting SOPs and annexes (including incorporation of NIMS components, principles, and policies).

### 4.2.3 Responsibilities by Function

This group includes services required for an effective emergency management program, of which response is a key element. These agencies include fire departments/districts, law enforcement, emergency medical service (EMS) providers, and public health, environmental health, and public works departments.

Departments or agencies assigned as primary may only be responsible for coordinating with other primary or supporting agencies to ensure continuity.

- **Primary Agency(s)**
  - Identify lead agencies for emergency functions based on the agency's coordinating responsibilities, authority, functional expertise, resources, and capabilities in managing incident activities. Primary agencies may not be responsible for all elements of a function, and will coordinate with supporting agencies.
- **Supporting Agency(s)**
  - Identify agencies with substantial support roles during major incidents.

## 4. Roles and Responsibilities

### 4.2.3.1 Transportation

**Primary Agency:** Department of Public Works

**Supporting Agencies:** Sheriff's Office, Office of Education, coordinating with School Districts; HHSA, Opportunity Center (special needs transportation), Hospitals (air operations), California Department of Transportation, California Highway Patrol

Transportation-related responsibilities include:

- Monitoring and reporting the status of and any damage to the County's transportation system and infrastructure.
- Identifying temporary alternative transportation solutions that can be implemented by others when County systems or infrastructure are damaged, unavailable, or overwhelmed.
- Coordinating the restoration and recovery of County transportation systems and infrastructure.
- Coordinating support of emergency operations activities among transportation stakeholders within the County's authorities and resources limitations.

*See EF 1 – Transportation for more details.*

### 4.2.3.2 Communications

**Primary Agency:** SHASCOM

**Supporting Agencies:** Sheriff's Office, Information Technology Department, Shasta County 211, Valley Communications (private), Shasta Tehama Amateur Radio Emergency Services, California Department of Forestry and Fire Protection (CAL FIRE) Emergency Coordination Center

### Alert and Warning

Responsibilities related to alert and warning include:

- Monitoring emergency communications networks.
- Disseminating emergency alerts, as requested by the on-scene Incident Commander, EOC Director, or PIO.
- Receiving and disseminating warning information to the public and key County Officials.
- Activating the reverse dialing system, Dialogic Communicator.

## 4. Roles and Responsibilities

### Communication Systems

Communication-related responsibilities include:

- Establishing and maintaining emergency communications systems.
- Coordinating the use of all public and private communication systems necessary during emergencies.
- Managing and coordinating all emergency communication within the EOC, once activated.
- Managing and coordinating all emergency notifications to departments and officials (e.g., during transition to continuity facilities or succession notification).

Additional resources that may be utilized include the California Health Alert Network, HHS Community Relations Unit, and the Regional Cal OES Response Vehicle.

*See the Shasta County Interoperable Communications Plan and EF 2 – Communications for more details.*

### 4.2.3.3 Construction and Engineering

**Primary Agency:** Department of Public Works

**Supporting Agencies:** Department of Resource Management (Building Division), California Department of Transportation

Responsibilities related to public works and engineering include:

- Conducting pre-incident and post-incident assessments of public works and infrastructure.
- Executing emergency contract support for life-saving and life-sustaining services.
- Coordinating repair of damaged public infrastructure and critical facilities.
- Coordinating repair and restoration of the County's critical infrastructure.
- Coordinating disaster debris management activities.

*See EF 3 – Construction and Engineering for more details.*

## 4. Roles and Responsibilities

### 4.2.3.4 Fire and Rescue

**Primary Agency:** County Fire Department

**Supporting Agencies:** County OES, CAL FIRE – Shasta Trinity Unit, local fire departments and districts, including:

- United States Forest Service – Shasta-Trinity National Forest
- National Park Service – Whiskeytown National Recreation Area and Lassen National Park.
- Anderson Fire Protection District
- Burney Fire Protection District
- City of Redding Fire Department
- Cottonwood Fire Protection District
- Fall River Fire Protection District
- Happy Valley Fire Protection District
- McArthur Fire Protection District
- Millville Fire Protection District
- Shasta County Fire Department
- Shasta College Fire Protection District
- Shasta Fire Community Service District
- Shasta Lake Fire Protection District

Responsibilities related to fire service include:

- Providing fire prevention, fire suppression, and emergency medical aid to prevent loss of life, loss of property, and damage to the environment.
- Providing hazardous materials spills emergency response, planning, and coordination as lead agency for the Shasta Cascade Hazardous Materials Response Team (SCHMRT)
- Performing specialized rescue (e.g., water, high-angle, structural collapse), as needed and practical.

Fires originating in or potentially impacting federal land, the land management agency (U.S. Forest Service, National Park Service, and Bureau of Land

## 4. Roles and Responsibilities

Management) will be partners in any response operations and communication between the County and Federal agency will be essential.

*See EF 4 – Fire and Rescue for more details.*

### 4.2.3.5 Management

**Primary Agency:** County OES

**Supporting Agencies:** Information Technology Department, Sheriff's Office  
(Intelligence Gathering)

### Emergency Operations Center

The Director of Emergency Services is responsible for maintaining the readiness of the EOC, identifying support staff, and ensuring that they are adequately trained to perform their position duties. County departments will be requested to designate personnel who can be made available to be trained by the County OES and to work in the EOC during an emergency. Other departments may be requested to provide assistance in an emergency.

The following tasks are necessary for the County to activate and utilize its EOC to support and coordinate response operations during an emergency:

- Providing coordination of resources and emergency communications at the request of the on-scene Incident Commander.
- Maintaining contact with neighboring jurisdictions.
- Maintaining the EOC in an operating mode, as required by the incident, or ensuring that the EOC space can be converted into an operating condition.
- Requesting department representatives (by title) to report to the EOC and developing procedures for crisis training.
- Ensuring that EOC personnel operate in accordance with ICS.
- Ensuring accurate record keeping.
- Developing and identifying duties of staff, use of displays and message forms, and procedures for EOC activation.

Additional information technology resources that may be utilized are the CalEOC incident management software and EM Resource for tracking of hospital beds and casualty alerts

*See Chapter 5 – Command and Control and EF 5 – Emergency Management for more details.*

### 4.2.3.6 Care and Shelter

**Primary Agency:** Health and Human Services Agency (HHS)

#### 4. Roles and Responsibilities

**Supporting Agencies:** Shasta County Sheriff's Office, County OES, American Red Cross, Shasta Tehama Voluntary Organizations Active in Disaster (Shasta VOAD), Salvation Army, Northern Valley Catholic Social Service, Shasta County Continuum of Care (homeless services), School Districts (potential shelter sites)

HHSA, with support from the American Red Cross (Red Cross), is responsible for ensuring that the mass care needs of the affected population are met, including sheltering, feeding, providing first aid, and reuniting families. Relevant operations are detailed in EF 6 – Care and Shelter and EF 11 – Food and Agriculture and additional details may be found in the County Care and Shelter Plan. Responsibilities related to mass care, emergency assistance, housing, and human services include:

- Maintaining and implementing procedures for care and shelter of displaced citizens.
- Maintaining and implementing procedures for the care and shelter of animals in an emergency would be the responsibility of the Shasta County Sheriff's Office.
- Coordinating support with other County departments, relief agencies, and volunteer groups.
- Designating a coordinator/liaison to participate in all phases of the County emergency management program, when necessary or as requested.
- Providing emergency counseling for disaster victims and emergency response personnel suffering from behavioral and emotional disturbances.
- Coordinating with faith-based organizations and other volunteer agencies.
- Identifying emergency feeding sites (coordinating with the Red Cross and Salvation Army).
- Identifying sources of clothing for disaster victims (may coordinate with the Red Cross, Salvation Army, or other disaster relief organizations).
- Securing sources of emergency food supplies (with the Red Cross and Salvation Army).
- Coordinating operation of shelter facilities operated by the County, local volunteers, or organized disaster relief agencies such as the Red Cross.

## 4. Roles and Responsibilities

- Coordinating special care requirements for sheltered groups such as unaccompanied children and the elderly.

*See EF 6 – Care and Shelter or the County Care and Shelter Plan for more details.*

### 4.2.3.7 Resources

**Primary Agency:** County OES – in coordination with individual agencies

**Supporting Agencies:** Department of Support Services, Auditor-Controller’s Office, American Red Cross, Salvation Army

Responsibilities related to logistics management and resource support include:

- Establishing procedures for employing temporary personnel for disaster operations.
- Establishing and maintaining a staffing reserve, in cooperation with law enforcement.
- Coordinating deployment of reserve personnel to County departments requiring augmentation.
- Establishing emergency purchasing procedures and/or a disaster contingency fund.
- Maintaining records of emergency-related expenditures for purchases and personnel.

Volunteer organizations such as the American Red Cross and Salvation Army may be utilized to coordinate donation management.

The County follows FEMA resource typing guidelines.

*See EF 7 –Resources for more details.*

## 4. Roles and Responsibilities

### 4.2.3.8 Public Health and Medical

**Primary Agency:** HHSA (including Public Health and Adult and Children's Mental Health) and Department of Resource Management (Environmental Health Division), Sierra-Sacramento Valley EMS Agency, Sherriff's Office/Coroner

**Supporting Agencies:** Shasta County Healthcare Preparedness Program Coalition (planning), Area Hospitals (Mercy Medical Center Redding, Shasta Regional Medical Center, Mayers Memorial Hospital District, Vibra Hospital of Northern California, Patients' Hospital), Area Ambulance Services (Mercy Medical Center Redding, Shasta Regional Medical Center, Mayers Memorial Hospital District, AMR, Burney Fire Department, PHI Air Medical, REACH Air Medical Services)

The Public Health Branch Director for the County is responsible for coordinating the public health and welfare services required to cope with the control of communicable and non-communicable diseases associated with major emergencies, disasters, and/or widespread outbreaks. Such outbreaks may be caused by bioterrorism, epidemic or pandemic diseases, novel and highly fatal infectious agents, or biological or chemical toxin incidents. The Public Health Officer or designee also serves as the public health representative for the County EMO. Relevant operations are detailed in EF 6 – Care and Shelter and EF 8 – Public Health and Medical Services.

Responsibilities related to public health include:

- Coordinating with hospitals, clinics, nursing homes/care centers, and behavioral health organizations for adequate provision of public health, medical, and behavioral health services, including making provisions for populations with functional needs.
- Coordinating public health surveillance.
- Coordinating medical mutual aid activities in coordination with the Regional Disaster Medical and Health Specialist (RDMHS) (Sierra-Sacramento Valley EMS Agency).
- Coordinating medical countermeasure receipt, distribution and dispensing in support of treatment or mass prophylaxis (oral or vaccination), if needed.
- Coordinating isolation and/or quarantine actions, as needed
- Coordinating dissemination of public health information.
- Serve as the Medical Health Operational Area Coordinator (MHOAC) Program jointly with the local EMS Agency (LEMSA) in accordance with CA H & S Code 1797.153(a) and have primary responsibility for

#### 4. Roles and Responsibilities

duties 9 through 17 outlined in CA H & S Code 1797.153(c) which are:

- (9) Health surveillance and epidemiological analyses of community health status.
  - (10) Assurance of food safety.
  - (11) Assist in management of exposure to hazardous agents.
  - (12) Assist in coordination of mental health services.
  - (13) Provision of medical and health public information protective action recommendations.
  - (14) Assist in coordination of vector control services.
  - (15) Assurance of drinking water safety.
  - (16) Assurance of the safe management of liquid, solid, and hazardous wastes.
  - (17) Investigation and control of communicable disease.
- Provide a point of contact and back-up for the Shasta County MHOAC Program responsibilities.
  - Designating a coordinator/liaison to participate in all phases of the County emergency management program, when necessary or as requested.

EMS-related responsibilities include:

- Providing emergency medical care and transport.
- Coordinating EMS resources.
- Requesting additional EMS assets as necessary.

Local EMS Agency responsibilities include:

- Serve as the Medical Health Operational Area Coordinator (MHOAC) Program jointly with the local EMS Agency (LEMSA) in accordance with CA H & S Code 1797.153(a) and have primary responsibility for duties 1 through 8 outlined in CA H & S Code 1797.153(c) which are:
  - (1) Assessment of immediate medical needs.
  - (2) Coordination of disaster medical and health resources.
  - (3) Coordination of patient distribution and medical evaluations.

#### 4. Roles and Responsibilities

- (4) Coordination with inpatient and emergency care providers.
  - (5) Coordination of out-of-hospital medical care providers.
  - (6) Coordination and integration with fire agencies personnel, resources, and emergency fire pre-hospital medical services.
  - (7) Coordination of providers of nonfire based prehospital emergency medical services.
  - (8) Coordination of the establishment of temporary field treatment sites.
- Provide a point of contact and back-up for the Shasta County MHOAC Program responsibilities.

Responsibilities related to Sheriff-Coroner include:

- Coordinating mass fatality operations with the Medical Examiner and Funeral Directors to provide identification and disposal of the dead.

*See EF 8 – Public Health and Medical for more details.*

##### 4.2.3.9 Search and Rescue

**Primary Agency:** County Sheriff's Office

**Supporting Agencies:** Local city police departments, County Fire Department, Mutual Aid Partners, Lassen National Park, Civil Air Patrol

Responsibilities related to search and rescue include:

- Coordinating available resources to search for and rescue persons lost outdoors.
- Cooperating with and extending assistance to surrounding jurisdictions, on request and as resources allow.

Specialty search and rescue resources in the County include a swift water rescue team and a dive team.

*See EF 9 – Search and Rescue for more details.*

## 4. Roles and Responsibilities

*The State has merged Search and Rescue in with EF 4 – Fire and Rescue and EF 13 – Law Enforcement. Please refer to those sections for additional information.*

### 4.2.3.10 Hazardous Materials

#### Hazardous Materials Response

**Primary Agency:** Shasta Cascade Hazardous Materials Response Team (SCHMRT) (Type 2), Shasta County Fire Department

**Supporting Agencies:** Department of Resource Management (Environmental Health Division), HHS (Public Health Branch), Shasta Interagency Narcotics Task Force (Drug Lab Team), Public Works Hazardous Materials Team (chlorine response and decontamination), City of Redding Fire Department, Butte County Regional Hazardous Materials Team, CAL FIRE, National Guard 9th Civil Support Team, FEMA Region 9 Decontamination Team

Responsibilities related to oil and hazardous materials include:

- Conducting oil and hazardous materials response (chemical, biological, etc.).
- Providing remote consultation, as needed.
- Assessing the potential health effects of a hazardous materials release.
- Identifying the needs for hazardous materials incident support from regional and State agencies.
- Recommending protective actions related to hazardous materials.
- Conducting environmental short- and long-term cleanup.

Responsibilities related to radiological protection include:

- Providing localized radiological monitoring and reporting network, when necessary.
- Securing initial and refresher training for instructors and monitors.
- Providing input to the Statewide monitoring and reporting system from incident scenes, as necessary.
- Under fallout conditions, providing County officials and department heads with information regarding fallout rates, fallout projections, and allowable doses provided by the State Radiation Protection Services or federal government.
- Providing monitoring services and advice at the scenes of accidents involving radioactive materials.

## 4. Roles and Responsibilities

In the County, the primary chemical concerns are chlorine and ammonia stored at fixed sites. High risk transportation routes for hazardous materials include Interstate 5 and the railroad.

*See EF 10 – Hazardous Materials for more details.*

### 4.2.3.11 Food and Agriculture

**Primary Agency:** Department of Resource Management (Environmental Health Division)

**Supporting Agencies:** University of California Cooperative Extension, The Food Group (nutrition assistance), Air Quality Management District, Lassen National Park, Sheriff's Office/Animal Control, Haven Humane Society, Agricultural Commissioner/Sealer of Weights and Measures

Responsibilities related to agriculture and natural resources include:

- Providing nutrition assistance.
- Conducting animal and plant disease and pest response.
- Monitoring food safety and security.
- Providing natural and cultural resources and historic properties protection and restoration.
- Coordinating with pet-owners in protecting the safety and well-being of household pets.

*See EF 11 – Food and Agriculture for more details.*

### 4.2.3.12 Utilities

**Primary Agency:** County OES

**Supporting Agencies:** Redding Electric Utility, Pacific Gas and Electric Company, Shasta Lake Electric Utility, Western Area Power, California Utility Emergency Association, Comcast, AT&T, Verizon, Sprint, Shasta County Public Works

Responsibilities related to energy and utilities include:

- Coordinating with local utilities to restore and repair damaged infrastructure and accompanying systems.
- Coordinating with local utilities to reduce the risk of physical or cyber-attack on lifeline utility systems.
- Coordinating temporary emergency power generation capabilities to support critical facilities until permanent restoration is accomplished. Critical facilities may include primary and alternate EOCs, hospitals/critical care facilities, designated shelters, government

## 4. Roles and Responsibilities

offices/facilities, water/sewage systems, and other essential community services.

*See EF 12 – Utilities for more details.*

### 4.2.3.13 Law Enforcement

**Primary Agency:** Sheriff's Office

**Supporting Agencies:** Local police departments within the County, local fire departments/districts within the County, mutual aid partners, California Highway Patrol

In the event of terrorist activity, the Federal Bureau of Investigation will be the lead agency for any response. The Federal Drug Enforcement Agency may also be involved in a supporting role.

Responsibilities related to law enforcement include:

- Protecting life and property and preserving order.
- Providing law enforcement and criminal investigation.
- Providing traffic control, crowd control, and site security.
- Isolating damaged areas.
- Providing damage reconnaissance and reporting.
- Conducting search and rescue operations (particularly lost person search and rescue), including all necessary training for Search and Rescue responders
- Coordinating and planning evacuation procedures and operations.

*See EF 13 – Law Enforcement for more information.*

### 4.2.3.14 Long-Term Recovery

**Primary Agency:** County OES; County Fire Department

**Supporting Agencies:** Department of Public Works, Department of Resource Management, Building Division, Auditor-Controller's Office, Treasurer's Office, and the Assessor-Recorder's Office

### Initial and Preliminary Damage Assessment (IDA/PDA)

Responsibilities related to damage assessment include:

- Establishing a damage assessment team from among County departments with assessment capabilities and responsibilities.
- Training and providing damage plotting team members to the EOC.

## 4. Roles and Responsibilities

- Assisting in reporting and compiling information regarding deaths, injuries, and dollar damage to tax-supported facilities and to private property.
- Assisting in determining the geographic extent of the damaged area.
- Evaluating the effect of damage on the County's economic index, tax base, bond ratings, insurance ratings, etc. for use in long-range recovery planning.

*See FA 4 – Recovery Strategy for more details.*

### Recovery Assistance

Recovery-related responsibilities include:

- Directing emergency recovery in times of disaster by providing leadership in coordinating private and governmental-sector emergency recovery efforts.
- Participating with State partners to conduct damage assessments; identifying and facilitating availability and use of recovery funding.
- Accessing recovery and mitigation grant and insurance programs; providing outreach, public education, and community involvement in recovery planning.
- Coordinating logistics management and resource support, providing assistance as needed.
- Locating, purchasing, and coordinating delivery of resources necessary during or after an incident in the County.
- Ensuring accurate documentation of the recovery effort to secure federal reimbursement of funds.

*See EF 14 – Long-Term Recovery for more details.*

#### 4.2.3.15 Public Information

**Primary Agency:** County OES

**Supporting Agencies:** County Fire Department, HHSA

Individual County departments may also be tasked with providing public information specific to their agency's functions and the emergency.

Responsibilities related to external affairs include:

- Conducting ongoing hazard awareness and public education programs.

## 4. Roles and Responsibilities

- Compiling and preparing emergency information for the public in case of emergency.
- Coordinating with other agencies to ensure consistency of education and emergency information.
- Arranging for media representatives to receive regular briefings on the County's status during extended emergency situations.
- Securing printed and photographic documentation of the disaster situation.
- Handling unscheduled inquiries from the media and the public.
- Being aware of non-English-speaking and/or bilingual population centers within the County and preparing training and news releases accordingly.
- Monitoring the media and correcting misinformation.
- Overseeing and providing information to call-takers who receive requests for assistance from the public.

*See EF 15 – Public Information for more details.*

### 4.2.3.16 Evacuation

**Primary Agency:** Sheriff's Office, County OES

**Supporting Agencies:** HHSA, Public Works, SHASCOM

Responsibilities related to evacuation and population protection include:

- Defining responsibilities of County departments and private-sector groups.
- Identifying high-hazard areas and corresponding numbers of potential evacuees.
- Coordinating evacuation planning, including:
  - Movement control
  - Health and medical requirements
  - Transportation needs
  - Emergency Public Information materials
  - Shelter and reception location
- Conducting evacuation alerts to the public through reverse dialing (Dialogic Communicator), EAS, and door-to-door notifications.

## 4. Roles and Responsibilities

- Developing procedures for sheltering in place.
- Confirming and managing locations of staging areas and pick-up points for evacuees requiring public transportation.
- Providing guidance on commuting arrangements for essential workers during the evacuation period.
- Assisting with control and safety measures in the evacuated area and reassigning personnel during the evacuation period.
- Conducting evacuation in accordance with County policy.
- If an evacuation is instituted, notifying the Red Cross (1-888-680-1455).

*See EF 13 – Law Enforcement for more information.*

*The State has merged Search and Rescue with EF 13 Law Enforcement. Please refer to that section for additional information.*

### 4.2.3.17 Volunteer and Donation Management

**Primary Agency:** County OES

**Supporting Agencies:** Red Cross, Salvation Army, Shasta VOAD

#### Government-Sponsored/ Organized Volunteers

Responding to incidents may exceed the County's resources. Government-sponsored volunteer organizations such as Community Emergency Response Teams (CERTs), Red Cross, Fire Corps and/or Medical Reserve Corps, Volunteers in Police Service, and volunteers associated with the faith-based community provide vital support to emergency response agencies in completing their assigned tasks.

#### Unaffiliated Volunteers and Donations

Unaffiliated volunteers and donors can support response efforts in many ways, and it is essential that the County plan ahead to effectively incorporate volunteers and donated goods into its response activities. The County will direct unaffiliated volunteers to organized volunteer agency such as a Shasta VOAD or other Community Emergency Response Team (CERT), Red Cross or pre-designated organization within the faith based community so that they may be incorporated into the response effort.

*See EF 17 – Volunteer and Donation Management for more details.*

### 4.2.3.18 Other Agency Responsibilities

Other County department and agency heads not assigned a specific function in this plan will be prepared to make their resources (including personnel) available for emergency duty at the direction of the Director of Emergency Services.

## 4. Roles and Responsibilities

### 4.3 Local Response Partners

The County's emergency organization is supported by a number of outside organizations, including the incorporated cities, service organizations, and the private sector.

#### 4.3.1 Private Sector

Private-sector organizations play a key role before, during, and after an incident. First, they must provide for the welfare and protection of their employees in the workplace. In addition, the County must work seamlessly with businesses that provide water, power, communication networks, transportation, medical care, security, and numerous other services upon which both response and recovery are particularly dependent. Essential private-sector responsibilities include:

- Planning for the protection of employees, infrastructure, and facilities.
- Planning for the protection of information and the continuity of business operations.
- Planning for, responding to, and recovering from incidents that impact private-sector infrastructure and facilities.
- Collaborating with emergency management personnel before an incident occurs to ascertain what assistance may be necessary and how private-sector organizations can help.
- Developing and exercising emergency plans before an incident occurs.
- Where appropriate, establishing mutual aid and assistance agreements to provide specific response capabilities.
- Providing assistance (including volunteers) to support local emergency management and public awareness during response and throughout the recovery process.

#### 4.3.2 Nongovernmental and Faith-Based Organizations

Nongovernmental and faith-based organizations play enormously important roles before, during, and after an incident. In the County, nongovernmental/faith-based organizations such as the Red Cross provide sheltering, emergency food supplies, counseling services, and other vital support services to support response and promote the recovery of disaster victims. Nongovernmental and faith-based organizations also collaborate with responders, governments at all levels, and other agencies and organizations.

The roles of nongovernmental and faith-based organizations in an emergency may include:

- Training and managing volunteer resources.

## 4. Roles and Responsibilities

- Identifying shelter locations and needed supplies.
- Providing critical emergency services to those in need, such as cleaning supplies, clothing, food shelter, and assistance with post-emergency cleanup.
- Identifying those whose needs have not been met and helping to coordinate assistance.

### 4.3.3 Individuals and Households

Although not formally a part of the County's emergency operations, individuals and households play an important role in the overall emergency management strategy. Community members can contribute by:

- Reducing hazards in their homes.
- Preparing emergency supply kits and household emergency plans that consider all members of the household, including children and pets.
- Monitoring emergency communications carefully.
- Volunteering with established organizations.
- Enrolling in emergency response training courses.
- Encouraging children to participate in preparedness activities.

## 4.4 Operational Area Response Partners

The California Emergency Services Act designates each county as an Operational Area to coordinate emergency activities and resources of the cities, tribal partners, and special districts located within the County boundaries. In Shasta County, the County OES is the lead agency for the Operational Area, and the County Director of Emergency Services serves as the Operational Area Coordinator.

The County OES is responsible for developing a Countywide emergency management program that, through cooperative planning efforts with the incorporated communities of the County, will provide a coordinated response to a major emergency or disaster.

As the Operational Area, the County OES will also coordinate fulfillment of requests for mutual aid from the cities and other political jurisdictions or special districts within the County. It will fulfill such requests by coordinating County resources or resources of other local governments within the Operational Area, such as the City of Redding. If local supplies are limited, requests will be advanced to the SEMS Regional level to access resources outside of the Operational Area.

## 4. Roles and Responsibilities

### 4.5 Regional Response Partners

The County falls within the Inland Region of Cal OES, and in Mutual Aid Region III. The Regional EOC is located in Sacramento. There are 31 counties and three Mutual Aid Regions within the Inland Region. Within the Regions, there are 123 incorporated cities. Cal OES administrative Regions are responsible for coordinating information and resources within the Region and between the SEMS State and Regional levels to ensure effective and efficient support to local response.

*See the California Office of Emergency Services website for details on the Region's emergency management organization and detailed roles and responsibilities for State departments.*

### 4.6 State Response Partners

Under the direction and control of department heads, agencies of State government represent the State emergency operations organization. Responsibility for conducting EFs is assigned by the Governor to the department best suited to carry out each function applicable to the emergency situation. Some State agencies may call upon their federal counterparts to provide additional support and resources following established procedures and policies for each agency.

*See the State of California Emergency Operations Plan for details on the State's emergency management organization and detailed roles and responsibilities for State departments.*

### 4.7 Federal Response Partners

Federal response partners are typically requested by the State Operations Center in the event that State resources become limited or specialized services are needed. In most instances, federal resources become available following a formal declaration of emergency by the Governor. Thus, procedures and policies for allocating and coordinating resources at the federal level follow the California State Emergency Plan and, if necessary, the National Response Framework.

*See the National Response Framework for details on the federal government's emergency management organization and detailed roles and responsibilities for federal departments.*

*See the National Response Framework for details on the federal government's emergency management organization and detailed roles and responsibilities for federal departments.*

4. Roles and Responsibilities

Agencies/ Departments	EMERGENCY FUNCTIONS																
	EF1	EF2	EF3	EF4	EF5	EF6	EF7	EF8	EF9	EF10	EF11	EF12	EF13	EF14	EF15	EF16	EF17
<b>P = Primary Agency</b>	Transportation	Communication	Construction	Fire And	Management	Care & Shelter	Resources	Public Health	Search &	Hazardous	Food & Agricul	Utilities	Law Enforce	Recovery	Public Informa	Evacua	Volunte
<b>S = Supporting Agency</b>																	
<b>Shasta County</b>																	
Fire Department			S	P					S	P				P			
Health and Human Services Agency	S					P		p		S	P				S		
Information Technology Department		S															
Interagency Narcotics Task Force										S							
Public Works Department	P		P							S				S			
Office of Education	S																
Office of Emergency Services (Sheriff's Office)					P		P					P		P	P	P	P
Resource Management Department			S											S			
Sheriff's Office		S			S			S	P		S		P			P	
Support Services Department					S		S										
Treasurer's Office							S										
Auditor-Controller's Office							S										
<b>Special Districts</b>																	
Air Quality Management District											S						
School Districts	S					S											
SHASCOM		P															
Shasta Cascade Hazardous Materials Response Team	S									P							

4. Roles and Responsibilities

<b>Table 4-1 Primary and Support Agencies by Function</b>																	
<b>Agencies/ Departments</b>	<b>EMERGENCY FUNCTIONS</b>																
	<b>EF1</b>	<b>EF2</b>	<b>EF3</b>	<b>EF4</b>	<b>EF5</b>	<b>EF6</b>	<b>EF7</b>	<b>EF8</b>	<b>EF9</b>	<b>EF10</b>	<b>EF11</b>	<b>EF12</b>	<b>EF13</b>	<b>EF14</b>	<b>EF15</b>	<b>EF16</b>	<b>EF17</b>
Sierra-Sacramento Valley EMS Agency								S									
<b>Community Partners</b>																	
Ambulance Service Providers	S							S									
American Red Cross						S	S										S
California Utilities Emergency Association												S					
Civil Air Patrol									S								
Haven Human Society											S						
Healthcare Coalition																	
Hospitals	S							S									
Local Utilities												S					
Northern Valley Catholic Social Service						S											
Salvation Army						S	S										S
SAR Volunteers									S								
Shasta 211		S															
Shasta Tehama Amateur Radio Emergency Services		S															
Shasta Voluntary Organizations Active in Disaster						S											S
The Food Group											S						
University of California Cooperative Extension/Agricultural Commissioner											P						

4. Roles and Responsibilities

Table 4-1 Primary and Support Agencies by Function																	
Agencies/ Departments	EMERGENCY FUNCTIONS																
	EF1	EF2	EF3	EF4	EF5	EF6	EF7	EF8	EF9	EF10	EF11	EF12	EF13	EF14	EF15	EF16	EF17
Valley Communication		S															
<b>State</b>																	
California Highway Patrol													S				
CAL FIRE				S													
9 <sup>th</sup> Civil Support Team										S							
<b>Federal</b>																	
FEMA Region 9 Decontamination Team										S							
Lassen National Park									S		S						
Whiskeytown National Recreation Area																	
Shasta Lake/USFS																	

# 5

## Command and Control

### 5.1 General

The ultimate responsibility for command and control of County departments and resources lies with the County Executive Officer; however, the Director of Emergency Services will maintain direction and control of the County EMO, unless otherwise delegated. County emergency operations, both on-scene and in the County EOC, will be conducted in a manner consistent with SEMS, including use of ICS.

During a County-declared disaster, control is not relinquished to State authority but remains at the local level for the duration of the event. Consistent with California Government Code §§8559 and 8605, the County of Shasta is designated at the Operation Area for Shasta County, and the county-wide coordinator, the Director of Emergency Services, is the Operational Area Coordinator. In accordance with California Government Code §8607, the Shasta Operational Area functions as a part of SEMS. Emergency operations and mutual aid activities are conducted and coordinated using ICS and the Multi-Agency Coordination System, as appropriate.

### 5.2 On-Scene Incident Management

Initial response to an incident will be managed by the responding agency (i.e., Public Works Department, Sheriff's Office, and/or Fire Department), who will assign an on-scene Incident Commander. The on-scene Incident Commander is responsible for performing or directing such duties as enforcing emergency measures and designating emergency areas. During the initial response, the on-scene Incident Commander may establish an Incident Command Post and may assume the responsibilities of Command Staff until delegated. Upon establishment of ICS, the on-scene Incident Commander will notify the Director of Emergency Services and request activation of the County EOC, as appropriate. The on-scene Incident Commander may also establish an on-scene Unified Command structure with County and State leads.

### 5.3 Emergency Operations Center Support to On-Scene Operations

Depending on the type and size of incident, or at the request of the on-scene Incident Commander, the County may activate the EOC and assign an EOC Director. The EOC Director support on-scene operations and coordinates County resources. The request will be submitted to the Director of Emergency Services, who will determine whether to activate the County EOC and will assume, or

## 5. Command and Control

designate, the role of EOC Director. In most instances, the on-scene Incident Commander will retain tactical control over the incident, relying on the County EOC for resource coordination, communications, and public information support. In a more complex incident, the Incident Commander may relocate to the County EOC to serve as part of the Unified Command or Multi-Agency Coordination Group, ensuring proper coordination of resources across agencies. Outside assistance from neighboring jurisdictions or from private contractors will be requested and used as an adjunct to existing County services, and then only when a situation threatens to expand beyond the County's response capabilities.

Upon activation of the County EOC, the EOC Director is empowered to assume executive control over all departments, divisions, and offices of the County during a State of Emergency. If appropriate, the on-scene Incident Commander or EOC Director may request that the Sheriff declare a State of Emergency.

### 5.4 Operational Area

The Shasta Operational Area's responsibilities include:

- Acting as a policy-making body with representation from all participating jurisdictions and setting priorities agreed upon by all members.
- Providing a single point of contact for information on an emergency situation, as well as resource requirements and prioritization.
- Acting as a single ordering point for resources, including fire and law enforcement resources through Operational Area Fire and Law Enforcement Mutual Aid Coordinators.

### 5.5 Emergency Operations Center

The EOC supports incident response activities, including tracking, management, and allocation of appropriate resources and personnel, and may also serve as a Multi-Agency Coordination Center, if needed. The EOC will be activated upon notification of a possible or actual emergency. During large-scale emergencies, the EOC may become the County seat of government for the duration of the crisis. The EOC does not provide tactical direction to the various incidents which are being conducted in the field using the Incident Command System. Field Incident Commanders have clear authority to command and tactically direct the resources under their control.

#### 5.5.1 Emergency Operations Center Activation

The Shasta Operational Area EOC will be activated when an emergency situation occurs that exceeds local and/or in-field capabilities to adequately respond to and mitigate an incident(s). The Operational Area EOC will be activated when:

**5. Command and Control**

- Another local government in the Operational Area activates its EOC and requests the Operational Area EOC to be activated (CCR §2407(a)(1)).
- Two or more cities within the Operational Area proclaim a local emergency (CCR §2409(f)(2)).
- The County and one or more cities proclaim a local emergency (CCR §2409(f)(3)).
- A city or the county requests a Governor's proclamation of a State of Emergency (CCR §2409(f)(4)).
- The Governor proclaims a State of Emergency for the County or two or more cities (CCR §2409(f)(5)).
- Activation is recommended by County OES personnel.

During emergency operations, and upon activation of the EOC, EOC staff will assemble and exercise direction and control, as outlined below.

- The EOC will be activated by the Director of Emergency Services, who may assume or designate the role of EOC Director. While the on-scene Incident Commander retains tactical control of the incident, the EOC Director assumes responsibility for coordinating and prioritizing County resources in support of emergency operations.
- The EOC Director will determine the level of staffing required and will alert the appropriate personnel, agencies, and organizations.
- Emergency operations will be conducted by County departments, augmented as required by trained reserves, volunteer groups, forces supplied through mutual aid agreements, and private contractors. County, State, and federal support will be requested if the situation dictates.
- Communications equipment in the EOC will be used to receive information, disseminate instructions and notifications, and coordinate emergency operations.
- The on-scene Incident Commander may establish an on-scene command post at the scene to maintain close contact and coordinate resources with the EOC.
- Department heads and organization leaders are responsible for assigned emergency functions, as outlined in the EFs.
- The EOC may, as appropriate, operate on a 24-hour basis.

## 5. Command and Control

The Director of Emergency Services will immediately notify the County Administrative Office upon activation of the Operational Area EOC. Periodic updates will be issued to the County for the duration of Operational Area EOC activation.

### 5.5.1.1 Emergency Operations Center Activation Levels

The scope of an emergency, rather than the type, will largely determine whether the EOC will be activated, and to what level. When an emergency occurs in or affects the County, the EMO will operate at one of the following EOC activation levels:

#### ■ Level 1 – Monitoring or OES staff scene support.

- Level 1 may be requested by on-scene command, or initiated by the Shasta Operational Area OES during emergencies with escalation potential.
- EOC staffing for a Level 1 emergency will normally be limited to Operational Area OES personnel.

#### ■ Level 2 – Partial EOC activation with partial staff.

- Level 2 requires limited staffing by key agencies involved or affected by an emergency confined to a specific area of the County, which stresses local resources.
- Level 2 activation may be ordered by the Sheriff or the County Executive Officer.

#### ■ Level 3 – Full EOC activation with full staff.

- Level 3 is a full scale activation that requires full EOC staffing as outlined in this plan to address a large emergency affecting all or a large part of the County.
- Level 3 activation may be ordered by the Sheriff or the County Executive Officer.

### 5.5.2 Emergency Operations Center Location

The **primary location** for the EOC is:

SHASCOM,  
3101 South Street, Redding, CA 96001-2379

5. Command and Control

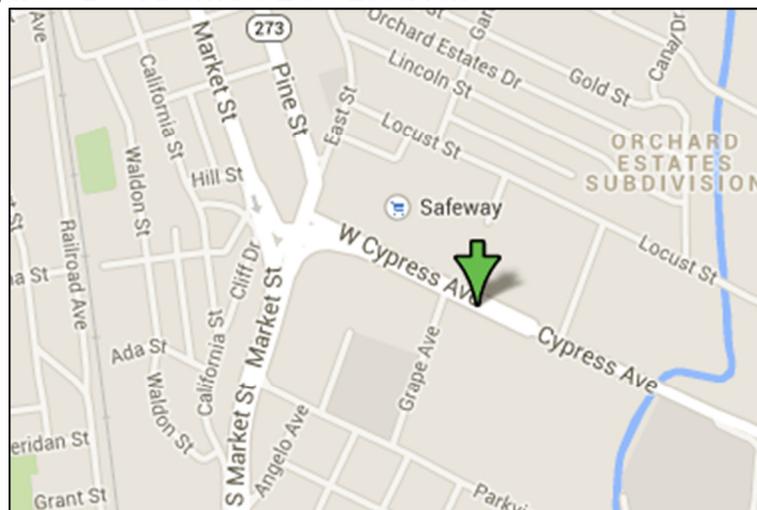
Figure 5-1 Primary EOC Location



If necessary, the **alternate location** for the EOC is:

California Department of Forestry and Fire Protection  
 1000 Cypress Street, Redding, CA 96001

Figure 5-2 Alternate EOC Location



The location of the EOC can change, as required by the needs of the incident. Coordination and control for County emergency resources will take place from the EOC as long as environmental and incident conditions allow. However, if conditions require relocation of the EOC, then the EOC Director will designate an alternate facility.

**5.5.3 Emergency Operations Center Staffing**

Depending on the incident type, County departments will provide staff to the EOC. At any time, if the incident expands or contracts, changes in jurisdiction or discipline, or becomes more or less complex, the on-scene Incident Commander

## 5. Command and Control

or EOC Director may change to meet the needs of the incident. In the event that local staffing resources are not adequate to maintain the County EOC, the County may request support from the State.

County departments involved in emergency response and personnel assigned to Command and General Staff (if previously designated) are required to report to the EOC upon activation. Personnel assigned to the EOC have the authority to make the decisions associated with their Command and General Staff positions.

Due to limited personnel and resources available in the County, it is imperative that all primary and alternate EOC staff be trained on ICS functions outside their areas of expertise. Regularly exercising ICS, including sub-functions and liaison roles, with volunteers and other support staff will improve overall EOC operation efficiency.

- EOC staffing requirements for a Level 1 (monitoring) and/or Level 2 (partial) activation will be based upon the scope and nature of the emergency, as well as current requirements.
- The OES Coordinator will ensure that the appropriate functions of the emergency management organization are notified for Level 1 and 2 EOC activations.
- Staffing requirements for Level 3 (full) activations will require the entire emergency management organization, including all sections.
- Extended EOC operations may require the use of multiple shifts and position alternates; the Policy/Management group will make this determination as the situation dictates.

### 5.5.4 Access and Security

During an emergency, access to the County EOC will be limited to designated emergency operations personnel due to the large volume of incoming and outgoing sensitive information. Authorized personnel in the EOC include EOC staff, county or city officials, and those with legitimate business in the EOC. The EOC Director or Security Officer (if designated) may allow access on an individual, case-by-case basis. Appropriate security measures will be in place to identify personnel who are authorized to be present. All authorized EOC staff, visitors, and the media will be issued identification cards for EOC access. These identification cards will identify the bearers as visitors or members of the emergency management team.

### 5.5.5 Incident Management Software

The County utilizes Cal EOC incident management software to help gather, analyze, and disseminate information in the County EOC. The County Director of Emergency Services is responsible for training EOC staff on the use of software, and a User's Manual is maintained in the County EOC.

## 5. Command and Control

### 5.5.6 Deactivation

Each incident will be evaluated to determine the need for continued operation of the EOC after the emergency response phase of the incident has been completed. This decision is made by the on-scene Incident Commander, EOC Director, and Director of Emergency Services.

During the initial phase of the recovery period for a major disaster, it may be desirable to continue to operate the EOC during the day with limited staffing to facilitate dissemination of public and local government disaster relief information. This alternative should be weighed against the option of immediately requiring the County Executive Officer and staff to manage recovery operations as part of their daily responsibilities.

The Director of Emergency Services has the final approval authority for activation and closure of the EOC. Once the decision has been made to limit hours/staff or close the EOC, notification must be disseminated to the same agencies that were notified it was activated. If necessary, the EOC may also be re-opened (see activation procedures in Section 5.4.1) and emergency operations re-initiated at any time. As with initial activation, re-activation of the EOC occurs at the direction of the Director of Emergency Services.

## 5.6 Department Operations Centers

In some circumstances, a particular County department may have primary responsibility for coordinating the County's response to an emergency without full activation of the County EOC. In that case, the department would establish a Department Operations Center (DOC) to support operations.

These departments may include:

- County Fire Department – Fire emergencies
- Sheriff's Office – Incidents with security impacts
- County Public Works Department – Incidents with infrastructure impacts (roads, water/wastewater systems)
- HHSA – Public health emergencies

Upon activation of a DOC, notification will be made to the County Administrative Office and County OES Director. The County may choose to activate the EOC to consolidate coordination efforts. In that case, the DOC would function as an Incident Command Post.

## 5.7 Incident Command System

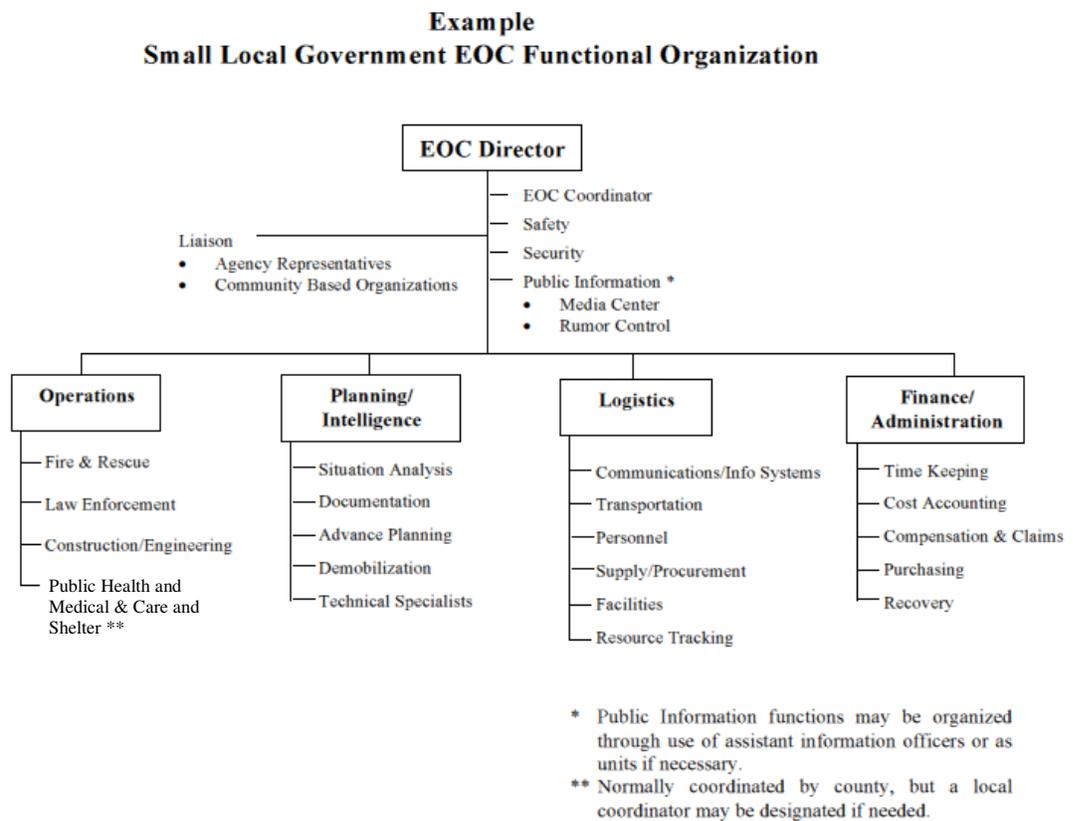
ICS is a standardized, flexible, scalable, all-hazard incident management system designed to be utilized from the time an incident occurs until the need for management and operations no longer exists. The County will utilize ICS to

5. Command and Control

manage resources and activities during an emergency response, in order to communicate with other responding agencies using common terminology and operating procedures (Figure 5-3).

The County ICS structure can be expanded or contracted, depending on the incident’s changing conditions. During a large-scale (Level 3) incident, it can be staffed and operated by qualified personnel from any emergency service agency, including personnel from a variety of disciplines. The County ICS structure can also be utilized for lower level emergencies such as a minor incident involving a single emergency response agency (Level 1). The County has established an EMO, supporting EOC activation and ICS operational procedures, and position checklists. These checklists are appended to this Basic Plan (Appendix C); however, this document does not perform the full function of an EOC manual.

**Figure 5-3 Example of a Scalable Command Structure for the County**



**5.7.1 Emergency Operations Center Director**

The EOC Director is responsible for EOC operations when it is activated and has overall responsibility for coordinating resources in support of emergency operations. In general, the EOC Director is responsible for:

**5. Command and Control**

- Maintaining EOC operations in accordance with the principles of ICS and NIMS.
- Approving and supporting implementation of an Incident Action Plan (IAP).
- Coordinating activities in support of emergency operations.
- Approving release of information through the PIO.
- Performing the duties of the following Command Staff if no one is assigned to the position:
  - Safety Officer
  - PIO
  - Liaison Officer
- At any time, if the incident expands or contracts, changes in jurisdiction or discipline, or becomes more or less complex, the EOC Director may change to meet the needs of the incident.

**5.7.2 Emergency Operations Center Command Staff****5.7.2.1 Safety Officer**

The Safety Officer is responsible for the safety of emergency response personnel, EOC Command and General Staff, and their operations. The Safety Officer's responsibilities include:

- Identifying the initial hazards, determining personal protective equipment requirements, and defining decontamination areas.
- Implementing site and access control measures.
- Monitoring and assessing the health and safety of response personnel and support staff.
- Preparing and implementing a site Health and Safety Plan and updating the EOC Director, on-scene Incident Command, and Operations Chiefs as necessary regarding safety issues or concerns.
- Exercising emergency authority to prevent or stop unsafe acts.

**5.7.2.2 Public Information Officer**

The PIO will coordinate and manage the County's public information network, including local, regional, and State agencies; tribal entities; political officials; and other emergency management stakeholders. The PIO's duties include:

## 5. Command and Control

- Developing and coordinating release of information to incident personnel, media, and the general public.
- Coordinating information sharing among the public information network through the use of a Joint Information System (JIS) and, if applicable, participating in a JIC.
- Implementing information clearance processes with the EOC Director.
- Conducting and/or managing media briefings and implementing media-monitoring activities.

### 5.7.2.3 Liaison Officer

Specific liaison roles may be incorporated into the command structure established at the EOC, depending on the type of emergency incident that has occurred. Liaisons represent entities and organizations such as hospitals, school districts, tribes, public works/utility companies, and volunteer services such as the Red Cross. Responsibilities typically associated with a liaison role include:

- Serving as the contact point for local government officials, agency or tribal representatives, and stakeholders.
- Coordinating information and incident updates among interagency contacts, including the public information network.
- Providing resource status updates and limitations among personnel, capabilities, equipment, and facilities to the EOC Director, government officials, and stakeholders.

### 5.7.2.4 Security Officer

The security officer position at the EOC is responsible for control of access to the EOC and general security at the facility. Security officer duties include:

- Maintaining the check-in and checkout rosters.
- Providing 24-hour security at the EOC.
- Addressing situations resulting from inappropriate personnel or personnel actions at the EOC.

## 5.7.3 Emergency Operations Center General Staff

### 5.7.3.1 Operations Section Chief

The Operations Section Chief position is typically filled by the lead agency managing response activities for a specific type of incident. The Operations Section is organized into functional units representing agencies involved in tactical operations. The following agencies and organizations are typically included in the Operations Section:

## 5. Command and Control

- **Fire** – emergencies dealing with fire, earthquake with rescue, or hazardous materials.
- **Law Enforcement** – incident(s) involving civil disorder/disturbance, significant security/public safety concerns, transportation-related accidents, and/or criminal investigations.
- **Public Health Officials** – contamination issues, disease outbreaks, and/or emergency incidents posing threats to human, animal, and environmental health.
- **Public Works** – incidents resulting in major utility disruptions, damage to critical infrastructure, and building collapse.
- Private entities, companies, and nongovernmental organizations may also support the Operations Section. Examples of support these organizations may provide include:
  - Grass roots social media support for situational awareness, as well as identifying and connecting resources to citizens in need
  - Non-hazardous debris clearance collection and disposal

The Operations Chief is responsible for:

- Developing and coordinating tactical operations to carry out the IAP.
  - Managing field response activities
  - Directing implementation of unit operational plans
  - Requesting resources as needed
- Managing and incorporating community partners and stakeholders (private entities, companies, and nongovernmental organizations) into response operations.

### 5.7.3.2 Planning/Intelligence Section Chief

The Planning/Intelligence Section is responsible for forecasting the needs of the response as well as implementing appropriate procedures and processes. This section is typically supported by four primary units: Resources, Situation, Documentation, and Demobilization. The Planning/Intelligence Chief is responsible for:

- Collecting and evaluating information, and distributing incident information through status summaries.
  - For terrorist incidents, liaise with the STTAC.
- Maintaining resource status.

**5. Command and Control**

- Preparing and disseminating the IAP, including developing alternatives for tactical operations
- Conducting planning meetings.

**5.7.3.3 Logistics Section Chief**

The Logistics Section is typically supported by the units responsible for supplies, food, communications, medical services, facilities, and ground support. Depending on the incident's type and size, these units can be divided into two branches: Service and Support. The Logistics Chief is responsible for:

- Managing various resources to meet the needs of incident personnel, such as transportation-related equipment, EOC staff support services, supplies, facilities, and personnel.
- Coordinating with the Planning/Intelligence Section to estimate future support and resource requirements.
- Assisting with development and preparation of the IAP.

**5.7.3.4 Finance/Administration Section**

The Finance/Administration Section is activated for large-scale or incidents that require emergency funding or use of specialized services and equipment that are not within the County's resources. Potential units assigned to this section include Compensation/Claims, Procurement, Cost, and Time. Conversely, during some incidents, responding agencies may not require outside assistance, or relatively minor finance or administrative operations are otherwise required. In these instances, the Finance/Administration section can be staffed by a technical specialist in the Planning/Intelligence Section. The Finance and Administration Chief is responsible for:

- Monitoring costs related to the incident.
- Maintaining accounting, procurement, and personnel time records.
- Conducting cost analyses.

**5.7.4 Unified Command**

Unified Command allows all agencies with jurisdictional authority or functional responsibility for the incident to jointly provide management direction to an incident through a common set of incident objectives and strategies and a single IAP. Each participating agency maintains its individual authority, responsibility, and accountability.

Table 5-1 presents a comparison of a single Incident Commander and Unified Command.

5. Command and Control

<b>Table 5-1 Comparison of Single Incident Commander and Unified Commander</b>	
<b>Single Incident Commander</b>	<b>Unified Command</b>
<p>The Incident Commander is solely responsible (within the confines of his or her authority) for establishing incident objectives and strategies.</p> <p>The Incident Commander is directly responsible for ensuring that all functional areas activities are directed toward accomplishment of the strategy.</p>	<p>The individuals designated by their jurisdictional and organizational authorities (or by departments within a single jurisdiction) must jointly determine objectives, strategies, plans, resource allocations, and priorities and work together to execute integrated incident operations and maximize the use of assigned resources.</p>

*Source: ICS-300: Intermediate ICS for Expanding Incident Student Manual.*

A Policy/Management Group will serve in an advisory function within Unified Command in the Operational Area EOC. This group is composed of the following:

- Board of Supervisors
- County Executive Officer
- Emergency Management Council
- County OES personnel
- County Counsel
- Liaison Officer (Designated by Policy/Management)
- Public Information Officer
- Safety Officer
- Incorporated cities representatives if participating in a Unified Command
- Special districts representatives if participating in a Unified Command
- Representatives from State or federal agencies involved in the response

**5.7.5 Area Command**

An Area Command is a management structure established to oversee the organization of multiple incidents handled by separate ICS organizations, or very large incidents that involves multiple ICS organizations. Area Command is activated only if necessary, depending on the complexity of the incident and span-

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**5. Command and Control**

of-control, and does not have operational responsibilities. If activated, the Area Command:

- Sets overall incident-related priorities:
  - De-conflicts incident management objectives with other ICS organizations and established policies.
  - Allocates critical resources according to incident-related priorities.
  - Identifies critical resource needs and reports them to the EOCs.
- Conducts oversight:
  - Ensures proper management and effective communications and provides for personnel accountability and a safe operating environment.
  - Ensures that short-term emergency recovery is coordinated to assist in the transition to full recovery operations.

**5.7.6 Multi-Agency Coordination**

In the event that the County is coordinating a response with other jurisdictions or agencies with authority over the incident, it may choose to implement a Multi-Agency Coordination Group (MAC Group). Typically, administrators/executives, or their appointed representatives, who are authorized to commit agency resources and funds are brought together to form MAC Groups. Other names for MAC Groups include “multiagency committees” and “emergency management committees.” A MAC Group can provide coordinated decision making and resource allocation among cooperating agencies and may establish the priorities among incidents, harmonize agency policies, and provide strategic guidance and direction to support incident management activities.

# 6

## Plan Development, Maintenance and Implementation

### 6.1 Plan Review and Maintenance

The EOP will be re-promulgated when a new senior elected or appointed official takes office, or a minimum of every five years, to comply with State requirements. If awarded monies through the Emergency Management Performance Grant, this EOP will be reviewed every two years throughout the period of performance of the award. This review will be coordinated by the County Director of Emergency Services and will include participation by members from each of the departments assigned as lead agencies in this EOP and its supporting annexes. This review will:

- Verify contact information.
- Review the status of resources noted in the plan.
- Evaluate the procedures outlined in the plan to ensure their continued viability.

In addition, lead agencies will review the annexes and appendices assigned to their respective departments.

#### **Recommended changes should be forwarded to:**

Director of Emergency Services  
Shasta County Sheriff's Office  
1525 Court Street  
Redding, CA 96001

### 6.2 Training Program

To assist with training and preparing essential response staff and supporting personnel to incorporate ICS/NIMS concepts in all facets of an emergency, each agency and department is responsible for ensuring that critical staff are identified and trained at a level that enables effective execution of existing response plans, procedures, and policies.

The Director of Emergency Services coordinates training for County personnel and encourages them to participate in training sessions hosted by other agencies, organizations, and jurisdictions throughout the region.

**6. Plan Development, Maintenance and Implementation**

Current training and operational requirements set forth under NIMS have been adopted and implemented by the County (see minimum training requirements in Table 6-1). The Director of Emergency Services maintains records and lists of training received by County personnel. Training requirements apply to all first responders and disaster workers, including first-line supervisors, middle management, and Command and General Staff, as well as:

- EMS personnel
- Firefighters
- Law enforcement personnel
- Public works/utility personnel
- Skilled support personnel
- Other emergency management response personnel
- Support/volunteer personnel at all levels

Emergency Personnel	Training Required
Direct role in emergency management or emergency response	ICS-100 IS-700a
First-line supervisors, mid-level management, and Command and General Staff	ICS-100, -200 IS-700a
Supervisory role in expanding incidents or a management role in an EOC	ICS-100, -200, -300 IS-700a
Management capacity in an Area Command situation or EOC	ICS-100, -200, -300, -400 IS-700a, -701a
Public Information Officers	IS-702a
Resource management	IS-703a
Communication or incident information systems	IS-701
Development of mutual aid agreements and/or mutual aid operational plans	IS 706
Planning	IS-800b
<i>Additional information about training requirements can be found on the Cal OES website at <a href="http://www.calema.ca.gov/TrainingandExercises/Pages/Training-and-Exercises.aspx">http://www.calema.ca.gov/TrainingandExercises/Pages/Training-and-Exercises.aspx</a>                      Independent study courses can be found at <a href="http://training.fema.gov/IS/crslst.asp">http://training.fema.gov/IS/crslst.asp</a>.</i>	

## 6. Plan Development, Maintenance and Implementation

### 6.3 Exercise Program

The County will conduct exercises throughout the year to test and evaluate this EOP. The County will coordinate with agencies; organizations (nonprofit, for profit, and volunteer); neighboring jurisdictions; and State and federal government to participate in joint exercises. These exercises will consist of a variety of tabletop exercises, drills, functional exercises, and full-scale exercises.

As appropriate, the County will use Homeland Security Exercise and Evaluation Program procedures and tools to develop, conduct, and evaluate these exercises. Information about this program can be found at <http://hseep.dhs.gov>.

The Director of Emergency Services will work with County departments and agencies to identify and implement corrective actions and mitigation measures, based on exercises conducted through Emergency Management.

### 6.4 Event Critique and After Action Reporting

In order to document and track lessons learned from exercises, the Director of Emergency Services will conduct a review, or “hot wash,” with exercise participants after each exercise. The Director of Emergency Services will also coordinate an AAR, which will describe the objectives of the exercise, document the results of the evaluation, and improve the County’s readiness.

Reviews and AARs will also be facilitated after an actual disaster. All agencies involved in the emergency response will participate in the AAR. The AAR following an incident should describe actions taken, identify equipment shortcomings and strengths, and recommend ways to improve operational readiness. Recommendations may include future exercise events and programs. Success stories and lessons learned should be submitted to the Lessons Learned Information Sharing website ([www.llis.gov](http://www.llis.gov)). The Director of Emergency Services will ensure that equipment, training, and planning shortfalls identified following an incident are addressed by the County’s EMO.

### 6.5 Community Outreach and Preparedness Education

The County will educate the public about threats, disasters, and what to do when an emergency occurs. The County maintains an active community preparedness program and recognizes that citizen preparedness and education are vital components of the County’s overall readiness.

Information about the County’s public education programs, hazard and mitigation information, and other emergency management and emergency services can be found on the County’s website at

[http://www.co.shasta.ca.us/index/sheriff\\_index/emergency\\_prep.aspx](http://www.co.shasta.ca.us/index/sheriff_index/emergency_prep.aspx).

## 6. Plan Development, Maintenance and Implementation

### 6.6 Funding and Sustainment

It is a priority of the County to fund and maintain an EMO that ensures the County's ability to respond to and recover from disasters. The Director of Emergency Services will work with the County Executive Officer, Board of Supervisors, Emergency Management Council and community stakeholders to:

- Identify funding sources for emergency management programs, personnel, and equipment.
- Ensure that the Board of Supervisors is informed of progress toward building emergency response and recovery capabilities and is aware of gaps to be addressed.
- Leverage partnerships with local, regional, and State partners to maximize use of scarce resources.

# A

## Sample Disaster Declaration Forms

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Appendix A. Declaration of State of Emergency

PROCLAMATION OF A LOCAL EMERGENCY BY  
DIRECTOR OF EMERGENCY SERVICES

WHEREAS, Section 8630 of the Government Code of the State of California and Section 2.72.060 of the Shasta County Code empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when this county is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 30 days thereafter until such local emergency is terminated; and

WHEREAS, the Director of Emergency Services of the County of Shasta does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within this county, caused by (List Causes), commencing on or about (Day, Date); and,

That the Board of Supervisors of the County of Shasta is not in session (and cannot immediately be called into session);

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency;

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists (is now threatened to exist) throughout this county; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the Director of Emergency Services and the emergency organization of the county shall be those prescribed by state law, and by ordinance and resolutions of this county approved by the Board of Supervisors, and by the *Shasta Operational Area Emergency Operations Plan*, as approved by the Board of Supervisors.

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the Director of the Governor's Office of Emergency Services.

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(NAME)

Date

Director of Emergency Services

Appendix A. Declaration of State of Emergency

PROCLAMATION OF A LOCAL HEALTH EMERGENCY BY  
COUNTY HEALTH OFFICER

WHEREAS, Section 101080, Health and Safety Code of the State of California empowers a local health official to proclaim the existence or threatened existence of a local health emergency when this county or any area thereof is affected or likely to be affected by an imminent and proximate threat of the introduction of any contagious, infectious, or communicable disease, chemical agent, noncommunicable biologic agent, toxin, or radioactive agent, and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 14 days thereafter until such local emergency is terminated; and

WHEREAS, the Health Officer of the County of Shasta does hereby find:

An imminent and proximate threat of the introduction of a contagious, infectious, or communicable disease, chemical agent, noncommunicable biologic agent, toxin, or radioactive agent exists within this county caused by (List Causes) ,commencing on or about (Day, Date); and,

That the Board of Supervisors of the County of Shasta is not in session (and cannot immediately be called into session);

That the aforesaid threats of an introduced a contagion, disease, agent, or toxin warrant and necessitate the proclamation of the existence of a local emergency;

WHEREAS, it has now been found that local resources are unable to cope with the effects of said health emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local health emergency now exists (is now threatened to exist) throughout this county; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local health emergency the powers, functions, and duties of the Director of Emergency Services and the emergency organization of the county shall be those prescribed by state law, and by ordinance and resolutions of this county approved by the Board of Supervisors, and by the *Shasta Operational Area Emergency Operations Plan*, as approved by the Board of Supervisors.

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the Director of the Governor's Office of Emergency Services.

---

(NAME) Date

Director of Emergency Services

Appendix A. Declaration of State of Emergency

PROCLAMATION OF A LOCAL EMERGENCY  
BY DIRECTOR OF EMERGENCY SERVICES AND

REQUEST OF THE GOVERNOR TO PROCLAIM A STATE OF EMERGENCY

WHEREAS, Section 8630 of the Government Code of the State of California and Section 2.72.060, of the Shasta County Code empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when this county is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 30 days thereafter until such local emergency is terminated; and

WHEREAS, the Director of Emergency Services of the County of Shasta does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within the county, caused by (List Causes), commencing on or about (Day, Date); and,

That the Board of Supervisors of the County of Shasta is not in session (and cannot immediately be called into session); and,

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency; and,

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency.

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists (is now threatened to exist) throughout this county; and,

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the Director of Emergency Services and the emergency organization of the county shall be those prescribed by state law, and by ordinance and resolutions of this county approved by the Board of Supervisors, and by the *Shasta Operational Area Emergency Operations Plan*, as approved by the Board of Supervisors; and,

IT IS FURTHER ORDERED that a copy of this declaration be forwarded to the Governor of California with the request that he proclaim the County of Shasta to be in a state of emergency; and,

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the Director of the Governor's Office of Emergency Services.

---

(NAME)

Date

Director of Emergency Services

Appendix A. Declaration of State of Emergency

PROCLAMATION OF A LOCAL EMERGENCY BY
DIRECTOR OF EMERGENCY SERVICES AND
REQUEST OF THE GOVERNOR TO PROCLAIM A STATE OF EMERGENCY AND
TO REQUEST A PRESIDENTIAL DECLARATION

WHEREAS, Section 8630 of the Government Code of the State of California and Section 2.72.060 of the Shasta County Code empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when this county is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 30 days thereafter until such local emergency is terminated; and

WHEREAS, the Director of Emergency Services of the County of Shasta does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within this county, caused by (List Causes), commencing on or about (Day, Date); and,

That the Board of Supervisors of the County of Shasta is not in session (and cannot immediately be called into session);

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency;

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists (is now threatened to exist) throughout this county; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the Director of Emergency Services and the emergency organization of the county shall be those prescribed by state law, and by ordinance and resolutions of this county approved by the Board of Supervisors, and by the Shasta Operational Area Emergency Operations Plan, as approved by the Board of Supervisors.

IT IS FURTHER ORDERED that a copy of this declaration be forwarded to the Governor of California with the request that he proclaim the County of Shasta to be in a state of emergency; and further that the Governor request a Presidential Declaration.

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the Director of the Governor's Office of Emergency Services.

(NAME) Date

Director of Emergency Services

**Appendix A. Declaration of State of Emergency****RESOLUTION PROCLAIMING A LOCAL EMERGENCY**

WHEREAS, Section 8630 of the Government Code of the State of California and Section 2.72.060 of the Shasta County Code empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when this county is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 30 days thereafter until such local emergency is terminated; and

WHEREAS, the Board of Supervisors of the County of Shasta does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within this county, caused by (List Causes), commencing on or about (Day, Date); and,

That the Board of Supervisors of the County of Shasta is not in session (and cannot immediately be called into session);

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency;

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, BE IT RESOLVED by the Board of Supervisors of the County of Shasta, IT IS HEREBY PROCLAIMED that a local emergency now exists (is now threatened to exist) throughout this county; and

NOW, THEREFORE, BE IT FURTHER RESOLVED, by the Board of Supervisors of the County of Shasta, that during the existence of said local emergency the powers, functions, and duties of the Director of Emergency Services and the emergency organization of the county shall be those prescribed by state law, and by ordinance and resolutions of this county approved by the Board of Supervisors, and by the *Shasta Operational Area Emergency Operations Plan*, as approved by the Board of Supervisors.

NOW, THEREFORE, BE IT FURTHER RESOLVED, by the Board of Supervisors of the County of Shasta that a copy of this proclamation be forwarded to the Director of the Governor's Office of Emergency Services.

**Appendix A. Declaration of State of Emergency****RESOLUTION PROCLAIMING A LOCAL EMERGENCY AND  
REQUEST OF THE GOVERNOR TO PROCLAIM A STATE OF EMERGENCY**

WHEREAS, Section 8630 of the Government Code of the State of California and Section 2.72.060 of the Shasta County Code empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when this county is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 30 days thereafter until such local emergency is terminated; and

WHEREAS, the Board of Supervisors of the County of Shasta does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within the county, caused by (List Causes), commencing on or about (Day, Date); and,

That the Board of Supervisors of the County of Shasta is not in session (and cannot immediately be called into session); and,

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency; and,

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency.

NOW, THEREFORE, BE IT RESOLVED by the Board of Supervisors of the County of Shasta, that a local emergency now exists (is now threatened to exist) throughout this county; and,

NOW, THEREFORE, BE IT FURTHER RESOLVED by the Board of Supervisors of the County of Shasta, that during the existence of said local emergency the powers, functions, and duties of the Director of Emergency Services and the emergency organization of the county shall be those prescribed by state law, and by ordinance and resolutions of this county approved by the Board of Supervisors, and by the *Shasta Operational Area Emergency Operations Plan*, as approved by the Board of Supervisors; and,

NOW, THEREFORE, BE IT FURTHER RESOLVED by the Board of Supervisors of the County of Shasta, that a copy of this declaration be forwarded to the Governor of California with the request that he proclaim the County of Shasta to be in a state of emergency; and,

NOW, THEREFORE, BE IT FURTHER RESOLVED by the Board of Supervisors of the County of Shasta, that a copy of this proclamation be forwarded to the Director of the Governor's Office of Emergency Services.

**Appendix A. Declaration of State of Emergency****RESOLUTION PROCLAIMING A LOCAL EMERGENCY  
AND REQUEST OF THE GOVERNOR TO PROCLAIM A STATE OF EMERGENCY  
AND TO REQUEST A PRESIDENTIAL DECLARATION**

WHEREAS, Section 8630 of the Government Code of the State of California and Section 2.72.060 of the Shasta County Code empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when this county is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 30 days thereafter until such local emergency is terminated; and

WHEREAS, the Board of Supervisors of the County of Shasta does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within this county, caused by (List Causes), commencing on or about (Day, Date); and,

That the Board of Supervisors of the County of Shasta is not in session (and cannot immediately be called into session);

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency;

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, BE IT RESOLVED by the Board of Supervisors of the County of Shasta, that a local emergency now exists (is now threatened to exist) throughout this county; and

NOW, THEREFORE, BE IT FURTHER RESOLVED by the Board of Supervisors of the County of Shasta, that during the existence of said local emergency the powers, functions, and duties of the Director of Emergency Services and the emergency organization of the county shall be those prescribed by state law, and by ordinance and resolutions of this county approved by the Board of Supervisors, and by the *Shasta Operational Area Emergency Operations Plan*, as approved by the Board of Supervisors.

NOW, THEREFORE, BE IT FURTHER RESOLVED by the Board of Supervisors of the County of Shasta, that a copy of this declaration be forwarded to the Governor of California with the request that he proclaim the County of Shasta to be in a state of emergency; and further that the Governor request a Presidential Declaration.

NOW, THEREFORE, BE IT FURTHER RESOLVED by the Board of Supervisors of the County of Shasta, that a copy of this proclamation be forwarded to the Director of the Governor's Office of Emergency Services.

**Appendix A. Declaration of State of Emergency**

**RESOLUTION REAFFIRMING THE EXISTENCE OF LOCAL EMERGENCY  
(AS PROCLAIMED BY THE BOARD OF SUPERVISORS)**

WHEREAS, a local emergency exists in the County of Shasta in accordance with the proclamation by the Board of Supervisors on the (Date) as a result of conditions of extreme peril to the safety of persons and property have arisen within the county caused by (List Causes), commencing on or about (Day, Date), at which time the Board of Supervisors of was not in session; and,

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency; and,

WHEREAS, it has been found that local resources are still unable to cope with the effects of said emergency;

NOW THEREFORE BE IT RESOLVED by the Board of Supervisors of the County of Shasta, that said local emergency shall be deemed to continue to exist until its termination is proclaimed by the Board of Supervisors of the County of Shasta, State of California.

**Appendix A. Declaration of State of Emergency****RESOLUTION REAFFIRMING THE EXISTENCE OF LOCAL EMERGENCY  
(AS PROCLAIMED BY THE DIRECTOR OF EMERGENCY SERVICES)**

WHEREAS, Section 8630 of the Government Code of the State of California and Section 2.72.060 of the Shasta County Code empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when this county is affected or likely to be affected by a public calamity and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 30 days thereafter until such local emergency is terminated; and

WHEREAS, a local emergency exists in the County of Shasta in accordance with the proclamation by the Board of Supervisors on the (Date) as a result of conditions of extreme peril to the safety of persons and property have arisen within the county caused by (List Causes), commencing on or about (Day, Date), at which time the Board of Supervisors of was not in session; and,

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency; and,

WHEREAS, it has been found that local resources are still unable to cope with the effects of said emergency;

NOW, THEREFORE, BE IT RESOLVED by the Board of Supervisors of the County of Shasta, that said local emergency shall be deemed to continue to exist until its termination is proclaimed by the Board of Supervisors of the County of Shasta, State of California.

**Appendix A. Declaration of State of Emergency****RESOLUTION REAFFIRMING THE EXISTENCE OF LOCAL HEALTH  
EMERGENCY  
(AS PROCLAIMED BY THE COUNTY HEALTH OFFICER)**

WHEREAS, Section 101080, Health and Safety Code of the State of California empowers a local health official to proclaim the existence or threatened existence of a local health emergency when this county or any area thereof is affected or likely to be affected by an imminent and proximate threat of the introduction of a contagious, infectious, or communicable disease, chemical agent, noncommunicable biologic agent, toxin, or radioactive agent, and the Board of Supervisors is not in session, subject to ratification by the Board of Supervisors within seven days and reaffirmation every 14 days thereafter until such local emergency is terminated; and

WHEREAS, a local health emergency exists in the County of Shasta in accordance with the proclamation by the Board of Supervisors on the (Date) as a result of an imminent and proximate threat of the introduction of a contagious, infectious, or communicable disease, chemical agent, noncommunicable biologic agent, toxin, or radioactive agent within this county caused by (List Causes), commencing on or about (Day, Date); and,

That the aforesaid threats of an introduced contagion, disease, agent, or toxin warrant and necessitate the proclamation of the existence of a local health emergency;

WHEREAS, it has been found that local resources are still unable to cope with the effects of said health emergency;

NOW, THEREFORE, BE IT RESOLVED by the Board of Supervisors of the County of Shasta, that said local health emergency shall be deemed to continue to exist until its termination is proclaimed by the Board of Supervisors of the County of Shasta, State of California.

**Appendix A. Declaration of State of Emergency**

**RESOLUTION TERMINATING EXISTENCE OF LOCAL EMERGENCY  
(AS PROCLAIMED BY THE DIRECTOR OF EMERGENCY SERVICES)**

WHEREAS, a local emergency exists in the County of Shasta in accordance with the proclamation by the Director of Emergency Services on the (Date) and its ratification by the Board of Supervisors on (List Dates) as a result of conditions of extreme peril to the safety of persons and by property by (List Causes); and,

WHEREAS, the situation resulting from said conditions of extreme peril is now deemed to be within the control of normal protective services, personnel, equipment, and facilities of and within the County of Shasta;

NOW, THEREFORE, BE IT RESOLVED by the Board of Supervisors of the County of Shasta, State of California, does hereby proclaim the termination of said local emergency.

**Appendix A. Declaration of State of Emergency**

**RESOLUTION TERMINATING EXISTENCE OF LOCAL HEALTH EMERGENCY  
(AS PROCLAIMED BY THE COUNTY HEALTH OFFICER)**

WHEREAS, a local emergency exists in the County of Shasta in accordance with the proclamation by the Shasta County Health Officer on the (Date) and its ratification by the Board of Supervisors on (List Dates) as a result of imminent and proximate threat of the introduction of a contagious, infectious, or communicable disease, chemical agent, noncommunicable biologic agent, toxin, or radioactive agent arising within this County caused by (List Causes); and,

WHEREAS, the situation resulting from said threat of an introduced contagion, disease, agent, or toxin is now deemed to be within the control of normal protective services, personnel, equipment, and facilities of and within the County of Shasta;

NOW, THEREFORE, BE IT RESOLVED by the Board of Supervisors of the County of Shasta, State of California, does hereby proclaim the termination of said local health emergency.

Appendix A. Declaration of State of Emergency

**RESOLUTION TERMINATING EXISTENCE OF LOCAL EMERGENCY  
(AS PROCLAIMED BY BOARD OF SUPERVISORS)**

WHEREAS, a local emergency exists in the County of Shasta in accordance with the proclamation by the Board of Supervisors on the (Date) as a result of conditions of extreme peril to the safety of persons and by property by (List Causes); and,

WHEREAS, the situation resulting from said conditions of extreme peril is now deemed to be within the control of normal protective services, personnel, equipment, and facilities of and within the County of Shasta;

NOW, THEREFORE, BE IT RESOLVED by the Board of Supervisors of the County of Shasta, State of California, does hereby proclaim the termination of said local emergency.

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# B

## Incident Command System Forms

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## Appendix B. Incident Command System Forms

**Index of Incident Command System (ICS) Forms**

The following ICS forms are included in this appendix.

<b>ICS Form No.</b>	<b>Form Title</b>
ICS Form 201	Incident Briefing
ICS Form 202	Incident Objectives
ICS Form 203	Organization Assignment List
ICS Form 204	Assignment List
ICS Form 205	Incident Radio Communications Plan
ICS Form 205a	Communications List
ICS Form 206	Medical Plan
ICS Form 207	Incident Organizational Chart
ICS Form 208	Safety Message/Plan
ICS Form 209	Incident Status Summary
ICS Form 210	Resource Status Change
ICS Form 211	Incident Check-in List
ICS Form 213	General Message
ICS Form 214	Activity Log
ICS Form 215	Operational Planning Worksheet
ICS Form 215a	Incident Action Plan Safety Analysis
ICS Form 218	Support Vehicle/Equipment Inventory
ICS Form 219	Resource Status Card (T-Card)
ICS Form 220	Air Operations Summary
ICS Form 221	Demobilization Plan
ICS Form 225	Incident Personnel Performance Rating

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# C

## **Emergency Operations Center Position Checklists**

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Appendix C. Emergency Operations Center Position Checklists

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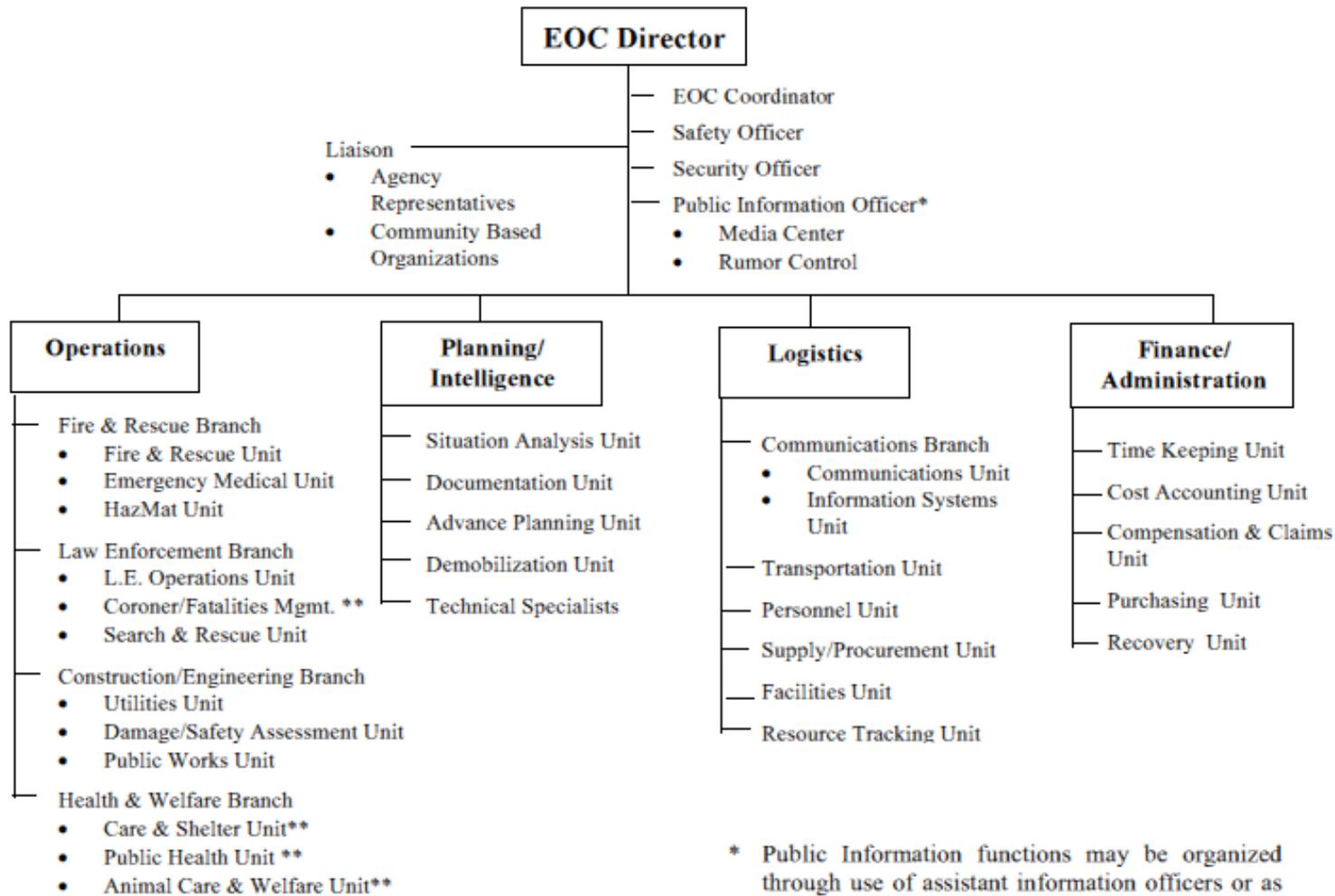
**Appendix C. Emergency Operations Center Position Checklists****Index of EOC Position Checklists**

The following checklists are included in this appendix.

1. Air Operations Branch Director
2. Communication Unit Leader
3. Compensation/Claims Unit Leader
4. Cost Unit Leader
5. Demobilization Unit Leader
6. Division-Group Supervisor
7. Documentation Unit Leader
8. Facilities Unit Leader
9. Finance/Administration Section Chief
10. Food Unit Leader
11. Ground Support Unit Leader
12. EOC Director
13. Liaison Officer
14. Logistics Section Chief
15. Medical Unit Leader
16. Operations Branch Director
17. Operations Section Chief
18. Planning/Intelligence Section Chief
19. Procurement Unit Leader
20. Public Information Officer
21. Resources Unit Leader
22. Safety Officer
23. Service Branch Director
24. Situation Unit Leader
25. Staging Area Manager
26. Strike Team-Task Force Leader
27. Supply Unit Leader
28. Support Branch Director
29. Technical Specialist
30. Time Unit Leader

Appendix C. Emergency Operations Center Position Checklists

Figure C-1 EOC Position Organizational Chart



\* Public Information functions may be organized through use of assistant information officers or as units if necessary.

\*\* Normally coordinated by county, but a local coordinator may be designated if needed.

# D

## Mutual Aid Agreements

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**Appendix D. Mutual Aid Agreements**

The following mutual aid agreements are in place for the County:

- TO BE DEVELOPED

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**E**

**Maps**

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[County Action Item: Insert Maps]

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# F

## References

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## Federal

- Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288) as amended, April 2013. Accessed on 20 December 2013 at: <http://www.fema.gov/robert-t-stafford-disaster-relief-and-emergency-assistance-act-public-law-93-288-amended>
- Homeland Security Act of 2002 (Public Law 107-296). Accessed on 20 December 2013 at: <http://www.dhs.gov/key-dhs-laws>
- Post-Katrina Emergency Management Reform Act of 2006 (Public Law 109-295). Accessed on 20 December 2013 at: <http://www.dhs.gov/key-dhs-laws>
- Homeland Security Policy Directive/HSPD-5: Management of Domestic Incidents. Accessed on 20 December 2013 at: <http://www.fas.org/irp/offdocs/nspd/hspd-5.html>
- Presidential Policy Directive/PPD-8: National Preparedness. Accessed on 20 December 2013 at: <http://www.dhs.gov/presidential-policy-directive-8-national-preparedness>

## FEMA Policy

- The Federal Emergency Management Agency Publication 1: The Federal Emergency Management Agency, November 2010. Accessed on 20 December 2013 at: <http://www.fema.gov/media-library/assets/documents/25272>
- A Whole Community Approach to Emergency Management: Principles, Themes, and Pathways for Action, FDOC 104-008-1, December 2011. Accessed on 20 December 2013 at: [http://www.emd.wa.gov/about/documents/FEMA\\_Whole\\_Community.pdf](http://www.emd.wa.gov/about/documents/FEMA_Whole_Community.pdf)
- FEMA Incident Management and Support Keystone, January 2011. Accessed on 20 December 2013 at: <http://www.fema.gov/media-library/assets/documents/26688>
- National Incident Management System, December 2008. Accessed on 20 December 2013 at: <http://www.fema.gov/national-incident-management-system>
- National Preparedness Goal, First Edition, September 2011. Accessed on 20 December 2013 at: <http://www.fema.gov/national-preparedness-goal>

## Appendix F. References

- FEMA Administrator’s Intent (FY 2015-2019). Pub. April 2013. Accessed on 20 December 2013 at: <http://www.fema.gov/media-library/assets/documents/31808>
- FEMA Strategic Plan, FY 2011-2014, FEMA P-806, February 2011. Accessed on 20 December 2013 at: <http://www.fema.gov/fy-2011-2014-strategic-plan>
- Crisis Response and Disaster Resilience 2030: Forging Strategic Action in an Age of Uncertainty, January 2012. Accessed on 20 December 2013 at: <https://www.fema.gov/media-library/assets/documents/24174>
- National Response Framework, Second Edition, May 2013. Accessed on 20 December 2013 at: <http://www.fema.gov/national-response-framework>
- National Disaster Recovery Framework, Strengthening Disaster Recovery for the Nation, September 2011. Accessed on 20 December 2013 at: <http://www.fema.gov/media-library/assets/documents/24647?fromSearch=fromsearch&id=5124>
- National Disaster Housing Strategy, January 2009. Accessed on 20 December 2013 at: <http://www.fema.gov/media-library/assets/documents/24600>
- Developing and Maintaining Emergency Operations Plans, Comprehensive Preparedness Guide (CPG) 101, Version 2.0, November 2010. Accessed on 20 December 2013 at: <http://www.fema.gov/media-library/assets/documents/25975>

## State

- State of California Emergency Plan, as revised July 2009. Accessed on 20 May 2014 at: <http://www.calema.ca.gov/PlanningandPreparedness/Pages/State-Emergency-Plan.aspx>
- SEMS Guidelines – Standardized Emergency Management System, as revised November 2009. Accessed on 22 May 2014 at: <http://develop.oes.ca.gov/WebPage/oeswebsite.nsf/Content/7386D576C12F26F488257417006C07A7?OpenDocument>
- California Emergency Services Act – California Disaster Assistance Act – Emergency Compact – California Disaster and Civil Defense Master Mutual Aid Agreement, as revised January 2006. Accessed on 28 May 2014 at: <http://hazardmitigation.calema.ca.gov/docs/ESA-all8-06-final.pdf>

## County

Copies of the following documents can be obtained by contacting the Director of Emergency Services:

- Shasta County Emergency Operations Plan, 2000 (Replaced by this Plan)
- Shasta County and City of Anderson Multi-Jurisdictional Hazard Mitigation Plan, 2011
- Shasta County Interoperable Communications Plan, DATE
- Shasta County Evacuation Plan, DATE
- Shasta County Care and Shelter Plan, 1998. Department of Social Services, Office of Emergency Services.
- Shasta County Hazardous Materials Area Plan, 2013, Department of Resource Management, Environmental Health Division.-
- Memoranda of Agreement / Understanding

## Other

- City of Anderson [TBD]
- City of Redding Emergency Operations Plan (2014)
- City of Redding Local Hazard Mitigation Plan (2012)
- City of Shasta Lake Hazard Mitigation Plan (2005)
- Forest and Water Climate Adaption: A Plan for Shasta County, California, 2013.
- Shasta-Trinity Unit Strategic Fire Plan, 2011. CalFire
- All other Public Laws or Executive Orders enacted or to be enacted which pertain to emergencies/disasters.

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# Acronyms and Glossary

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## Appendix G. Acronyms and Glossary

**Acronyms**

°F	degrees Fahrenheit
AAR	After Action Report
ADA	Americans with Disabilities Act
Cal OES	California Governor's Office of Emergency Services
CCR	California Code of Regulations
CDA	California Disaster Assistance Act
CERT	Community Emergency Response Teams
CIKR	Critical Infrastructure and Key Resources
COOP	Continuity of Operations
County	Shasta County
DOC	Department Operations Center
DSHS	Department of Social and Health Services
EAS	State of California National Emergency Alert System
EF	Emergency Function
EMO	Emergency Management Organization
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EF	Emergency Function
FEMA	Federal Emergency Management Agency
IA	Incident Annex
IAP	Incident Action Plan
ICS	Incident Command System
IDA	initial damage assessment
JIC	Joint Information Center
JIS	Joint Information System
MAC Group	Multi-Agency Coordination Group
MHOAC	Medical Health Operational Area Coordinator
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NSS	National Shelter System

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**Appendix G. Acronyms and Glossary**

OES	Office of Emergency Services
PDA	Preliminary Damage Assessment
PIO	Public Information Officer
RABA	Redding Area Bus Authority
Red Cross	American Red Cross
RIMS	Response Information Management System
SEMS	Standardized Emergency Management System
SHASCOM	Shasta Area Safety Communications Agency
SOP	Standard Operating Procedure
State	State of California (governing body)
USDA	United States Department of Agriculture
VA	Veterans Administration
VOAD	Volunteer Organizations Active in Disaster
VOIP	voice-over internet protocol

## Appendix G. Acronyms and Glossary

## Glossary of Key Terms

**Accessible:** Having the legally required features and/or qualities that ensure easy entrance, participation, and usability of places, programs, services, and activities by individuals with a wide variety of disabilities.

**Acquisition Procedures:** A process used to obtain resources to support operational requirements.

**Agency:** A division of government with a specific function offering a particular kind of assistance. In the Incident Command System, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance). Governmental organizations are most often in charge of an incident, though in certain circumstances private-sector organizations may be included. Additionally, nongovernmental organizations may be included to provide support.

**Agency Administrator/Executive:** The official responsible for administering policy for an agency or jurisdiction. An Agency Administrator/Executive (or other public official with jurisdictional responsibility for the incident) usually makes the decision to establish an Area Command.

**Agency Dispatch:** The agency or jurisdictional facility from which resources are sent to incidents.

**Agency Representative:** A person assigned by a primary, assisting, or cooperating Federal, State, tribal, or local government agency, or nongovernmental or private organization, that has been delegated authority to make decisions affecting that agency's or organization's participation in incident management activities following appropriate consultation with the leadership of that agency.

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

**Allocated Resource:** Resource dispatched to an incident.

**Area Command:** An organization established to oversee the management of multiple incidents that are each being handled by a separate Incident Command System organization or to oversee the management of a very large or evolving incident that has multiple Incident Management Teams engaged. An Agency Administrator/Executive or other public official with jurisdictional responsibility for the incident usually makes the decision to establish an Area Command. An Area Command is activated only if necessary, depending on the complexity of the incident and incident management span-of-control considerations.

**Assessment:** The process of acquiring, collecting, processing, examining, analyzing, evaluating, monitoring, and interpreting the data, information, evidence, objects, measurements, images, sound, etc., whether tangible or intangible, to provide a basis for decision-making.

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**Appendix G. Acronyms and Glossary**

**Assigned Resource:** Resource checked in and assigned work tasks on an incident.

**Assignment:** Task given to a personnel resource to perform within a given operational period that is based on operational objectives defined in the Incident Action Plan.

**Assistant:** Title for subordinates of principal Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be assigned to Unit Leaders.

**Assisting Agency:** An agency or organization providing personnel, services, or other resources to the agency with direct responsibility for incident management. See Supporting Agency.

**Available Resource:** Resource assigned to an incident, checked in, and available for a mission assignment, normally located in a Staging Area.

**Badging:** The assignment of physical incident-specific credentials to establish legitimacy and limit access to various incident sites.

**Branch:** The organizational level having functional or geographical responsibility for major aspects of incident operations. A Branch is organizationally situated between the Section Chief and the Division or Group in the Operations Section, and between the Section and Units in the Logistics Section. Branches are identified by the use of Roman numerals or by functional area.

**Cache:** A predetermined complement of tools, equipment, and/or supplies stored in a designated location, available for incident use.

**Camp:** A geographical site within the general incident area (separate from the Incident Base) that is equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

**Categorizing Resources:** The process of organizing resources by category, kind, and type, including size, capacity, capability, skill, and other characteristics. This makes the resource ordering and dispatch process within and across organizations and agencies, and between governmental and nongovernmental entities, more efficient, and ensures that the resources received are appropriate to their needs.

**Certifying Personnel:** The process of authoritatively attesting that individuals meet professional standards for the training, experience, and performance required for key incident management functions.

**Chain of Command:** The orderly line of authority within the ranks of the incident management organization.

**Check-In:** The process through which resources first report to an incident. All responders, regardless of agency affiliation, must report in to receive an assignment in accordance with the procedures established by the Incident Commander.

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**Appendix G. Acronyms and Glossary**

**Chief:** The Incident Command System title for individuals responsible for management of functional Sections: Operations, Planning, Logistics, Finance/Administration, and Intelligence/Investigations (if established as a separate Section).

**Command:** The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

**Command Staff:** The staff who report directly to the Incident Commander, including the Public Information Officer, Safety Officer, Liaison Officer, and other positions as required. They may have an assistant or assistants, as needed.

**Common Operating Picture:** An overview of an incident by all relevant parties that provides incident information enabling the Incident Commander/Unified Command and any supporting agencies and organizations to make effective, consistent, and timely decisions.

**Common Terminology:** Normally used words and phrases-avoiding the use of different words/phrases for same concepts-to ensure consistency and to allow diverse incident management and support organizations to work together across a wide variety of incident management functions and hazard scenarios.

**Communications:** The process of transmission of information through verbal, written, or symbolic means.

**Communications/Dispatch Center:** Agency or interagency dispatch centers, 911 call centers, emergency control or command dispatch centers, or any naming convention given to the facility and staff that handles emergency calls from the public and communication with emergency management/response personnel. The center can serve as a primary coordination and support element of the Multiagency Coordination System(s) (MACS) for an incident until other elements of the MACS are formally established.

**Complex:** Two or more individual incidents located in the same general area and assigned to a single Incident Commander or to Unified Command.

**Comprehensive Preparedness Guide 101:** A guide designed to assist jurisdictions with developing operations plans. It promotes a common understanding of the fundamentals of planning and decision-making to help emergency planners examine a hazard and produce integrated, coordinated, and synchronized plans.

**Continuity of Government:** A coordinated effort within the Federal Government's executive branch to ensure that National Essential Functions continue to be performed during a catastrophic emergency (as defined in National Security Presidential Directive 51/Homeland Security Presidential Directive 20).

**Continuity of Operations:** An effort within individual organizations to ensure that Primary Mission Essential Functions continue to be performed during a wide range of emergencies.

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**Appendix G. Acronyms and Glossary**

**Cooperating Agency:** An agency supplying assistance other than direct operational or support functions or resources to the incident management effort.

**Coordinate:** To advance an analysis and exchange of information systematically among principals who have or may have a need to know certain information to carry out specific incident management responsibilities.

**Corrective Actions:** The implementation of procedures that are based on lessons learned from actual incidents or from training and exercises.

**Credentialing:** The authentication and verification of the certification and identity of designated incident managers and emergency responders.

**Critical Infrastructure:** Assets, systems, and networks, whether physical or virtual, so vital to the United States that the incapacitation or destruction of such assets, systems, or networks would have a debilitating impact on security, national economic security, national public health or safety, or any combination of those matters.

**Delegation of Authority:** A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The delegation of authority can include objectives, priorities, expectations, constraints, and other considerations or guidelines, as needed. Many agencies require written delegation of authority to be given to the Incident Commander prior to assuming command on larger incidents. (Also known as Letter of Expectation.)

**Demobilization:** The orderly, safe, and efficient return of an incident resource to its original location and status.

**Department Operations Center (DOC):** An Emergency Operations Center (EOC) specific to a single department or agency. The focus of a DOC is on internal agency incident management and response. DOCs are often linked to and, in most cases, are physically represented in a combined agency EOC by authorized agent(s) for the department or agency.

**Deputy:** A fully qualified individual who, in the absence of a superior, can be delegated the authority to manage a functional operation or to perform a specific task. In some cases a deputy can act as relief for a superior, and therefore must be fully qualified in the position. Deputies generally can be assigned to the Incident Commander, General Staff, and Branch Directors.

**Director:** The Incident Command System title for individuals responsible for supervision of a Branch.

**Dispatch:** The ordered movement of a resource or resources to an assigned operational mission, or an administrative move from one location to another.

**Division:** The organizational level having responsibility for operations within a defined geographic area. Divisions are established when the number of resources exceeds the manageable span of control of the Section Chief. See Group.

**Emergency:** Any incident, whether natural or manmade, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and

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**Appendix G. Acronyms and Glossary**

Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

**Emergency Management Assistance Compact (EMAC):** A congressionally ratified organization that provides form and structure to interstate mutual aid. Through EMAC, a disaster-affected State can request and receive assistance from other member States quickly and efficiently, resolving two key issues up front: liability and reimbursement.

**Emergency Management/Response Personnel:** Includes Federal, State, territorial, tribal, substate regional, and local governments, nongovernmental organizations, private sector-organizations, critical infrastructure owners and operators, and all other organizations and individuals who assume an emergency management role. (Also known as emergency responder.)

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

**Emergency Operations Plan:** An ongoing plan for responding to a wide variety of potential hazards.

**Emergency Public Information:** Information that is disseminated primarily in anticipation of or during an emergency. In addition to providing situational information to the public, it frequently provides directive actions required to be taken by the general public.

**Evacuation:** The organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

**Event:** See Planned Event.

**Federal:** Of or pertaining to the Federal Government of the United States of America.

**Field Operations Guide:** Durable pocket or desk guides that contain essential information required to perform specific assignments or functions.

**Finance/Administration Section:** The Incident Command System Section responsible for all administrative and financial considerations surrounding an incident.

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**Appendix G. Acronyms and Glossary**

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

**General Staff:** A group of incident management personnel organized according to function and reporting to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning/Intelligence Section Chief], Logistics Section Chief and Finance/Administration Section Chief

**Group:** An organizational subdivision established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. See Division.

**Hazard:** Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

**Homeland Security Presidential Directive 5 (HSPD-5):** HSPD-5 was issued in 2003 and established a single, comprehensive National Incident Management System. This management system is designed to cover the prevention, preparation, response, and recovery from terrorist attacks, major disasters, and other emergencies. HSPD-5 requires the Department of Homeland Security (DHS) to coordinate with other federal departments and state, local, and tribal governments to establish a National Response Plan (NRP) and a National Incident Management System (NIMS).

**Homeland Security Presidential Directive 8 (HSPD-8):** HSPD-8 was issued in 2003 to strengthen the preparedness of the United States to prevent and respond to threatened or actual domestic terrorist attacks, major disasters, and other emergencies by requiring a national domestic all-hazards preparedness goal, establishing mechanisms for improved delivery of federal preparedness assistance to state and local governments, and outlining actions to strengthen preparedness capabilities of federal, state, and local entities. HSPD-8 mandates the development of a national preparedness goal, which was finalized in the National Preparedness Guidelines.

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

**Incident Action Plan:** An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include

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**Appendix G. Acronyms and Glossary**

attachments that provide direction and important information for management of the incident during one or more operational periods.

**Incident Base:** The location at which primary Logistics functions for an incident are coordinated and administered. There is only one Base per incident. (Incident name or other designator will be added to the term Base.) The Incident Command Post may be co-located with the Incident Base.

**Incident Command:** The Incident Command System organizational element responsible for overall management of the incident and consisting of the Incident Commander (either single or unified command structure) 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 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 construct specifically designed to provide an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

**Incident Management:** The broad spectrum of activities and organizations providing effective and efficient operations, coordination, and support applied at all levels of government, utilizing both governmental and nongovernmental resources to plan for, respond to, and recover from an incident, regardless of cause, size, or complexity.

**Incident Management Team (IMT):** An Incident Commander and the appropriate Command and General Staff personnel assigned to an incident. The level of training and experience of the IMT members, coupled with the identified formal response requirements and responsibilities of the IMT, are factors in determining "type," or level, of IMT.

**Incident Objectives:** Statements of guidance and direction needed to select appropriate strategy(s) and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be

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**Appendix G. Acronyms and Glossary**

achievable and measurable, yet flexible enough to allow strategic and tactical alternatives.

**Information Management:** The collection, organization, and control over the structure, processing, and delivery of information from one or more sources and distribution to one or more audiences who have a stake in that information.

**Integrated Planning System:** A system designed to provide common processes for developing and integrating plans for the Federal Government to establish a comprehensive approach to national planning in accordance with the Homeland Security Management System as outlined in the National Strategy for Homeland Security.

**Intelligence/Investigations:** An organizational subset within ICS. Intelligence gathered within the Intelligence/Investigations function is information that either leads to the detection, prevention, apprehension, and prosecution of criminal activities-or the individual(s) involved-including terrorist incidents or information that leads to determination of the cause of a given incident (regardless of the source) such as public health events or fires with unknown origins. This is different from the normal operational and situational intelligence gathered and reported by the Planning/Intelligence Section.

**Interoperability:** Ability of systems, personnel, and equipment to provide and receive functionality, data, information and/or services to and from other systems, personnel, and equipment, between both public and private agencies, departments, and other organizations, in a manner enabling them to operate effectively together. 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.

**Job Aid:** Checklist or other visual aid intended to ensure that specific steps of completing a task or assignment are accomplished.

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

**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 structure that integrates incident information and public affairs into a cohesive organization designed to provide consistent,

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**Appendix G. Acronyms and Glossary**

coordinated, accurate, accessible, timely, and complete information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander (IC); advising the IC concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

**Jurisdiction:** A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., Federal, State, tribal, local boundary lines) or functional (e.g., law enforcement, public health).

**Jurisdictional Agency:** The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function.

**Key Resource:** Any publicly or privately controlled resource essential to the minimal operations of the economy and government.

**Letter of Expectation:** See Delegation of Authority.

**Liaison:** A form of communication for establishing and maintaining mutual understanding and cooperation.

**Liaison Officer:** A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies or organizations.

**Local Government:** Public entities responsible for the security and welfare of a designated area as established by law. A county, municipality, City, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under State law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal entity, or in Alaska a Native Village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity. See Section 2 (10), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002).

**Logistics:** The process and procedure for providing resources and other services to support incident management.

**Logistics Section:** The Incident Command System Section responsible for providing facilities, services, and material support for the incident.

**Management by Objectives:** A management approach that involves a five-step process for achieving the incident goal. The Management by Objectives approach includes the following: establishing overarching incident objectives; developing strategies based on overarching incident objectives; developing and issuing assignments, plans, procedures, and protocols; establishing specific, measurable tactics or tasks for various incident-management functional activities and

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**Appendix G. Acronyms and Glossary**

directing efforts to attain them, in support of defined strategies; and documenting results to measure performance and facilitate corrective action.

**Manager:** Individual within an Incident Command System organizational unit who is assigned specific managerial responsibilities (e.g., Staging Area Manager or Camp Manager).

**Mitigation:** Activities providing a critical foundation in the effort to reduce the loss of life and property from natural and/or manmade disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. Mitigation seeks to fix the cycle of disaster damage, reconstruction, and repeated damage. These activities or actions, in most cases, will have a long-term sustained effect.

**Mobilization:** The process and procedures used by all organizations-Federal, State, tribal, and local-for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

**Mobilization Guide:** Reference document used by organizations outlining agreements, processes, and procedures used by all participating agencies/organizations for activating, assembling, and transporting resources.

**Multiagency Coordination (MAC) Group:** A group of administrators or executives, or their appointed representatives, who are typically authorized to commit agency resources and funds. A MAC Group can provide coordinated decision-making and resource allocation among cooperating agencies, and may establish the priorities among incidents, harmonize agency policies, and provide strategic guidance and direction to support incident management activities. MAC Groups may also be known as multiagency committees, emergency management committees, or as otherwise defined by the Multiagency Coordination System.

**Multiagency Coordination System (MACS):** A system that provides the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination. MACS assist agencies and organizations responding to an incident. The elements of a MACS include facilities, equipment, personnel, procedures, and communications. Two of the most commonly used elements are Emergency Operations Centers and MAC Groups.

**Multijurisdictional Incident:** An incident requiring action from multiple agencies that each have jurisdiction to manage certain aspects of an incident. In the Incident Command System, these incidents will be managed under Unified Command.

**Mutual Aid Agreement or Assistance Agreement:** Written or oral agreement between and among agencies/organizations and/or jurisdictions that provides a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials, and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.

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**Mutual Aid Region:** A mutual aid region is a subdivision of state OES established to assist in the coordination of mutual aid and other emergency operations within a geographical area of the state, consisting of two or more county (operational) areas.

**National:** Of a nationwide character, including the Federal, State, tribal, and local aspects of governance and policy.

**National Essential Functions:** A subset of government functions that are necessary to lead and sustain the Nation during a catastrophic emergency and that, therefore, must be supported through continuity of operations and continuity of government capabilities.

**National Incident Management System:** A set of principles that provides a systematic, proactive approach guiding government agencies at all levels, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment.

**National Response Framework:** A guide to how the Nation conducts all-hazards response.

**National Disaster Recovery Framework:** A guide that enables effective recovery support to disaster-impacted States, Tribes, Territorial and local jurisdictions.

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

**Officer:** The Incident Command System title for a person responsible for one of the Command Staff positions of Safety, Liaison, and Public Information.

**Operational Area:** An intermediate level of the state emergency organization, consisting of a county and all political subdivisions within the county area.

**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 to 24 hours.

**Operations Section:** The Incident Command System (ICS) Section responsible for all tactical incident operations and implementation of the Incident Action Plan.

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In ICS, the Operations Section normally includes subordinate Branches, Divisions, and/or Groups.

**Organization:** Any association or group of persons with like objectives. Examples include, but are not limited to, governmental departments and agencies, nongovernmental organizations, and the private sector.

**Personal Responsibility:** The obligation to be accountable for one's actions.

**Personnel Accountability:** The ability to account for the location and welfare of incident personnel. It is accomplished when supervisors ensure that Incident Command System principles and processes are functional and that personnel are working within established incident management guidelines.

**Plain Language:** Communication that can be understood by the intended audience and meets the purpose of the communicator. For the purpose of the National Incident Management System, plain language is designed to eliminate or limit the use of codes and acronyms, as appropriate, during incident response involving more than a single agency.

**Planned Event:** A scheduled nonemergency activity (e.g., sporting event, concert, parade, etc.).

**Planning Meeting:** A meeting held as needed before and throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. For larger incidents, the Planning Meeting is a major element in the development of the Incident Action Plan.

**Planning/Intelligence Section:** The Incident Command System Section responsible for the collection, evaluation, and dissemination of operational information related to the incident, and for the preparation and documentation of the Incident Action Plan. This Section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident.

**Portability:** An approach that facilitates the interaction of systems that are normally distinct. Portability of radio technologies, protocols, and frequencies among emergency management/response personnel will allow for the successful and efficient integration, transport, and deployment of communications systems when necessary. Portability includes the standardized assignment of radio channels across jurisdictions, which allows responders to participate in an incident outside their jurisdiction and still use familiar equipment.

**Pre-Positioned Resource:** A resource moved to an area near the expected incident site in response to anticipated resource needs.

**Preparedness:** A continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective action in an effort to ensure effective coordination during incident response. Within the National Incident Management System, preparedness focuses on the following elements: planning; procedures and protocols; training and exercises; personnel qualification and certification; and equipment certification.

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**Preparedness Organization:** An organization that provides coordination for emergency management and incident response activities before a potential incident. These organizations range from groups of individuals to small committees to large standing organizations that represent a wide variety of committees, planning groups, and other organizations (e.g., Citizen Corps, Local Emergency Planning Committees, Critical Infrastructure Sector Coordinating Councils).

**Presidential Policy Directive 8: National Preparedness (PPD-8):** A directive signed by the President in 2011 describing the Nation's approach to preparing for the threats and hazards that pose the greatest risk to the security of the United States. PPD-8 requires the development of a national preparedness goal based on the risk of specific hazards and vulnerabilities, including natural disasters, pandemics, terrorism and cyber threats.

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

**Primary Mission Essential Functions:** Government functions that must be performed in order to support or implement the performance of National Essential Functions before, during, and in the aftermath of an emergency.

**Private Sector:** Organizations and individuals that are not part of any governmental structure. The private sector includes for-profit and not-for-profit organizations, formal and informal structures, commerce, and industry.

**Protocol:** A set of established guidelines for actions (which may be designated by individuals, teams, functions, or capabilities) under various specified conditions.

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

**Public Information Officer:** A member of the Command Staff responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements.

**Publications Management:** Subsystem that manages the development, publication control, publication supply, and distribution of National Incident Management System materials.

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**Recovery:** The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, nongovernmental, and public assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post incident reporting; and development of initiatives to mitigate the effects of future incidents.

**Recovery Plan:** A plan developed to restore an affected area or community.

**Reimbursement:** A mechanism to recoup funds expended for incident-specific activities.

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

**Resource Tracking:** A standardized, integrated process conducted prior to, during, and after an incident by all emergency management/response personnel and their associated organizations.

**Resources:** Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an Emergency Operations Center.

**Response:** Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at preempting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.

**Retrograde:** To return resources back to their original location.

**Safety Officer:** A member of the Command Staff responsible for monitoring incident operations and advising the Incident Commander on all matters relating to operational safety, including the health and safety of emergency responder personnel.

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**Section:** The Incident Command System organizational level having responsibility for a major functional area of incident management (e.g., Operations, Planning, Logistics, Finance/Administration, and Intelligence/Investigations (if established)). The Section is organizationally situated between the Branch and the Incident Command.

**Single Resource:** An individual, a piece of equipment and its personnel complement, or a crew/team of individuals with an identified work supervisor that can be used on an incident.

**Situation Report:** Confirmed or verified information regarding the specific details relating to an incident.

**Span of Control:** The number of resources for which a supervisor is responsible, usually expressed as the ratio of supervisors to individuals. (Under the National Incident Management System, an appropriate span of control is between 1:3 and 1:7, with optimal being 1:5, or between 1:8 and 1:10 for many large-scale law enforcement operations.)

**Special Needs Population:** A population whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures, who have limited English proficiency, or who are non-English-speaking; or who are transportation disadvantaged.

**Staging Area:** Temporary location for available resources. A Staging Area can be any location in which personnel, supplies, and equipment can be temporarily housed or parked while awaiting operational assignment.

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

**Standard Operating Guidelines:** A set of instructions having the force of a directive, covering those features of operations which lend themselves to a definite or standardized procedure without loss of effectiveness.

**Standard Operating Procedure:** A complete reference document or an operations manual that provides the purpose, authorities, duration, and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner.

**State:** When capitalized, refers to any State of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, Guam, American Samoa, the Commonwealth of the Northern Mariana Islands, and any

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possession of the United States. See Section 2 (14), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002).

**Status Report:** Information specifically related to the status of resources (e.g., the availability or assignment of resources).

**Strategy:** The general plan or direction selected to accomplish incident objectives.

**Strike Team:** A set number of resources of the same kind and type that have an established minimum number of personnel, common communications, and a leader.

**Supervisor:** The Incident Command System title for an individual responsible for a Division or Group.

**Supporting Agency:** An agency that provides support and/or resource assistance to another agency. See Assisting Agency.

**Supporting Technology:** Any technology that may be used to support the National Incident Management System, such as orthophoto mapping, remote automatic weather stations, infrared technology, or communications.

**System:** Any combination of facilities, equipment, personnel, processes, procedures, and communications integrated for a specific purpose.

**Tactics:** The deployment and directing of resources on an incident to accomplish the objectives designated by strategy.

**Task Force:** Any combination of resources assembled to support a specific mission or operational need. All resource elements within a Task Force must have common communications and a designated leader.

**Technical Specialist:** Person with special skills that can be used anywhere within the Incident Command System organization. No minimum qualifications are prescribed, as technical specialists normally perform the same duties during an incident that they perform in their everyday jobs, and they are typically certified in their fields or professions.

**Technology Standards:** Conditions, guidelines, or characteristics that may be required to facilitate the interoperability and compatibility of major systems across jurisdictional, geographic, and functional lines.

**Technology Support:** Assistance that facilitates incident operations and sustains the research and development programs that underpin the long-term investment in the Nation's future incident management capabilities.

**Terrorism:** As defined in the Homeland Security Act of 2002, activity that involves an act that is dangerous to human life or potentially destructive of critical infrastructure or key resources; is a violation of the criminal laws of the United States or of any State or other subdivision of the United States; and appears to be intended to intimidate or coerce a civilian population, to influence the policy of a

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government by intimidation or coercion, or to affect the conduct of a government by mass destruction, assassination, or kidnapping.

**Threat:** Natural or manmade occurrence, individual, entity, or action that has or indicates the potential to harm life, information, operations, the environment, and/or property.

**Tools:** Those instruments and capabilities that allow for the professional performance of tasks, such as information systems, agreements, doctrine, capabilities, and legislative authorities.

**Tribal:** Referring to any Indian tribe, band, nation, or other organized group or community, including any Alaskan Native Village as defined in or established pursuant to the Alaskan Native Claims Settlement Act (85 Stat. 688) [43 U.S.C.A. and 1601 et seq.], that is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians.

**Type:** An Incident Command System resource classification that refers to capability. Type 1 is generally considered to be more capable than Types 2, 3, or 4, respectively, because of size, power, capacity, or (in the case of Incident Management Teams) experience and qualifications.

**Unified Approach:** The integration of resource management, communications and information management, and command and management in order to form an effective system.

**Unified Area Command:** Version of command established when incidents under an Area Command are multijurisdictional. See Area Command.

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

**Unit:** The organizational element with functional responsibility for a specific incident planning, logistics, or finance/administration activity.

**Unit Leader:** The individual in charge of managing Units within an Incident Command System (ICS) functional Section. The Unit can be staffed by a number of support personnel providing a wide range of services. Some of the support positions are pre-established within ICS (e.g., Base/Camp Manager), but many others will be assigned as technical specialists.

**Unity of Command:** An Incident Command System principle stating that each individual involved in incident operations will be assigned to only one supervisor.

**Vital Records:** The essential agency records that are needed to meet operational responsibilities under national security emergencies or other emergency or disaster conditions (emergency operating records), or to protect the legal and

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financial rights of the government and those affected by government activities (legal and financial rights records).

**Volunteer:** For purposes of the National Incident Management System, any individual accepted to perform services by the lead agency (which has authority to accept volunteer services) when the individual performs services without promise, expectation, or receipt of compensation for services performed. See 16 U.S.C. 742f(c) and 29 CFR 553.10

**Sources:**

<http://www.training.fema.gov/EMIWeb/is/ICSResource/assets/ICSGlossary.pdf>

and Foundation for the Standardized Emergency Management System California Emergency Management Agency July, 2009, Glossary of Terms (Available at <http://develop.oes.ca.gov/WebPage/oeswebsite.nsf/Content/7386D576C12F26F488257417006C07A7?OpenDocument>)

# **Emergency Function Annexes**



# **Incident Annexes**

