

- Lane Disaster Coalition will provide crisis counseling for disaster victims/workers as necessary

### ***Mitigation and Preparedness***

Work with the Red Cross and Lane Disaster Coalition to establish agreements for shelter and mass care provisions in Lane County.

Identify population groups requiring special assistance during an emergency (i.e. senior citizens, handicapped) to ensure assistance is provided.

### ***Recovery***

- Deactivate shelters and mass care facilities as necessary.
- Assess continued human needs of victims.
- Inform public of extended care availability.
- Coordinate with State and Federal officials on locations of Disaster Application Centers (DAC).

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## **Health Services Annex H**

Lead Department: Health and Human Services

### **Purpose**

The purpose of this Annex is to describe the coordination of public health, mental health, and medical services during emergency situations to reduce death and injury and to assist in damage assessment and restoration of essential health services within the disaster area. This annex includes public health, environmental health, and mental health.

### **Situation and Assumptions**

#### **Situation**

Man made and natural disasters may threaten the mental, emotional and physical health of the community. Lane County Dept. of Health and Human Services (H&HS) directs the measures needed to prevent the spread of disease and deliver emergency/crisis mental health services. The disaster may be at a single site such as an intentional release of a biological or chemical agent or a widespread epidemic. Medical treatment for victims of any disaster is provided by local area hospitals. There are two local hospitals serving Eugene/Springfield. McKenzie Willamette has a 114-bed capacity and Sacred Heart has a 380-bed capacity. There are eight beds in Cottage Grove Community Hospital and 21 beds in Peace Harbor hospital in Florence.

#### **Assumptions**

- Personnel from Public Health, Environmental Health and Mental Health will be able to handle most emergency situations, utilizing on-duty resources and emergency call out. If additional support is required, assistance will be requested from neighboring counties, state and federal agencies.
- A large disaster may impact the road system, utility systems and communications systems limiting the ability of H&HS personnel to perform their normal duties and access outside help.
- Emergency functions for Health & Human Services will generally parallel their normal day-to-day functions. To the extent possible, the

same personnel and material resources will be employed in both cases. Those day-to-day functions that do not contribute directly to the emergency operation may be suspended for the duration of the emergency. Personnel and materials, if necessary, will be re-directed to the accomplishment of emergency tasks.

- A large disaster event may impact the lives of H&HS staff preventing or limiting their ability to respond.
- The private medical community will be called upon to respond to treatment of victims and assist in mass prophylaxis clinics.
- A large disaster event causing many casualties will rapidly overwhelm the hospital capacity.

### ***Direction and Control***

All response to emergency events will be managed using the Incident Command System (ICS). Lane County H&HS Services shall operate within the Emergency Operation Center (EOC) located in the County Courthouse Sheriff's Office or within the Department Control Center (DCC) located at H&HS Admin Conference Room, Public Service Building, 125 E. 8th, Eugene or the alternate DCC at Lane County Mental Health Building, 2411 MLK Blvd, Eugene.

- This annex may be implemented when either the Lane County Emergency Operations Plan is implemented or at the discretion of the Director of H&HS. The Sheriff's Office Emergency Services Manager, or designee, and the Director of H&HS, or designee, will notify one another when the emergency operations plan is implemented. The Director of H&HS or designee will be the Incident Commander in the event of a biological incident. Lines of succession are as follows:
  1. Health and Human Services Director
  2. Health and Human Services Assistant Director
  3. Public Health Manager
  4. Mental Health Manager
- The Director of H&HS, or designee, will be at the EOC and coordinate, as needed, with the county health officer, hospitals, and others to assure that adequate support services are available in meeting the health needs created by the disaster.
- The public may require guidance concerning how best to avoid health hazards created by the disaster or arising from conditions existing in the

affected area during the recovery and rehabilitation phase. This information will be provided to the designated Public Information Officer for dissemination to the media.

## **General Procedures and Responsibilities**

It is the intent of Health and Human Services to work within its jurisdiction and cooperate fully with the numerous other agencies that would be activated during the disaster.

The objectives of Health and Human Services in a disaster are to:

1. Mitigate public health hazard through prophylactic treatment and health education.
2. Prevent the spread of disease.
3. Implement measures to assure food and water safety and coordinate other sanitation efforts to control communicable disease.
4. Deliver emergency/ crisis mental health services to staff and the public.
5. Maintain routine health services as the emergency allows.

## ***H&HS Department Responsibilities***

If an emergency affecting the public's physical and/or mental health is detected, H&HS will:

- Notify Oregon State Department of Health Services and Human Services (DHS/HS), the Oregon Emergency Response System (OERS), local law enforcement, local emergency management director, hospitals and local private, public, and volunteer collaborators of an emergency event.
- Review response plans.
- Keep response partners updated.
- Coordinate use of available local resources during response, including private, public and volunteer.
- Assess effectiveness of local response and available local capacity.
- Request assistance from outside agencies when the local health care system nears surge capacity.
- Monitor H&HS resources and staffing

- Coordinate with local law enforcement on maintaining evidence for any law enforcement investigation.
- If needed impose public health measures following ORS 433.

### **Public Health Responsibilities**

- Regularly report disease related response information to DHS/HS.
- Obtain, distribute and administer vaccine and chemoprophylactic medications if needed.
- Coordinate submission of samples to the Oregon State Public Health Lab (OSPHL) for appropriate testing.
- Perform epidemiological surveillance, case investigation and follow-up.
- Provide nursing support to Red Cross shelters as needed.
- Provide Public Information Officer with health advisories on such matters as emergency water supplies, waste disposal, mass feeding services, vectors, immunizations, disinfection and isolation. Provide information on the number of injuries, illnesses and deaths.
- Establish preventive health services, including preventing the spread of communicable diseases such as influenza, particularly in shelters.

### **Environmental Health Responsibilities**

Inspect for purity and usability of all consumables exposed to the hazard.

- Work with local utilities and the State Drinking Water program to determine the availability of safe drinking water.
- Coordinate with Lane County Dept. of Public Works, Land Management Division and the Eugene/Springfield water pollution control facility to determine the availability of proper sewage disposal facilities and waste and refuse disposal practices.
- Monitor food handling and mass feeding and other sanitation elements in emergency shelters.

- Assess environmental health risks as needed and ensure the appropriate actions are taken to protect the health and safety of disaster victims, responders, and the general public.
- Advise the public on methods of minimizing risk from vector populations. Coordinate public and private services to abate rodent and insect populations.
- Detect and inspect sources of contamination.
- Assist Public Health in epidemiological surveillance, case investigation and follow-up.

### **Mental Health Responsibilities**

- Ensure that appropriate mental health services are available for disaster victims, survivors, bystanders, responders and their families, and other community caregivers during response and recovery.
- Coordinate with the PIO to arrange for dissemination of information to the public as to where to obtain assistance.
- Coordinate with the Red Cross to identify shelter occupants that may require assistance.

### **Plan Development and Maintenance**

The H&HS Director or designee is responsible for coordinating bi-annual revisions of the Health Services annex.

### **Authorities**

ORS 433

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## **Care and Management of the Deceased Annex I**

**Lead Department: District Attorney**

### ***Purpose***

This annex describes steps to be taken in the care and handling of individuals who are deceased due to the occurrence of a disaster. Activities are outlined concerning care and management of the deceased, including tagging of bodies, identification of deceased individuals, execution of the evidentiary process, transportation of bodies, notifying of next of kin, and coordination with mortuary facilities. The handling of fatalities in a mass casualty disaster is the jurisdiction of the medical examiner.

### **Situation and Assumptions**

#### ***Situation***

The ensuing impact of a disaster is often the loss of life. The magnitude of loss will vary depending on the type and intensity of the emergency at hand. The disaster may be at a single site such as a plane crash or terrorist incident or widespread such as an earthquake or flood.

#### ***Assumptions***

- ❑ Personnel from the medical examiner's office, law enforcement, and fire agencies will be able to handle most emergency situations, utilizing on-duty resources and emergency call out in addition to the use of existing mutual aid agreements. If additional support is required, assistance will be requested from state and federal agencies.
- ❑ A disaster involving significant loss of life may also impact the road system, utility systems and communication systems limiting the ability to respond to a mass-casualty event.
- ❑ A large disaster event may impact the lives of medical examiner staff, police staff and fire department staff preventing or limiting their ability to respond to a mass-casualty event.
- ❑ Funeral directors countywide will be available to provide assistance during an emergency situation.

### ***Direction and Control***

All response to mass-casualty incidents will be managed using the Incident Command System (ICS). The care and management of the deceased function will be part of the Law Enforcement Branch.

To maintain care and management of the deceased responsibilities and to ensure orderly continuation of leadership in an emergency situation the following order of succession is established for the medical examiner's office:

1. Medical Examiner
2. Chief Deputy Medical Examiner
3. Deputy Medical Examiner
4. Morgue Supervisor

### ***General Procedures and Responsibilities***

It is the intent of the medical examiner's office to work within its jurisdiction and cooperate fully with the numerous other agencies that would be activated during a disaster. The Lane County Emergency Operations Plan, City of Eugene Emergency Plan, and the Eugene Airport Emergency Operations Plan are local emergency plans that include a role for the medical examiner's office.

The mission of the medical examiner in a mass casualty disaster is to:

1. Recover the dead.
2. Identify the dead.
3. Determine the causes and manners of the death.
4. Identify and preserve their personal property.

To accomplish this the medical examiner's office will work within the authority of the Lane County Emergency Operations Plan (LCEOP). The medical examiner's office will enlist additional resources established by the LCEOP as needed to perform these primary missions. This includes using local, state, and wider-based resources outside the normal scope of the medical examiner's office.

#### **Designation of Mass Fatality Incidents:**

1. Level I—Locally Declared Emergency

**Definition:** Events that can be assimilated into typical office operation with assistance from local resources.

- Presumes local resources are available and operating with uninterrupted communication, transportation, and power (electricity).
- Capacity is limited by instantaneous capacity of hospital morgue and refrigerated mortuary spaces in Eugene/Springfield area. Total refrigerated morgue cooler capacity in metro area of Lane County is about 60 spaces (9/30/03).
- Upper limit of LCME capacity without a temporary central morgue equals 12-24 fatalities. LCME normal state disaster capacity limited by staff in office and multiplying effects on resources for security, autopsies, communication with families, and efficient administration of a mass of cases from one event.

## 2. Level II—State Declared Emergency

Definition: Event occurs taxing local resources, but within available resources designated with the state (i.e., Oregon State Medical Examiner's Office, DMORT, and National Guard).

- Presumes local resources are available but operating with temporary interruptions in communication, transportation and power.
- Presumed event is focal in nature and not spread out in effect outside of county, state, or region.
- Will need a temporary morgue facility with 100-person capacity.
- Upper limit equals up to 100 fatalities, or those from an instantaneous focal disaster such as a commercial plane crash.

## 3. Level III—National Disaster

Definition: Events beyond state resources, which require regional or national resources.

- Presumes local resources are available but operating with disrupted transportation, communication systems, and utilities that are severely disrupted or inoperable.
- Presumed possibility of effects of disaster beyond local, state, or regional boundaries.

- Will need a temporary central morgue facility with >100 person capacity.
- Will need additional professional personnel such as pathologists, dental experts, and mortuary personnel.

### **Assignment of Responsibilities**

The operation of the medical examiner's office during a mass fatality incident is divided into three parts to accomplish the described mission of the medical examiner, and to cooperate with the goals of other agencies and persons involved in such a disaster. A detailed model for the operation of three divisions is presented in the Oregon Mass Fatalities Plan prepared by C.C. Nelson, M.D., Deputy State Medical Examiner, January 1997.

The three divisions are:

1. **Scene**—Investigation and body recovery.
2. **Morgue**—Examination center for body identification, autopsy and storage.
3. **Family Assistance Center**—Site for receiving next of kin, and dispersing official information.

These three operations should be conducted at three separate locations.

The **scene** responsibility is the law enforcement agency whose jurisdiction is charged with investigating potential criminal aspects of the incident. The agency provides investigators, evidence technicians, and security personnel to manage the scene investigation. These personnel also assist the medical examiner in identifying and securing human remains, their property, and evidence relating to each individual identity.

Victims that are pronounced dead should be immediately tagged as dead. Dead bodies are not to be moved and turned over to the jurisdiction of the Lane County Medical Examiner.

The **morgue** operation is the responsibility of the medical examiner's office, which will manage the process of transporting and securing human remains, making individual identifications, and determining each individual's cause of death. The process will be complete after identification is made, autopsy or external examinations are performed, and a death certificate is issued for each person. Morgue operations personnel will include the medical examiner, forensic dentist and anthropologist teams, medical investigators, security, administrative, clerical and vital records personnel. Assistance will be requested from medical examiner employees, outside experts in the forensic fields, law enforcement and other EMS personnel. Mortuary personnel may also be requested to assist in morgue operations.

The **family assistance center (FAC)** will operate to console, protect, and inform family members of victims of the disaster. Lead responsibility for coordinating the center will be assigned to the Director of Health and Human Services and will be provided for in the Health Services Annex. Based on the nature of the emergency, the site will be located at a convenient site to allow public access to large numbers of people. Law enforcement agents will control site access, particularly with respect to news media. Medical investigators and detectives will conduct death investigation interviews with family members to facilitate the identification and disposition of the individuals involved. Professional mental health counselors and clergy will be recruited to assist in the consolation of grief stricken families. The Sheriff's Office chaplain may also be utilized if additional assistance is needed. Mortuary and Victim Advocate personnel will assist families in making arrangements for their loved ones and getting assistance. Company representatives (i.e. airline spokesperson) may also be asked to be present in the FAC.

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## **Communication Services Annex J**

### **Lead Department: Sheriff's Office**

#### ***Purpose***

The purpose of the Communications Annex is to outline the emergency communications systems and capability of emergency services agencies within the County; describe methods of communicating amongst County departments and agencies as well as with higher authority, neighboring jurisdictions, and the public; and describe system components and task assignments to assure effective communications during emergencies affecting Lane County.

Experience shows that communications coordination during major emergencies is always a major problem. The nature of the emergency can create serious damage to normal communications systems through the loss of antennas, repeaters, and facilities. Protection and restoration of emergency communications will be one of the highest priorities in response and recovery activities. It is critical that consideration be given not only to local communications, but also the ability to communicate with neighboring jurisdictions, support agencies, higher authority and the public.

#### **Situation and Assumptions**

##### ***Situation***

The 24-hour Communications Center operated by the Lane County Sheriff's Office, located at 125 East 8<sup>th</sup> Avenue in Eugene may be called upon to expand their operations during times of impending or real emergencies, warning situations, disasters, hazardous incidents and response and recovery operations. Some equipment is available to provide communications necessary for emergency operations.

##### ***Assumptions***

- ❑ To the extent possible, all communications systems used for normal operations will be utilized, if available, during emergency operations.
- ❑ In the event of a large-scale emergency or disaster it will be critical to quickly identify communication needs and to deploy technical support personnel to develop alternative communications capabilities.
- ❑ Telephones, if available, will be considered the primary method of communication for administrative support. This may include the use of cell phones, E-mail systems, voice mail messages, and FAX.

- Two-way radio systems, including Amateur Radio, will be used in the direction and control of emergency operations when the use of telephones is not possible or convenient.

## ***Direction and Control***

### **Coordination**

- Overall coordination of emergency communications will be exercised from the Sheriff's Office EOC, if activated.
- The communication needs of emergencies affecting a single jurisdiction will likely be managed by the affected jurisdiction's communications plan(s), with the County EOC serving as support.
- The County's Public Information Officer will coordinate with the Sheriff's Office to verify/correct and disseminate vital information to the media and public to ensure understandable and accurate messages.
- To assure coordination of emergency communications at the County EOC, County Emergency Management will be notified per the protocols outlined in the Communications Center Call Notification Guide (section references are listed after each incident type):
  - a. Airplane crash (6.100)
  - b. Bomb threat (6.140)
  - c. Civil disturbance/riot (6.160)
  - d. Courthouse and Public Service Building major incidents (6.170)
  - e. Explosion (6.220)
  - f. Fire, major urban or wildland (6.242)
  - g. Homeland Security / Terrorism (6.250)
  - h. Hazardous Materials (6.260)
  - i. Natural disaster (6.340)

Additional situations for which Emergency Management will be notified include:



j. Whenever an alert or warning is received from National or State warning points using NAWAS, EAS, telephone, teletype or two-way radio.

k. Whenever requested by an On-scene Incident Commander or other public safety official.

### **Executive Actions**

- ❑ The Board of Commissioners may be required to declare an emergency to access state or federal communications resources.
- ❑ Lane County Department Directors shall assure that communications capability exists between the department's emergency coordination location and the Sheriff's Office EOC. For example, Lane County Public Works shall ensure a direct link is available between the Public Works Emergency Control Center and the EOC, or for example, Assessment and Taxation will ensure the capability for field personnel conducting damage assessments to communicate directly with the Sheriff's Office EOC.

### **Lines of Succession**

- ❑ The partial or full activation of the EOC will invoke the assignment of a Logistics Section Chief who will be responsible for ensuring coordination of emergency communications.
- ❑ The Logistics Section Chief will assign a Communications Unit Leader, as required, to meet the needs of the incident.

### **Organization**

#### **County**

- ❑ To the extent possible, the Sheriff's Office will make available the necessary equipment to facilitate communication with all public emergency services agencies within the County.
- ❑ Emergency communications with neighboring jurisdictions, higher authority, public officials, private and volunteer resource providers will be coordinated from the EOC.
- ❑ The County will maintain a phone bank capability in Conference Room RIS A to gather damage information and take requests for assistance from the public, provide rumor control, and manage media inquiries.
- ❑ The Sheriff's Office has a mobile Command Bus which is equipped to provide limited communications capability. The Bus contains programmable VHF & UHF base radios with LCSO and other local agency frequencies including SAR, fire and amateur radio. It also has two Computer-Aided Dispatch (CAD) terminals, land-line, cellular and

satellite phones and television reception capabilities. The Bus is equipped to tow its own designated 10 kW generator.

□

### ***Incorporated Cities***

- City officials will be provided with unlisted phone numbers for direct contact with the EOC.

### ***Support Agencies***

- Lane County Sheriff's Amateur Radio Operators (LCSARO) will assist in the provision of communications by providing volunteer personnel and resources to establish radio links between the EOC and other agencies. They will also establish a data link with Oregon Emergency Management.
- If a Red Cross representative is not present in the EOC, a communication link will be established with the Red Cross. This link will be telephone, if available, or Amateur Radio.

### ***State Government***

- The County EOC will maintain capability to communicate with Oregon Emergency Management.
- Oregon Emergency Management will maintain the capability to communicate with other local, state and federal agencies.
- OSP has a mobile command/communications van which may be available to augment emergency communications. The van contains State Police frequencies, programmable high band, UHF, CB and HAM radios, Oregon Police Emergency Network, SAR frequencies, and cellular phones.
- County operations forces will utilize any available state communications systems to communicate with State agencies with whom they normally work (i.e. State Fire, ODOT, OSP).

### ***Federal Government***

- Lane County officials will not normally communicate directly with federal agencies other than those with whom they normally work on a day-to-day basis such as the U.S. Forest Service.
- In a major emergency, federal resources may be utilized to set up communications. These may include equipment from the National Interagency Fire Center in Boise ID or the Federal Emergency Management Agency in Bothell WA. Access to such equipment requires a request to Oregon Emergency Management through County Emergency Management.

## ***General Procedures and Responsibilities***

### ***Priorities***

- Warning will be given the highest priority of all communications.
- Warning will be accomplished in accordance with Annex K of this plan.
- Whenever one of the following conditions threatens the integrity of the 911 system within the County, the EOC will be activated to assist in call-taking and to coordinate communications:
  - a. An excessive number of calls for service are being received by Primary PSAPs (9-1-1 centers) due to an unusual occurrence;
  - b. Calls being received are requesting services not normally provided by police, fire or medical responders;
  - c. An emergency involves a number of agencies who may or may not have common communications frequencies; or
  - d. Any condition exists which may indicate that equipment and staffing at Primary PSAPs (9-1-1 centers) may not be sufficient to handle emergency needs.

### ***Communications Points***

Communications points are locations made available to the public to gain information about an emergency or to request assistance; these may be switchboards, ad hoc call centers, etc. In the event of an emergency, it is important that timely, standard information be provided to all communications points.

The County's Public Information Officer will provide all communications points with a standard statement about the incident, and provide updates as the incident evolves. Should the demand and volume of information required exceed Lane County's regular Public Information Office's capacity, the Public Information Officer will establish a Joint Information Center (JIC) with a phone bank for public non-emergency calls, media center and Public Information Officer (PIO) working room. In addition, the JIC will be opened and staffed if two or more agencies become involved in the emergency and based on the scope of the incident. Due regard will be given to the agency of initial or primary jurisdiction. The center may be moved or re-established when warranted.

All information about specific on-scene operations must be approved by the on-scene Incident Commander before being released. The Public Information Officer will release general information about the scope of the emergency and actions being taken.

### **Public Safety Answering Points (PSAPs)**

PSAPs are the answering points operating within the County under the Enhanced 911 system. These centers receive emergency calls from the public based on the location from which the call is being made. These centers dispatch first response personnel and/or take appropriate action to handle the call. Because there are multiple PSAPs, it is sometimes necessary to transfer calls between PSAPs to get all necessary resources dispatched. PSAPs operating in Lane County and the agencies within Lane County for which they dispatch include:

#### **Primary PSAPs**

- **Eastern Lane 9-1-1 (Oakridge) 24-Hour Emergency - (541) 782-2211**  
Law Enforcement: Oakridge PD  
Fire: Hazeldell Fire, Oakridge Fire, Westfir Fire, ,
- **Central Lane Communications (Eugene) 24-Hour Emergency – (541) 344-2211**  
Law Enforcement: Eugene PD,  
Fire: Blue River Fire District, Coburg Fire District, Dexter Fire District, Emergency Action Services, Eugene Fire and EMS Department, Goshen Fire District, Lake Creek Fire District, Lane County Fire District #1, Lane Rural Fire District, Lorane Fire District Lowell Fire District, McKenzie Fire District, Mohawk Valley Fire District, Pleasant Hill Fire District, Santa Clara Fire District, South Lane Fire/Rescue, Springfield Fire and Life Safety and Upper McKenzie Fire District
- **Florence Police Department (Florence) 24-Hour Emergency – (541) 997-2623**  
Law Enforcement: Florence PD  
Fire: Siuslaw Valley Fire & Rescue, Western Lane Ambulance, Swisshome/Deadwood RFPD and Mapleton RFPD
- **South Lane County 9-1-1 (Cottage Grove) 24-Hour Emergency – (541) 942-2464**  
Law Enforcement: Cottage Grove PD  
Fire: South Lane Fire & Rescue

#### **Secondary PSAPs**

- **Junction City Police 24-Hour Emergency – (541) 998-1245**  
Law Enforcement: Junction City PD, Coburg PD  
Fire: Junction City Fire
- **Lane County Sheriff's Office 24-Hour Emergency – (541) 682-4141**  
Law Enforcement: Lane County Sheriff  
Fire: None

- **Springfield Police Department 24-Hour Emergency** – (541) 726-3714  
Law Enforcement: Springfield PD  
Fire: None
- **Northern Command Center 24-Hour Emergency** – (503) 375-3555  
Law Enforcement: Oregon State Police  
Fire: None

**Call Centers (ad hoc, made operational in the event of an emergency)**

- **Primary:** Public Service Building - RIS A & B : 10 lines prewired and 'hot' ready to go, single number with hunt group (682-3100)
- **Secondary:** Mental Health – 10 stand-by phone lines (warm site, not 'hot') in place, needing activation (about 1-2 hours after notification), phone ready to plug in (single number with lines in hunt group order)
- **Public Health Annex Conference Room** – 10 lines prepped by RIS and 'hot'

**Other Internal Systems**

- **Telephones:** The County's Public Information Officer has established a system for which internal emergency information can be provided by telephone, if systems are operational. These include:
  - a. Designation of Telephone Coordinators within each County facility who have the responsibility for notifying employees at that location of emergency conditions.
  - b. Group Voice Mail is available on the business phones of most County employees utilizing the County's telephone system. Further information is contained in the Emergency Notification Notebook maintained by County EM and the County PIO.
  - c. Lane County Emergency Management has established a telephone information line for county employees to get updated information during emergencies. That number is 682-4660. Messages on this voice mail system will be initiated during the first indication of an emergency and will be updated as the situation changes. Some county departments have initiated reporting/information systems within their departments so that employees can report their status and get information and instructions.
- **FAX Machines:** Most County Departments have at least one FAX machine in each facility. The County PIO has established a system by which emergency information can be faxed to all departments so that it can be distributed or posted for employees.

- ❑ **E-mail:** A large number of County employees have access to the County's internal Email system. Information can be sent countywide to advise all e-mail users of emergency conditions.

### **Execution of Operations**

- ❑ On indication that an emergency has occurred or is imminent, public safety officials shall assure that the Sheriff's Office Communications Center and County Emergency Management are advised.
- ❑ As the emergency dictates, County Emergency Management will make appropriate notifications and the County EOC will be activated, if required.
- ❑ Upon activation, EOC staff will evaluate communications needs and capabilities and attempt to establish or enhance systems that are deficient.
- ❑ The EOC will serve as the primary coordination point for emergency communications.

### **Task Assignments**

#### *Sheriff's Office Communication Center*

- ❑ Serve as County Warning Point;
- ❑ Notify appropriate officials when coordination of communications from the EOC appears necessary;
- ❑ Coordinate with EOC staff and other dispatch centers to establish administrative and operational links with on-scene personnel;
- ❑ Continue normal call-taking and emergency dispatch services as long as conditions allow;
- ❑ Maintain capability through the use of CAD equipment to track resources in the EOC.

***Sheriff's Office Radio Network Technician***

- ❑ Maintain and enhance emergency radio systems to assure operational capability
- ❑ Secure authorization for emergency frequency use, as required;
- ❑ Acquire communications equipment and supplies as required for emergency operations;

***Lane County Information Services***

- ❑ Evaluate and enhance data communications capability at EOC;
- ❑ Assure operation of internal and external electronic mail systems capability to the degree possible;
- ❑ Continue operation of data processing services necessary for operation of 911 call taking Computer Aided Dispatch, and mobile data terminals.

***Lane Council of Governments - Telephone Services***

- ❑ Maintain and enhance County telephone system to assure operational capability;
- ❑ Coordinate with private providers of telephone services;
- ❑ Support on-scene and EOC operations by staffing the Communications Unit;

***Emergency Management***

- ❑ Activate EOC and amateur radio resources as needed;
- ❑ Activate and staff phone bank operations, as required;
- ❑ Coordinate with external agencies to establish necessary communications.

**Administration**

- ❑ The Communications Unit will be staffed and administered by the Logistics Section Chief during EOC operations.
- ❑ County departments shall provide necessary staff support and equipment as required for a safe and effective response.
- ❑ Communications activities including phone logs, damage reports, requests for assistance, etc. will be documented and will, along with the Incident Action Plan, become part of the permanent Incident Record.

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## **Notification & Warning Services Annex K**

### **Lead Department: Sheriff's Department**

### **Purpose**

The purpose of this Annex is to provide guidance for the timely notification and/or warning of key government officials, essential workers, and the public whenever a special or major emergency threatens or occurs; to establish responsibilities for recall of key officials and essential workers; including warning capabilities and emergency operating procedures to assure coordination and dissemination of life-saving emergency information to the public and special populations.

### **Situation and Assumptions**

#### ***Situation***

The need to warn the public of impending danger or a disaster event could arise at any time. In order to reduce loss of lives, adequate and timely warnings must be provided. Appropriate action oriented information must be supplied. Warning emergency workers and the public of imminent danger and providing on-going emergency information to the public requires coordination among a variety of agencies. Operations outlined in this annex may be useful not only during catastrophic emergencies, but may also be helpful during localized, less serious incidents.

At this time, there are limited resources to alert the public in any languages other than English.

#### ***Assumptions***

- ❑ A warning period will be available for some emergency situations although the amount of lead-time will vary from hazard to hazard.
- ❑ Some disaster events such as an earthquake may occur without any warning period.
- ❑ Proper use of adequate warning systems will save lives, reduce injuries and protect property.
- ❑ Warning may be initiated by higher authority (State or Federal government) through use of the National Warning System (NAWAS) whenever a large area may be threatened by a major emergency (i.e. attack or accidental weapon launch, severe weather conditions, etc.)

## **Direction & Control**

### ***Warning and Dissemination of Emergency Information to the Public***

- If time permits, the issuance of emergency public information will be with the concurrence of the Board of Commissioners and will be coordinated and disseminated by the County's Public Information Officer (PIO).
- In situations posing an immediate threat to life, emergency information may be issued by any public safety official serving as the Incident Commander. Such information shall be disseminated by the most effective method.
- Any official initiating a warning or providing emergency information to the public shall notify the County Warning Point (LCSO Dispatch) as soon as possible to facilitate further notification and action.
- Dissemination of warning or emergency information to the public, essential workers, and public officials may utilize any or all of the following systems:

### **Emergency Alert System (EAS)**

- EAS is a network composed of AM, FM, and TV broadcast stations and non-government industry utilities operating on a voluntary, organized basis during emergencies at National, State or local levels. It provides for the alerting of participating stations, dissemination of standardized emergency information, and/or termination of non-emergency station activities until the emergency subsides.
- EAS can be activated by the County, State or Federal government. If a City needs to send an EAS message, it must go through Lane County Sheriff's Office Dispatch Center which assumes the role of the primary EAS launching point for Lane Operational Area, which covers all of Lane County and the coastal communities in Douglas County from Winchester Bay North to Lane County. LCSO Dispatch has the capability of broadcasting these local emergency messages via all radio and television stations within the Lane Operational Area. The two types of messages that LCSO can initiate are: An Immediate Evacuation (EVI) and a Civil Emergency (CEM).
- Emergency Management conducts regular training of dispatch staff on how to use and operate EAS, and LCSO Dispatch performs a Required Monthly Test (RMT) of EAS every other month.

- In addition, when an EAS is broadcast that originates by the authority of the Lane County Sheriff's Office, a message will be sent via LEDS so that other Public Safety Answering Points (PSAPs) throughout the Lane Operational Area will be aware of the activation.

#### **Community Emergency Notification System (CENS)**

- The Community Emergency Notification System (CENS) is a telephone based system operated by Central Lane Communications Center (City of Eugene/Eugene Police) which places phone calls to residences and businesses in a targeted area to alert them of actual or potential danger. Select County and City officials have been given authority to activate this system.
- Once a public safety agency Incident Commander determines that there is a need to alert at-risk citizens, he or she delineates the area or areas to be notified and prepares one or more appropriate alerting messages. This information is then conveyed to the Central Lane Communications Center where the message(s) is recorded and then activated.
- CENS has the capacity to deliver up to 2,000 thirty second-long messages per minute. However in most cases, the rate of outbound calling from the operations center will probably be limited to fewer than 1,200 calls per minute to avoid overwhelming local telephone networks. Actual message delivery rates will be limited by such factors as: the quality and capacity of the local telephone network; length of the message delivered; the number of times people receiving the message choose to have it repeated. An average message delivery rate in the range of 750 - 1,500 calls per minute can be used for planning purposes.
- Features unique to CENS include access to unlisted/non-published telephone numbers and a database that links telephone numbers to addresses which is updated daily.
- A TTY text message for the hearing impaired will also accompany the voice message when using CENS. The maximum allowed number of characters with spaces is 255 and all punctuation needs to be removed.

#### **National Warning System (NAWAS)**

- The National Warning System (NAWAS) is a nationwide private telephone communications system which originates at the National Warning Center at Colorado Springs CO (NORAD). The system has "drops" (telephone instruments with loudspeakers) located at strategic

locations within each state. Each state, in turn, controls a system connecting the state with warning points in each County.

- Lane County's NAWAS line is located at the Sheriff's Office Dispatch Center and is monitored on a 24-hour basis. Although it is possible for a local jurisdiction to activate NAWAS, it is intended primarily as a down-link system in case of attack warning or an accidental weapon launch. It may also be used to disseminate severe weather watches or warnings issued by the National Weather Service, or may be used in case of other major incidents.
- NAWAS is a government warning system and is not a part of any public warning system. Warnings received via NAWAS will be passed on to the public by LCSO Dispatch by way of EAS, CENS or other means.

### **Sirens & Public Address Systems**

- Lane County has no County-wide siren warning system. Although some fire departments may have outdoor sirens, no procedures have been developed for their use as a public warning system.
- Most police and fire vehicles are equipped with sirens and public address systems (PA) which may be used for warning the public in localized emergencies. Vehicles equipped with sirens and PA systems may be a viable means of getting the attention of the public in localized emergencies and would be effective as an alternative to door to door notification in small areas with limited populations.
- In most cases, the public should be instructed to tune in to local television or radio for emergency information.
- The City of Florence is in the process of installing tsunami warning sirens in key strategic locations for the sole purpose of alerting the public in that area of a tsunami threat.
- The Eugene Water and Electric Board (EWEB) has installed an Early Warning System (warning sirens) in the Smith and Trail Bridge campgrounds for notifying campground inhabitants in the event of Dam Breech along the upper portions of the McKenzie River. EWEB also provides brochures on the early warning system including public education about the system annually or semi-annually. EWEB plans to fully test the system at least four times a year, and when campers are present, to educate them during these times.

### **Door to Door Warning**

- In some emergencies, the most effective method of warning may be door to door contact
- If time and emergency conditions allow, emergency service workers and volunteers can go door to door advising people of emergency instructions.
- This system would be effective only in those types of emergencies affecting limited areas and populations.
- Care must be given to keeping unprotected workers from entering hazardous areas to disseminate warning.

### **Media**

- The print and electronic media can provide an effective method of disseminating emergency information. Community newspapers can be effective in providing detailed self-help information in slow-developing emergency situations (i.e. inclement weather, drought, etc.). The electronic media can be helpful in issuing bulletins to inform the public of emergency conditions with or without formal activation of the EAS.

### ***Special Populations***

- It is assumed that agencies and organizations working with special populations have emergency plans and may be able to assist in the dissemination of emergency information to such groups as the hearing impaired, non-English speaking, physically handicapped, homebound, etc.
- It is assumed that schools, hospitals and nursing homes have emergency plans that may be adequate in slow developing emergencies. In immediate, life-threatening emergencies, such facilities should be contacted at the direction of the Incident Commander or County Emergency Management.
- The Lane County Department of Health & Human Services can provide assistance in identifying and contacting special populations.

### ***Hazard-Specific Warning - Tsunami***

- Immediately following a Cascadia Subduction Zone earthquake or similar earthquake, the National Oceanic and Atmospheric Administration (NOAA) will automatically send a generalized **TSUNAMI WATCH** or a **TSUNAMI WARNING** message over the Emergency Alert System (EAS) and NOAA Weather Radio to notify the public. An EAS message

is broadcast over all T.V. and radio stations. In addition, NOAA will issue an alert message via the National Alert and Warning System (NAWAS) which goes out to the Communication Centers of all Oregon Counties, and an alert message via the Law Enforcement Data System (LEDS) which goes out to all subscriber law enforcement agencies.

- The Lane County EOC would be activated and staffed to provide further direction and control during this type of event.
- A **TSUNAMI WATCH** is designed to notify coastal residents that an earthquake with the potential to have generated a tsunami may affect the watch area.
- A **TSUNAMI WARNING** is designed to notify coastal residents that a tsunami is imminent and that coastal locations in the warned area should prepare for flooding.
- To further the notification process at the local level, a Memorandum of Understanding (MOU) has been signed by the Lane County Sheriff's Office, Central Lane Communications (City of Eugene), Siuslaw Valley Fire & Rescue, the City of Florence and the Douglas County Sheriff's Office agreeing that the following steps will be taken whenever a NOAA **WATCH** or **WARNING** is received by any one of the aforementioned systems:
  - a. The Central Lane Communications Center operated by Eugene Police (often referred to as the "9-1-1 Center") will automatically and immediately launch the CENS warning system for the Western Lane County tsunami inundation zone. A tsunami pre-plan for all coastal Lane County has been developed and is based on a combination of projected inundation areas in Florence, along the north/south sides of the Siuslaw River and then generally following Highway 101 north and south. This system places phone calls to those residences and businesses along the coastline to alert the public of an impending emergency or disaster. A TTY text message will accompany the voice message when using CENS.
  - b. A follow-up local EAS message will automatically be generated by the Lane County Sheriff's Office Dispatch Center. The EAS message will be broadcast over T.V. and radio and provide locally-specific instructions that are consistent with the CENS message. Note, since any local EAS message that is launched will also be heard in portions of coastal Douglas County, the EAS message will include instructions for residents of coastal Douglas County.

***Hazard Specific Warning – Dam Failure***

- ❑ There is a total of (11) dams that are located in, or would affect residents of, Lane County. Nine of which are owned and operated by the U.S. Army Corps of Engineers (ACE). Two are owned and operated by the Eugene Water and Electric Board (EWEB).
- ❑ Although catastrophic failure of any one or all of these dams is highly unlikely, nonetheless an emergency notification and warning process is in place.
- ❑ Immediately upon the discovery of a serious problem that could lead to a dam breach, the dam operator would enact their site-specific Emergency Action Plan and warning process.
- ❑ Notification would be sent to the Lane County Sheriff's Office Dispatch Center and Central Lane Communications Center and both EAS and CENS will be activated to inform residents of the situation and/or provide instructions for evacuation if deemed necessary.
- ❑ The Lane County EOC would be activated and staffed to provide further direction and control.

***Coordination***

- ❑ Overall coordination of emergency information and warning will be exercised from the Lane County Sheriff's Office EOC, if activated or from a Joint Information Center (JIC) established for that purpose.
- ❑ County personnel may be assigned to assist Emergency Management and the Public Information Officer in providing information on scene, at the EOC, at an established Joint Information Center (JIC) or at other strategic locations.
- ❑ Rumor control activities may be accomplished through activation of an emergency phone bank at the EOC or other suitable location. If needed to respond to calls from the public requesting emergency information, a single number can be published and the phones staffed. Further details can be found in Annex L, *Public Information*.

***Executive Actions***

- ❑ The partial or full activation of the County EOC will invoke the assignment of a Public Information Officer (PIO) who will be responsible for gathering and disseminating information at the direction of the Incident Commander and with the concurrence of the Board of Commissioners.

- In emergency situations posing an immediate threat to life, any public safety official in the County serving as an Incident Commander may issue emergency information or warning by the most effective means. Such officials shall notify County Emergency Management as soon as possible to facilitate further notification and actions, as required.

#### *Lines of Succession*

- In the event that the designated PIO is unable to perform, such position shall be reassigned in accordance with the NIMS ICS guidelines.

### **Organization**

#### *County Government*

- The Lane County Sheriff is responsible for all aspects of warning services within Lane County. The Lane County Sheriff's Office Dispatch Center (LCSO) is the Primary Warning Point for Lane County and is staffed on a 24/7 basis for receipt of warning information issued by the National Warning System (NAWAS), the Emergency Alert System (EAS), the Law Enforcement Data System (LEDS) or by other means and will assure dissemination to appropriate officials and the public, as required. Any agency receiving initial warning information from other sources or initiating warning shall immediately provide such information to LCSO Dispatch.
- The primary means for dissemination of immediate emergency information from the Lane County Sheriff's Office to the public will be through the electronic media which may be activated as a part of the Emergency Alert System (EAS).
- Additionally, LCSO can access a telephone based County-wide warning system through the Community Emergency Alert System (CENS), which is operated by Central Lane Communications.
- Lane County's Public Information Officer, in conjunction with the Sheriff's Office or County Emergency Management, will coordinate public warning activities within the County during emergencies via the Emergency Operations Center (EOC), if activated. Additional County employees may be assigned to serve as part of the EOC staff as needed.

#### *Unincorporated Areas*

- The Lane County Sheriff's Office is responsible for warning residents in rural, unincorporated areas.



### ***Incorporated Cities***

- All incorporated City officials may, as the need arises, choose to warn city residents of life threatening emergency conditions which may impact them by way of EAS, CENS or other means. In such instances, City officials must request activation through the Sheriff's Office or Central Lane Communications. If City officials are incapacitated or otherwise unable to issue a warning, the Sheriff may do so on behalf of the City.

### ***Support Agencies***

- Support agencies may provide assistance in the dissemination of warning information, especially to special populations (i.e. senior, handicapped, non-English speaking, etc.) These include but are not limited to Public Health, Amateur Radio Emergency Services (ARES), Spanish radio stations etc. Emergency Management will coordinate these efforts through the County EOC.

### ***State Government***

- State officials may issue warning information as a result of severe weather warnings or watches, or any major incident which may impact a large area.
- Such information may be transmitted over NAWAS or the Law Enforcement Data System (LEDS) to local governments and may be broadcast over EAS to the public if immediate life saving instructions need to be given to the public.
- The Oregon Emergency Response System (OERS) will be notified of major incidents requiring public warning by Oregon Emergency Management (OEM).
- Oregon Emergency Management will assure that all other appropriate state and federal agencies are notified.

### ***Federal Government***

- Warning information may be initiated by Federal officials and disseminated over EAS and NOAA Weather Radio to the public. This information may include attack or accidental launch warnings, severe weather warnings, or other incidents which immediately threaten the population. For example, the National Oceanic and Atmospheric Administration (NOAA) Broadcasts National Weather Service warnings, watches, forecasts and other hazard information 24-hours a day via NOAA

Weather Radio. It can also broadcast post-event information for all types of hazards – both natural and man-made. During emergencies, NOAA will launch a regional EAS alert that will go out over all broadcast media outlets and NOAA Weather Radio to warn the public of the particular hazard.

- Because alert and warning is required to give the public immediate information about life threatening emergencies, Federal agencies that normally operate within the County (i.e. U.S. Forest Service, Corps of Engineers) may provide assistance in alert and warning.

## **General Procedures and Responsibilities**

### ***Priorities***

- Warning the public will be given the highest priority of all communications.

### ***Notification of Public Officials***

- Whenever a large-scale emergency threatens or is occurring, notification of County Emergency Management is the responsibility of the Lane County Sheriff's Office Dispatch Center. Conversely, if County Emergency Management is the first to become aware of an emergency, they will notify LCSO Dispatch.
- Notification of public officials shall be initiated at the direction of the Incident Commander or County Emergency Management. As the emergency dictates, County Emergency Management will assure that appropriate County officials are notified. A Notification Checklist has been developed by Emergency Management and is separate from this document. At a minimum, the following officials shall be notified:
  - a. County Sheriff
  - b. Fire Defense Board Chair
  - c. County Administrator
- Any County Department Head having an operational role under existing emergency conditions shall be briefed.
- If the emergency involves multiple jurisdictions, County Emergency Management will assure that notification of appropriate City or district officials is made.

### ***Notification/Recall of Essential County Workers***

- Department Heads shall pre-identify a Department Emergency Point of Contact (POC) that will receive emergency information from Emergency Management and in turn, notify all department personnel that an emergency exists. The Department Emergency POC in concurrence with the Department Head will develop and disseminate procedures for notification and recall of such workers.
  
- A system for which internal emergency information can be provided by telephone and the internet, if these systems are operational, has been established. They include:
  - a. *Telephone/Group Voice Mail* is available on the business phones of most County employees utilizing the County's telephone system (additional information is contained in the Emergency Notification Notebook maintained by County EM and the County PIO). For the most part, the use of land-line and cellular phone systems, if operational and feasible, will be utilized to communicate with emergency response officials and County staff. Key County officials have also been assigned a Government Emergency Telecommunications Service (GETS) card that allows for priority access through land-line telephones via a special access number.
  
  - b. *E-mail*: A large number of County employees have access to the County's internal Email system. Information can be sent County-wide to advise all e-mail users of emergency conditions.
  
  - c. In addition to email, the Internet has proven to be relatively robust and reliable. Lane County has a normal website that is accessible to employees and the public on a 24/7 basis. Information regarding the incident can be placed on that website as deemed appropriate. A "Shadow" website will be established by the PIO in conjunction with Emergency Management specifically for the incident to provide more detailed information to County employees and the public if necessary.
  
  - d. *An Employee Emergency Information Hot-line* has been established for county employees to call from either work or home to get updated information during emergencies. That number is 682-4660. Messages on this voice mail system will be initiated during the first indication of an emergency and will be updated as the situation changes. Specific instructions on how to record a message is contained in the Emergency Notification Notebook maintained by County Emergency Management. Some County departments have initiated reporting/information systems within their departments so that employees can report their status and get information and instructions.

- e. *FAX Machines*: Most County Departments have at least one FAX machine in each facility. County Emergency Management has established a system by which emergency information can be faxed to all departments so that it can be distributed or posted for employees.
- f. *Fire Alarm/Overhead paging system* may also be utilized to warn all County employees that a fire or other emergency exists inside the facility.
- Each County Department Head shall also develop procedures for the diversion or release of workers not essential to departmental emergency operations to assure the most effective use of County personnel. Department Heads shall notify such personnel of their emergency assignment or release. Workers will be advised of their emergency roles and the methods to be employed for their notification (i.e. telephone, media, automatic reporting).
- Select Department Heads or other key County staff members may be notified of an emergency at any time that they or their resources may be impacted or are required.

## **Task Assignments**

### ***Lane County Sheriff's Office Dispatch Center***

- Serve as the central warning point for Lane County for the receipt and dissemination of warning information.
- Serve as the authentication and launching point for local EAS activation.
- Notify appropriate officials of emergency situations as outlined in existing emergency notification procedures.

### ***Central Lane Communications Center***

- Operate and maintain the Community Emergency Notification System (CENS). When requested by an appropriate authority, CENS will place phone calls to residences and businesses in a targeted area to alert them of actual or potential danger.

### ***Lane County Emergency Management***

- Assist in the notification of public officials and dissemination of emergency information and warning to the public.

- Respond immediately to the EOC if activation has been requested or is anticipated.
- Ensure that copies of warning and emergency information released, and all other information disseminated will be documented and all records and reports will become part of the Incident Record.

***Lane County Sheriff***

- Has the overall responsibility and authority for warning the public in Lane County.
- Assist in notification of public officials and dissemination of warning to the public.
- Assign and/or provide support for the Public Information Officer and the EOC.
- Provide Law Enforcement assistance during evacuation proceedings if necessary.
- Serve as the liaison between the EOC and the Board of Commissioners.

***Lane County Board of Commissioners/County Administration***

- Function as the elected Policy Group for Lane County.
- Assign staff to assist in Information function.

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## **Public Information Annex L**

### **Lead Department: Administration**

#### ***Purpose***

To deliver timely, accurate information during an emergency to the media and the public. Effective mass communication helps save lives and minimize property damage, and maintains public trust in government.

The Public Information program will provide interagency communications coordination, and verify/correct and disseminate vital information to the media and public to ensure understandable and accurate messages. Public Information members will make reasonable efforts to follow guidelines in this plan.

The objective of this function is to provide citizens with the right information at the right time so they can make the right decisions.

#### ***Situation and Assumptions***

##### ***Situation***

The public information office is activated by an unusual surge in media or public requests for information. Activation can be informal, in response to departmental or government information emergencies, as well as formal when it is established by activation of the Emergency Operations Center, or for a public health emergency.

An effective program can help reduce disaster-related casualties and property damage and help position citizens and the County for recovery efforts.

##### ***Assumptions***

- An emergency that requires activation of the Public Information Office is any public crisis involving the County government or its departments when delivering information to the public will protect the public's safety, health, or property as well as safeguard and foster the trust that is placed in the government.
- A public emergency or crisis brings an immediate local, regional, national and sometimes international demand for information. There

must be a professionally-staffed communications structure prepared to coordinate and handle information efficiently.

- Emergency public information will work within an incident command system, most often reporting to Incident Command at the Emergency Operations Center.
- The public information office will react using the best resources (site, equipment, personnel) available at the time. Lane County Public Information Officer (PIO) has designated and prepared a primary and secondary Joint Information Center (JIC) location. The primary JIC site is fully equipped with operational equipment at all times.. The secondary site requires two hours of advance warning for activation of phones (rooms have been pre-wired) and computer set-up.
- A PIO member network has been established and maintained. The PIOs represent diverse local agencies and can be called out during emergencies to work in the JIC. Some of the PIO members will already have existing emergency functions within their own agency and may be unavailable to report, depending upon the type of emergency.
- County Administration staff and non-union employees may be pulled to help staff the Public Inquiry Center.
- Local media plays a key role in emergency communications response. Depending upon the nature of the emergency, its impact on technology and structures, and the public's tendency to tune into local radio, considerations should be given to radio and television stations with strong, continuous signals, emergency back-up power, and history of operations during inclement weather conditions.
- In addition to media and Internet sources of information dissemination, Lane County has the ability to pre-empt local cable channels through Metro-TV, can activate CENS (Community Emergency Notification System), and broadcast through Emergency Alert System or Amber Alert (child abduction). See Warning Services Annex for additional detail.

### ***Direction and Control***

Lane County's PIO is activated during an emergency by the Lane County Sheriff's Office Incident Command, by the Public Health Office, or by request to assist with external agency emergencies as a member of the local Joint Information Center Public Information Officers Network (JIC PIO Network).



Emergency public information will work within an incident command structure, most often reporting to Lane County's incident command at the Emergency Operations Center.

The decision to activate all or portions of the Joint Information Center (JIC) will be made during consultation with Incident Command, Public Health Office, the Department of Health and Human Services, or when the demand for information is greater than the regular Public Information Office operations capacity.

Line of succession of authority in the Public Information Services organization:

- 1) Public Information Officer
- 2) Government and Legislative Manager
- 3) JIC PIO Member designee

### *Primary and Secondary Joint Information Sites*

Three separate areas may be needed to accommodate communications needs during a crisis: 1) Media Center, 2) PIO Working Area, and 3) Call Center for taking incoming calls from the public. Lane County PIO has established the following primary and secondary sites.

#### **MEDIA CENTERS**

**Primary:** Public Service Building (PSB) - Harris Hall

- Telephone bank for outgoing media calls (existing capability: 9 phone and data lines)
- Projector (through Metro TV)
- Podium
- Backdrop Logo
- Microphones and sound system (for news conferences)
- Seating and space capacity for high volume of media representatives.
- Access to MetroTV

**Secondary:** Mental Health – Room 198 (conference room)

- **Built in sound system with wireless microphone**
- **Satellite access**
- Overhead projector
- Seating and space
- Chairs and tables that can be arranged

### **PIO WORKING AREAS**

**Primary:** PSB: IS Computer Training Room. Hot site with 25 computers on County system and Internet with PIO templates accessible by passwords.

**Secondary:** Mental Health: Room 254 (room in between 254 and 250 has copier with fax capability). Will have five computers from Mental Health that can be plugged into outlets. This location requires two hours for set-up

### **CALL CENTERS**

**Primary:** PSB - RIS A & B : 10 lines prewired and 'hot' ready to go, single number with hunt group (682.3100)

**Secondary:** Mental Health – 10 stand-by phone lines (warm site, not 'hot') in place, needing activation (about 1-2 hours after notification), phone ready to plug in (single number with lines in hunt group order)

**Public Health Annex Conference Room** – 10 lines prepped by RIS and 'hot'

### ***Concept of Operations***

Should the demand and volume of information required exceed Lane County's regular Public Information Office's capacity, the Public Information Officer will establish a JIC with a phone bank for public non-emergency calls, media center and Public Information Officer (PIO) working room. In addition, the JIC will be opened and staffed if two or more agencies become involved in the emergency and based on the scope of the incident. Due regard will be given to the agency of initial or primary jurisdiction. The center may be moved or re-established when warranted.

Lane County's Public Information Officer (usually also Lead Public Information Officer) will be the designated spokesperson for the County during an emergency situation. To avoid confusion and misinformation, all contact with the news media will be limited to the Public Information Officer and JIC staff. Requests for information during the emergency situation shall be referred to the Public Information Officer and JIC.

Public Information Officers and JIC staff may arrange for news interviews with elected officials or incident managers.

Lane County's Public Information Officer activates the communications system, whether provided by the Public Information Office's normal operations or via a

JIC, to provide the following main functions:

***Main functions of Emergency Information Function***

- Coordinate information
- Disseminate information
- Gather and verify information
- Provide rumor control & analysis

***Information Coordination (LEAD PIO OFFICE):*** Prior to release of information to the media, all information should be coordinated and verified between agency PIOs. This is accomplished through the Joint Information Center coordination team (Lead PIO and Working PIO room, in conjunction with Public Inquiry Center). News releases must be authorized and approved by the incident commander. All PIOs must be given access to current information. As PIOs from agencies are added to the JIC, the lead and assistant PIO helps them enter the coordination process. Lead and Assistant PIO establish and maintain links between the JIC and larger Joint Incident Command systems.

***Information Dissemination (JIC COORDINATOR):*** Attention to the requirements, working schedules, and access needs of the media will help to foster an effective relationship and the delivery of news. Updates should be timely, frequent, and on schedule. Dissemination is done in many ways such as on-camera interviews, news conferences, briefings, written news releases or updates, phone teams in Public Inquiry Center, dedicated Internet site, and tours. Attention should be paid to priority stations with disaster-proof systems and wide distribution areas. Emergency notification can be sent via the Community Emergency Notification System (CENS), Metro-TV pre-emption of local cable programming, and Emergency Alert System.

***Gathering and verifying information (PIO WORK ROOM):*** The lead PIO must receive information directly from the scene or from the EOC and have authority to release it to the media. PIOs from agencies on scene or the EOC gather and verify information to send to their counterpart PIO at the JIC. At the JIC, PIOs will also gather and verify information from on-scene or EOC counterparts. News broadcasts, newspapers and other systems must be monitored for accuracy and corrections made as necessary.

***Public Inquiry (PUBLIC INQUIRY CENTER):*** provides method to quickly confirm, deny or resolve rumors from the public and media. The manager of the Public Inquiry Center is responsible for delivering rumors to the appropriate agency's PIO. The PIO officer contacts their commander at the EOC or on scene to obtain info that confirms or denies the rumor. The rumor and its disposition are logged and made available to all PIOs via a status board, log sheet or other method agreed upon.

The manager of the Public Inquiry Center manages the phone teams. Phone teams can give out approved information to:

- The public and media.
- Talk from written news releases or other written information that is officially coordinated and released from the JIC.
- Identify rumors and route to Public Inquiry Center manager.
- Give confirmation or denial of rumors and the source of confirmation or denial to public or news media inquiries.

### **JIC General Guidelines**

The JIC is intended to meet the needs of public information officials in a wide variety of settings and provide for a pooling of communications assets. If coordinated effectively, the public will receive faster, more accurate information. Individuals represented at the JIC will continue to represent their respective agencies, while at the same time receiving the benefits of a coordinated public information approach. During JIC operations, agency spokespersons are autonomous, meaning that no agency has authority over another. JIC team members work together and support one another.

However, to ensure coordination among agencies whenever possible JIC member agencies should:

- Hold joint news conferences and briefings.
- Exchange hard-copy releases, broadcast scripts, and Internet print-outs.
- Make available releases received from other organizations.
- Refer news agencies to appropriate official spokespersons.
- Make summaries of news conference and fact sheets available to all agencies.
- Assemble spokespersons from responding agencies in one location.

### **The JIC Function**

1. Provides one-channel of accurate information from participating agencies.
2. Reports round-the-clock to Incident Command or Unified Command Center.
3. Sets up phone lines for public and news inquiries.
4. Monitors news coverage to ensure accurate information is being disseminated.
5. Takes action to correct misunderstandings, misinformation, and incorrect information concerning emergency response and mitigation operations that appear in the news media.

6. Ensures that non-English-speaking populations receive accurate and timely information about emergency response and mitigation operation through appropriate news media and to the extent possible, in their languages.
7. Uses a broad range of resources to disseminate information to disaster victims and the general public, possibly including broadcast fax, the Internet, and traditional print and broadcast news media.
8. Maintains contact with and gathers information from federal, state, local, and voluntary organizations taking part in emergency response operations.
9. Handles appropriate special projects such as news conferences and news operations for disaster area tours by officials and FEMA.
10. Provides public affairs support and advice to the Federal Coordinating Officer, if one is involved in the emergency response.
11. Credentials news personnel when necessary to control access to sensitive areas.
12. Coordinates with logistics staff to provide basic facilities to assist the news media in disseminating information to the public and to credential media representatives (if deemed necessary).

**JIC Resources & Activation**

Resource	Activation	Purpose
<p><b>Lead PIO/JIC Coordinator</b></p>	<p>By incident command when Emergency Operations Center is activated</p> <p>Also can be activated when regular Lane County PIO operations capacity is exceeded</p>	<p><b>Coordinate Information</b> <b>Disseminate Information</b></p> <ul style="list-style-type: none"> <li>• Coordinate information through JIC system management</li> <li>• Determines staffing</li> <li>• Decision making and coordination for news conferences</li> <li>• Clearance of releases, statements by officials.</li> <li>• Assists PIO Work Room</li> <li>• Notifies and updates elected and other leadership</li> <li>• Resolves information conflicts</li> </ul>
<p><b>Public Inquiry Center (non-emergency phone room)</b></p>	<p>In general, the phone bank should be activated when the volume of non-emergency calls to 9-1-1 or dispatch exceeds acceptable levels and an alternate line is needed to protect emergency lines from overload.</p>	<p><b>Rumor Control</b></p> <ul style="list-style-type: none"> <li>• <b>Relieves 9-1-1 lines</b> by taking non-emergency calls for information.</li> <li>• Provides information from officials and approved releases (news releases, news briefings, etc.)</li> <li>• Receives, routes and verifies rumor. Incoming rumors must be routed to appropriate agency PIO and recorded on designated status board. These are verified and the result is dispersed to all JIC members via Lead PIO Office</li> </ul>

<p><b>Media Center</b></p>	<p>The Media Center is activated for news conferences, media gathering area, or as a location for media credentialing.</p>	<p><b>Media Area Coordination</b></p> <ul style="list-style-type: none"> <li>• Coordinates media area and assures that media needs for equipment, information and safety are addressed</li> </ul>
<p><b>PIO Work Room</b></p>	<p>PIO computer workroom is activated when the JIC PIOs are called for full activation.</p>	<p><b>Gathering and Verifying Info</b></p> <ul style="list-style-type: none"> <li>• Agency PIOs are assigned to this room for coordinating information to be disseminated in various formats such as media briefing sheets, updates on Internet site</li> <li>• PIOs Receive information from on-scene PIOs and the EOC and coordinate info with each other and other rooms via an assigned manager</li> <li>• Call in shift changes</li> <li>• Check on families of staff; monitor health and well-being of staff</li> <li>• Write news releases and produce final drafts for news releases, internet info, and advisories</li> <li>• Distribute releases upon approval</li> </ul>
<p><b>State/Federal PIO room.</b></p>	<p>Activated as needed to coordinate with state and federal agencies.</p>	<p><b>Gathering and Verifying Info</b></p> <ul style="list-style-type: none"> <li>• Similar to PIO Work Room</li> </ul>

### **JIC Information Flow**

The information can flow in many directions from many sources including media, state and local on-scene personnel, EOC and broadcasts. To manage the flow the Joint Information Center will follow the guidelines below:

- Information requests coming into the JIC will either go to one of three areas 1) PIO Work Room, 2) Public Inquiry Center, 3) State/Federal PIO Room.
- Once information request is in the JIC system, an action or set of actions must be taken: immediate response, dissemination within JIC, routing to another JIC PIO, research or verification. Whatever action is required, the information must be coordinated with all agencies and the lead PIO office.
- If a decision is needed: Lead PIO Office/JIC Coordinator must be notified if a media release is required, news conference is suggested, or a statement is needed by PIO, EOC, Department head or elected official.

### **Phases of Management**

#### ***Pre-Event: Lane County PIO will***

- Prepare emergency communications plans and maintain capacity. This includes updating media lists, public information materials, and maintaining Joint Information Center PIO Network
- Conduct preventive public information campaigns as necessary. Preventive public information is not regarded as "emergency public information." It can and should be approached as a topic of major importance to be covered in the regular public information programs using the best available tools and techniques of public and media relations.
- Participate in emergency drills sponsored by local response agencies.

#### ***Event/Response Lane County PIO***

- The Lane County PIO will report to Incident Command to begin full mobilization and dissemination of emergency instructions to the public in the following order of priority:
  - 1) Lifesaving/health preservation instructions.
  - 2) Emergency status information.
  - 3) Other useful information, originated by the government, or in response to media inquiries.



*In response and recovery phases, the Public Information Office may employ on-scene information officers, media briefing center and a Joint Information Center as appropriate and possible. These operations depend upon the nature, scope and any residual existence hazard.*

The Public Information Office function will:

- Obtain briefing from the Incident Commander, or other authorized personnel. Verify release authority and observe constraints on the release of information imposed by the Incident Commander and gain approval for release of information.
- Establish contact with local and national media representatives as appropriate. This may necessitate the creation of a special Internet site for media updates.
- Establish ICS standard span of control procedures and ground rules for site access. Stress safety whenever possible.
- Coordinate an information center, or joint information center whenever two or more agencies become involved. This includes calling JIC PIO Network members to activate functions to provide for coordination, collecting, verifying, dissemination, and analysis of information.
- As part of JIC or separately, initiate and maintain Public Inquiry Center to divert non-emergency calls from 9-1-1 and provide for handling of rumor control function.
- Provide consultation for elected officials, incident leadership and other representatives prior to news conferences.
- Prepare initial information summary as soon as possible after activation.
- Release news to the media and post information in the EOC and other appropriate locations, including Internet. Provide news as needed internally to employees via posting at physical sites, on Intranet, and through email.
- Establish schedule for timely and frequent news media briefings.
- Obtain current incident status from EOC and attend meetings to update information.
- Monitor news media to ensure accuracy. Promptly correct and follow-up as needed.

- Record all news releases and interviews. Contact media to correct erroneous or misleading information being provided to the public via the media.
- Send emergency reports and requests for help immediately (by messenger) to the EOC for action.
- Update activated agencies/departments on a regular basis. Provide standard statements that can be given to general requests for information.
- In cooperation with Planning, Logistics and Operations Sections, and with approval of the Incident Commander: Publicize evacuation plan and instructions to the public through preemption of cable channels via Metro TV, or via news release or conference.
- Ensure all JIC functions receive copies of releases, resolution of rumor information, and media update schedule.
- Provide all news releases, bulletins and summaries to Documentation Unit to be included in the final incident package.

### ***Recovery/Post Event***

- The public will be informed as quickly as possible through the news media that the emergency situation no longer exists.
- Steps to restore conditions to normal will be announced to the public via the news media as soon as they become known to the Public Information Officer.
- During this phase, attention will be focused on restoring all channels of communication with the public. Appropriate information will continue to be released, particularly on the restoration of essential services, travel restrictions, and assistance programs available. When time allows, actions taken during the emergency/disaster will be addressed, and plans and procedures will be revised as necessary.
- If, in the opinion of the chiefs of the various emergency services, or other experts, it is apparent that the emergency condition could have been minimized or avoided through certain actions, then it will become the responsibility of the Public Information Officer to relay this information to the public.

- The PIO should conduct post-emergency reviews and begin appropriate public education, commemorative, and other outreach activities as needed.

### *Organization and Assignment of Responsibilities*

***For proper coordination in a major emergency or disaster, public information must be released from a single point (not meant as a single person, but as a single point of release) to assure consistency, reliability and authenticity. Just as the establishment of the ICS (Incident Command System) avoids multiple command posts and assures accountability, the establishment of a Joint Information Center (JIC) will avoid multiple releasing points, maintain the integrity of information, provide greater citizen health and safety assurances, and ensure accountability to the Incident Command.***

### **Organization**

The Joint Information Center organization at Lane County is an integral part of regional Command and Control organization. For most situations, the Public Information Office function will be handled by a single PIO reporting to Incident Command. For major emergencies or disasters, upon activation by Incident Commanders the Joint Information Center staff will be set up to provide the following functions and organization.

### **Functional Areas of a JIC**

- LEAD PIO Office and JIC Coordinator room
- Local Working PIO room
- Public Inquiry Center (phone bank)
- State/Federal Room
- Media/broadcast Center

In general, these areas have a coordinator and report to the JIC coordinator. The JIC Coordinator and Lead PIO work closely together. JIC Coordinator reports to the Lead PIO. The Lead PIO reports directly to Incident Command (**LCISO, Public Health or other**)

## LEAD PIO OFFICE

- Coordinates all JIC activities.
- Determines staffing.
- Notifies elected officials and leadership of emergency and provides ongoing reports.
- Responsible for clearing and releasing of JIC Information.
- Coordinates Briefings, news conferences, releases, etc.
- Provides environment for Lead PIO and JIC Coordinator to work closely together.
- Resolves information conflicts.
- Handles coordination of agencies not present in JIC.
- Works closely with JIC Coordinator on media presentations.

STAFFING: Lead PIO, Assistant PIO, JIC Coordinator, Secretary/Office Help

## PIO WORKING ROOM

- Agency PIOs and JIC Network PIOs are assigned to this room.
- Receives situation updates from Lead PIO, on-scene PIOs, State/Federal PIOs and the EOC.
- Coordinate info with each other and other rooms via an assigned manager.
- Clears information releases with Lead PIO Office.
- Agency PIOs respond to media inquiries and disseminate media releases and fact sheets relative to their own agencies.
- Agency PIOs make contact with their on-scene PIO and their respective EOC Command Staff.
- Assists in arrangements for news conferences, interviews, etc.
- Provides background information to media.
- Answers and logs media inquiries.
- Disseminates media releases and fact sheets.
- Monitors media reports and corrects erroneous information.
- Distributes copies of releases to Lead PIO and other PIOs.
- Assists in Public Inquiry Center.

STAFFING: Manager, 4-10 Writers (Agency PIOs)

## PUBLIC INQUIRY CENTER/PHONE BANK

- Helps track emerging issues and provide rumor control.
- Responds to inquiries from the public and media.
- Receives information from Local PIOs Working Group to answer inquiries.

STAFFING: manager, 10 call takers, 4 media monitor/analysts

**STATE/FEDERAL PIO ROOM**

<ul style="list-style-type: none"><li>• Follows same guidelines as indicated in PIO Working Room description.</li><li>• Shares information with local Working PIO room when necessary.</li></ul>
STAFFING: State and Federal PIOs as needed

**MEDIA CONFERENCE ROOM**

<ul style="list-style-type: none"><li>• Logistics for news conferences and briefings.</li><li>• Provides assembly point for reporters.</li><li>• Credentials media if necessary.</li><li>• Broadcast area for television and radio.</li></ul>
STAFFING: One Coordinator, One Support Staff

**Overview of Day to Day Operations of JIC**

1. Will operate 24 hours per day, 7 days per week until crisis and recovery is under control and media demands decrease to levels that can be handled responsively by a smaller staff.
2. Operations are staffed in two 12-hour shifts and the following teams should be assembled at all times:
  - a. Lead PIO and JIC Coordinator plus Team
  - b. Public Inquiry Center Manager and Team
  - c. PIO Work Area Manager, Team and Office Support
  - d. On-scene (field) PIO as necessary

**Task Assignments/Job Descriptions**

**Information Coordination**

**Lead PIO**

- Reports and receives updated briefings from EOC Incident Command.
- Alerts elected officials and County leadership, provides ongoing report.
- Activates JIC (either at primary or secondary location).
- Manages coordination of JIC with JIC coordinator and other JIC managers.
- Resolves conflict of information/opinion.
- Clears all written releases.
- Handles coordination with agencies not present in JIC.
- Coordinates all media presentations with JIC Coordinator.

### Information Dissemination

#### *JIC Coordinator*

- Facilitates overall operation of JIC with assistance from Lead PIO and Public Inquiry Center Manager.
- Coordinates Public Inquiry Center, PIO Working Room, and Lead PIO.
- Serves as a facilitator for news interviews.
- Coordinates arrival of spokespersons for briefings or one-on-one interviews.
- Sets parameters for briefings (length, Q&A period, requests reporters to identify affiliations).
- Advises media of next briefing, distributes media kits or manuals.
- Familiarizes media with JIC operations, and provides telephone and email for media/public contact.
- Ensures that the PIOs have assistance.
- Maintain files of all releases in order of release.
- In conjunction with Lead PIO, establishes conditions that warrant media releases, news conferences, briefings, and interviews.

### Public Inquiry / Rumor Control

#### *Public Inquiry Center Manager*

- Staffs and manages Public Inquiry Center.
- Ensures proper routing (to appropriate PIO), logging (status board, log sheets or other methods), and posting of final results to all PIOs through Lead PIO office.
- Coordinates contact with on-scene PIOs as needed to verify rumor.
- Supervise the receipt, routing, verification and documentation of rumor.
- Serves as manager of phone teams, providing information as needed from officially sanctioned news releases and sources.

### Gathering & Verifying Information

#### *PIO Working Room Manager (similar tasks apply to State/Federal Room Manager)*

- Supervises information flow within JIC.
- Receive information updates from Lead PIO and prepares written releases for approval of Lead PIO.
- Coordinates information with Lead PIO Office.
- Supervises and ensures distribution of information through news releases, facts sheets, Internet site.
- Responds to media inquiries and disseminates news. Provides background information.
- Assists in making arrangements for news conferences, interviews, tours.
- Ensures copies of releases and materials are routed to all JIC members.

- Files copies of all releases and briefings.
- Assists in Internal coordination of PIO Room and keeps Lead PIO informed.
- Facilitates media inquiries and maintains inquiry log.
- Coordinates with and assists Public Inquiry Room manager.
- Monitor media reports and public perception of the event to ensure accuracy; corrects erroneous information.

#### *On-scene PIOs*

- Serves a principle link to the emergency. Must have access to information at the site, be knowledgeable about needs of the agencies located at the JIC, and maintain communications with JIC at all times.
- Provides information for release preparation to JIC representatives.
- Coordinates media staging area in concert with Incident Command.
- Supervises on-scene media and provides tours and access as feasible and appropriate.
- Identifies and establishes contacts with other agency on-scene PIOs or approved communications sources.
- Responds to inquiries from JIC.
- Obtains copies of incident documents if available.
- Maintains log of media requests and disposition.

#### *Media Room Manager*

- Provides management of media room area.
- Ensures media needs for equipment and other items are addressed.
- Coordinates and supervises credentialing if needed.
- Posts media briefing or news conference schedule.
- Reports requests for information to Lead PIO or JIC Coordinator.

### ***Administration and Support***

An "Emergency Book" resides in the Lane County PIO office containing:

- Instant response packet (Media release templates, fill in the blank info gathering forms, rumor control info sheets, PIO log sheets, and JIC staffing diagram).
- Current media lists.
- JIC PIO contacts, State PIO contacts.
- Release and phone bank info templates by disaster-type.
- JIC Room Plans and Codes.

- Lane County directory
- Language Help
- Spokesperson training and news conference guidelines

Media release and operational templates are also provided on the PIO Working Room computers

### ***Development and Maintenance***

The Public Information Plan is maintained in accordance with the County's Emergency Plan



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## **Volunteer Services Annex M**

### **Lead Department: Sheriff's Department**

#### ***Purpose***

The purpose of this annex is to ensure efficient and maximum use of volunteers during emergency events. Emergent volunteers may come to disaster areas seeking to help, or volunteers may be solicited to perform specific tasks. Volunteers may be part of an organized human services agency such as the Red Cross, Salvation Army, or St. Vincent DePaul. Volunteers are an excellent resource that can provide a great variety of skills, talents, and eagerness to assist with a disaster event.

#### ***Situation and Assumptions***

##### ***Situation***

Lane County will utilize volunteer resources to help mitigate the impacts of disaster events. Volunteers may be solicited to perform tasks such as filling sand bags, perform debris recycling, etc. Volunteers may be part of an organized volunteer service agency such as 4-wheel drive clubs, or other organizations such as Amateur Radio Emergency Services (ARES) or human service organizations such as Red Cross or Salvation Army. Volunteers from an organized Community Emergent Response Team (CERT) may be utilized to assist neighbors until response teams arrive.

##### ***Assumptions***

- Volunteers are a valuable resource and will assist Lane County government in performing a wide range of services during disaster events.
- The American Red Cross will take the lead role in organizing, training, and providing volunteers for human service functions such as shelter and mass care, providing food and clothing and emotional support.
- The Lane County Disaster Coalition efforts during disaster events will be coordinated by the Red Cross and provide a variety of human needs.

## ***Direction and Control***

The Emergency Management Coordinator in the Sheriff's office will provide overall management and coordination of volunteer services.

Specific volunteer activities may be assigned to an emergency function during a disaster event.

Examples are as follows:

- Filling sand bags - Public Works
- Recycling debris - Debris Management
- Search & Rescue - Law Enforcement
- Ham radio operator - Law Enforcement

Volunteer agencies providing services are generally coordinated by the American Red Cross and in most cases assigned to shelter and mass care functions or public health services. A government liaison specialist from the American Red Cross may be assigned to the Lane County EOC during major disasters to help coordinate volunteer organization efforts.

A Government Liaison specialist from the American Red Cross will represent the Coalition in the County Emergency Operations Center during major disasters as required.

## ***Procedures***

### ***Volunteer Agencies***

Member agencies of the Lane Disaster Coalition will work together to help Lane County residents prepare for, respond to, and recover from disasters. The Coalition will provide a forum for planning efforts, communication and the defining agency roles in a disaster event.

Certain agencies are designated as **KEY AGENCIES**, because of their particular abilities, mission, resources, equipment and facilities. These key agencies will take the lead in advance planning and in enlisting the support of other agencies in a particular function.

**FUNCTION**

**AGENCY**

Animal Rescue/Shelter/Supplies	Greenhill Human Society
Clean-up Recovery	Mennonite Disaster Services
Clothing	Salvation Army
Disaster Welfare Inquiry	American Red Cross
Emotional Support	American Red Cross
Food	Food for Lane County
Food-Shelter Feeding	American Red Cross
Public Information	Office of Emergency Services
Shelter-Mass Care	American Red Cross
Transportation/Warehouse	St. Vincent DePaul
Volunteers	United Way of Lane County

The Coalition will meet regularly during a major disaster to share information and coordinate efforts. In most cases, Coalition representatives will report to an assigned liaison from the Department of Health and Human Services.

***Emergent and Solicited Volunteers***

All emergent and solicited volunteers used in a disaster event will be required to complete a volunteer registration form prior to being assigned or allowed to perform any task. In many cases, time worked by volunteers is eligible toward local match dollars. Volunteer time must be kept and signed off by them even though they do not receive compensation.

A volunteer staging area will be establish at a safe location where volunteers check-in, receive assignments, and check out at the end of their shift.

The Emergency Management Coordinator will coordinate volunteer recruitment efforts for specific needs with the Public Information Officer.

***Community Emergency Response Team (CERT)***

The Community Emergency Response Team (CERT) consists of volunteers that have received basic training in disaster survival and rescue skills. These volunteers are trained to help family and neighbors survive until emergency responders or other assistance arrives.

***Preparedness***

Meetings of the coalition will be held on a regular basis. A large disaster information seminar or workshop will be held once a year, to involve all agencies in the County in disaster planning and preparedness. An emergency preparedness drill, involving all agencies in the plan, will be held once a year.

Each Key Agency will carry out advance planning and organization with other agencies which have similar functions in disaster, e.g. donated clothing.

The American Red Cross will update and distribute to Coalition members a directory of member agencies, including key contacts and phone numbers.

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## **Evacuation Annex N**

### **Lead Department: Lane County Sheriff's Office**

#### ***Purpose***

The annex establishes plans, procedures, policy and guidelines to provide for the orderly and coordinated evacuation of several people or large parts of the population of Lane County. Certain incidents may dictate that evacuation is the most effective means available for protecting lives.

#### ***Situation and Assumptions***

##### ***Situation***

Lane County is subject to a variety of disaster events that may require evacuation of several people or many people. Those disaster events include flood, tsunami, wild land fires, hazardous materials incidents, dam failure, and terrorist incidents.

##### ***Assumptions***

- ❑ Evacuation routes are preplanned in areas where evacuation is likely due to exposure to a specific hazard or floods in areas prone to flooding. Evacuation routes are planned considering the most likely hazards.
- ❑ It is assumed that the public will receive and understand official information related to evacuation. Most of the public will act in its own interest and evacuate dangerous areas when advised to do so by Lane County government authorities or fire agencies. Some individuals however may refuse to evacuate.
- ❑ While some disaster events are slow moving to provide ample reaction time, the worst case assumption is that there will be little or no warning of the need to evacuate.
- ❑ The decision to evacuate could occur day or night, and there could be little control over the start time.
- ❑ Severely damaged road systems, communications systems, and utilities could hamper evacuation events.

- There would not normally be time to obtain manpower support from outside resources. Local government resources could be severely stressed.
  
- Many evacuees may seek shelter with relatives or friends rather than use designated shelter facilities.
  
- Most evacuees will use private transportation means; however public transportation may need to be provided for some evacuees.
  
- People with disabilities, elderly people, and other special needs groups may require special assistance with evacuation.

### ***Direction and Control***

All evacuation actions within Lane County will be managed using the Incident Command System (ICS). The Lane County Sheriff is the overall authority for evacuation efforts. Overall coordination of major evacuation efforts in Lane County will be from the Lane County EOC.

Evacuation efforts will be carried out in conjunction with the fire jurisdiction(s) from which the evacuation occurs.

To maintain evacuation efforts in Lane County and to ensure orderly continuation of leadership in an emergency situation the following succession of authority is established:

1. Lane County Sheriff
2. Undersheriff
3. Captain of Police Services

### ***Procedures***

There are several factors that must be considered when planning for evacuation. Among these are the characteristics of the hazard itself. Magnitude, intensity, spread of onset, and duration are all significant elements. These will determine the number of people to be evacuated and the time and distance of travel necessary to ensure safety.

Other important facets are the availability of evacuation routes, their capacities, and their vulnerability to the hazard. Mode of transportation is also significant



and provision must be made for those people unable to supply their own transportation.

Executive direction and control of the incident and any ensuing evacuation will be conducted from the Lane County EOC if activated and on-scene command posts as established.

Evacuation efforts must be coordinated with the Red Cross, Salvation Army, and other service organizations for shelter and mass care operations.

The Public Information Officer (PIO) will release ongoing information regarding evacuation status, evacuation routes, and available shelters.