

EMAG

NOTES

May 7, 2015

Attendants: Ed Lewis, Gary Jensen (WSU/Pullman), Sandi Duffey, Peter Antolin, Robert Ezelle, Ute Weber, John Ufford, Kurt Hardin, Walt Hubbard, Randy August (Colville Tribe), Ada McDaniel, Pattijean Hooper, Lee Shipman, Scott Heinze, JoAnn Boggs, Jason Biermann (Snohomish County), Chuck Wallace, Barb Graff, Kent Sisson, Eric Brooks, John Pennington, Jay Weise

Visitors: Uriel Iniguez, Michael Itti, Karina Shagren (WMD), Nancy Bickford (WMD)

- I. Opened: 1302
- II. Welcome - Ezelle mentioned that several members are concerned with the time commitment. The last all-day work session is scheduled for June unless the group decides to add more throughout the year. Members do not have to attend every meeting as long as their workgroups are progressing.
- III. Strategies for Limited English Proficient (LEP) communities in times of disaster or emergencies
 - a. Washington State Commission on Hispanic Affairs, Uriel Iniguez, Executive Director (see Attachment 1)
 - i. Issues appeared during the 2014 Fires and flooding in Gig Harbor. Response efforts are focused at the local level, state should provide translation and other services.
 - ii. How can we improve the process? Who is reaching out to LEP communities at the local level?
 - iii. The younger population of Latinos are more proficient in English. Some schools are 90% Hispanic. King, Snohomish, and Pierce counties have the highest Latino populations in the state.
 - iv. There was disparity between the English and Spanish media during fires. English versions were stating to "get out" while Spanish versions stating everything was ok. There are three radio programs in the Hispanic community located throughout the state. These radio stations are extremely critical in the community because most have a low socioeconomic status and a high number are migrant workers. Geography plays an important role as well. Within the Latino community, radio is the #1 media source, followed by TV, then newspapers, then word of mouth/communities. Cell phone usage is higher than any other community with texting as the driving force.
 - v. Best to build relationships that can/do connect with the community: Churches, clinics, etc. Need to combine the relationship with individual promotion.
 - vi. Develop a strategy for population increases (harvesting times) to include employers, churches, camps, stores.
 - b. Washington State Commission on Asian Pacific American Affairs, Michael Itti, Executive Director (See Attachment 2)

- i. There are 47 different ethnic groups categorized in this area.
 - ii. Develop partnerships with community organizations. Utilize outreach programs already in place.
 - iii. ½ of the AAI populations is in King County
 - iv. Need to verify the translation quality
 - c. Ute requested a list of resources and who is asking for help in each county.
 - d. Contact information requested (see Attachment 3)
 - e. Public Health has done a lot of mapping for Affordable Care Act. They may be a good resource to find statistics.
 - f. Brynne Walker (EMD) presented on the outreach during the flooding in Grays Harbor.
 - i. Tsunami signs in Spanish
 - ii. From Chuck Wallace – funding came through on TTT for school training
- IV. Catastrophic Planning of EMAG and SCIPT (Statewide Catastrophic Planning Team) – Jason Biermann
- a. Concern over the EMAG’s and SCIPT’s missions conflicting.
 - b. Idea – EMAG is the policy level whereas SCIPT is the “nuts and bolts”
 - c. Need to have a conversation with the SCIPT, Is the SCIPT a part of EMAG?
 - d. Current products cannot just be upscaled for catastrophic
 - e. Where are the touch points between the two groups?
 - i. Resource Management
 - ii. Command and Control to prevent choke points
 - iii. Open lines of communication, Planners to EMs/Directors
 - f. Recommendations:
 - i. ID the scope of each group,
 - ii. Delineate roles and objectives,
 - iii. EMAG provide policy while SCIPT do the work,
 - iv. Turn SCIPT into a workgroup of the EMAG with the SCIPT focusing on five areas: Public Information, Resource Management, C3, ???, ???
 - g. Task to Jason Biermann – Provide a full sentence list of activities and policy issue list from SCIPT and the EMAG will review, deliberate, and compare them to the EMAG objectives.
DEADLINE: June 11, 2015
- V. New Proposals
- a. Rapid EMAT Formation
 - i. Based on John Pennington’s white paper. He has a team ready to go at this time. There is a lack of a process for notification for help.
 - ii. Questions raised:
 - 1. How is notification done?
 - 2. What constitutes a team? – EOC Support
 - iii. Need to lean forward and request/plan for EMAT support
 - iv. Use WAMAS for liability issues
 - v. State needs to find a way for: Inventory, notification, and centralized focus for how administered.
 - vi. Survey and formation done at local level

Attachment 1

- vii. Recommendation:
 - 1. Administer similar to EMAC by sending in an A-Team
- viii. Task – revisit at June meeting, setup a workgroup to work on the details
- b. Standardization Workgroup – Operational Rhythm for all EOC's
 - i. Standard business clock, standard phase terminology
 - ii. Statewide definition and consistently applied across all EOCs in the state and optional rhythm
 - iii. Tasks –
 - 1. Develop Workgroup, Hardin volunteered
 - 2. Define Phases
 - 3. Statewide planning clock
 - 4. Assign to SCIPT with EMAG representation
- VI. Legislative Update
 - a. Nancy Bickford, Washington Military Department Intergovernmental Affairs (See Attachment 4)
- VII. Workgroup due outs
 - a. Preparedness systems Workgroup – working to build guidelines from summer, looking at information and capture information needed annually, finalization of WAC 118.30, will test before finalization
 - b. WebEOC User
 - i. Defines use of service
 - ii. Defines Public Records responsibility
 - iii. EMD will mail out the agreement and policy for legal counsel review within the week
 - c. EMPG Applications
 - i. Application turned in on time
 - ii. EMD Grants team sent out workbooks to locals with added performance metrics
 - iii. Exercise and Training reporting by person now
 - iv. EMAG will need to help with reviewing tribal applications
 - v. EMD Grants team will be holding workshops the end of the May with locals
 - vi. Adding Marysville, Mercer Island and Yakima is causing problems, EMD Grants team will partner with EMAG to resolve.
 - vii. Task – EMD Grants section will send out funding level to EMAG
 - d. Resource Ordering
 - i. Are people doing the outreach required?
 - ii. Ufford provided additional interpretations on the slides
 - iii. EMAG will introduce this at WSEMA
- VIII. Concluded: 1600

STRATEGIES FOR LIMITED ENGLISH PROFICIENT (LEP) COMMUNITIES IN TIMES OF DISASTER OR EMERGENCIES

Uriel Iniguez

Executive Director – WA State
Commission on Hispanic Affairs

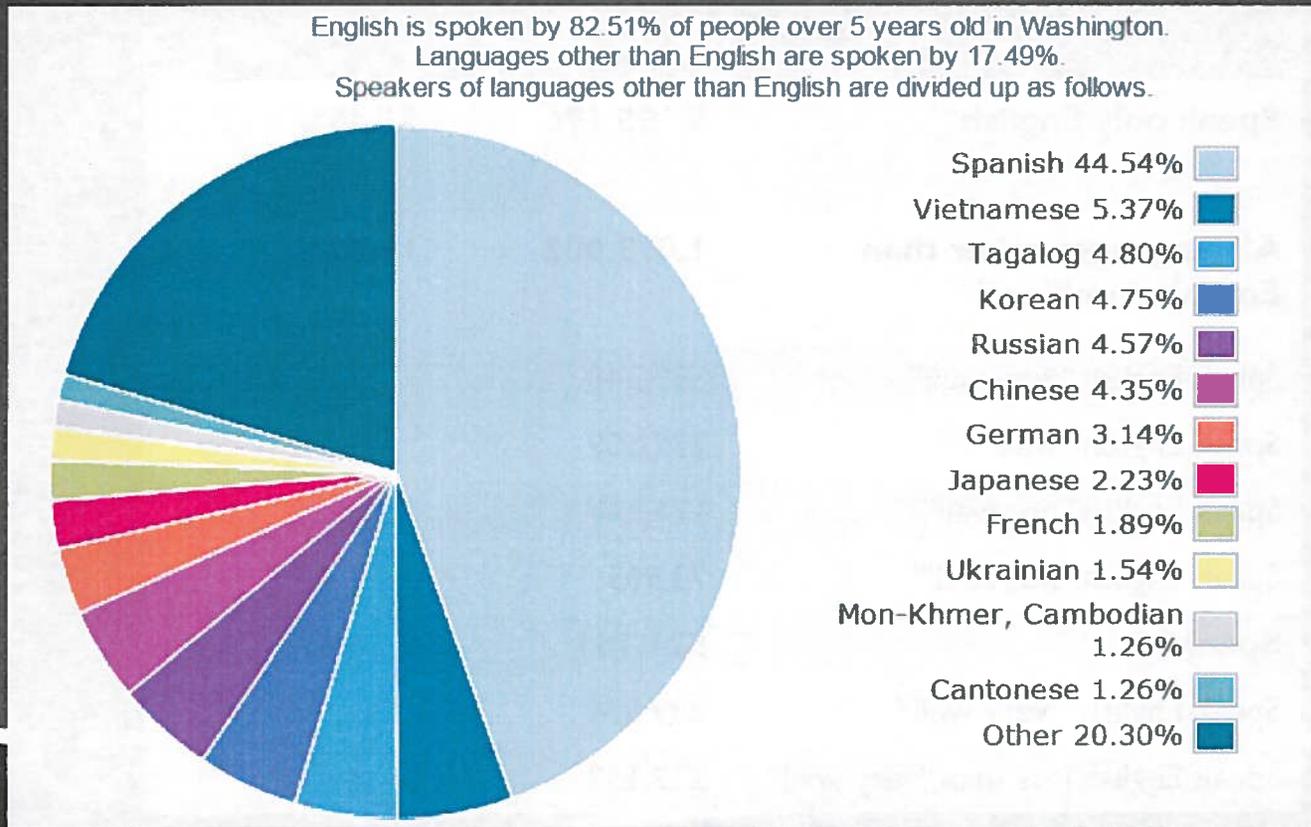
WHO ARE THE LIMITED ENGLISH PROFICIENCY (LEP) COMMUNITIES?

- ▶ Any person (age 5 years and older) who speaks a language other than English at home AND also **speaks English “less than very well”** outside the home.
 - ▶ Immigrant populations
 - ▶ Migrant populations (Foreign-born and Farmworkers)
 - ▶ Refugee populations

Population Group	Number (millions)
Limited English Proficient	25.2
Speak a language other than English at home	61.4
Migrant Foreign-born Farmworkers	41.3 ~1

Source: U.S. Census Bureau. American Community Survey 2013

TOP TEN (OTHER THAN ENGLISH) LANGUAGES IN WA STATE:



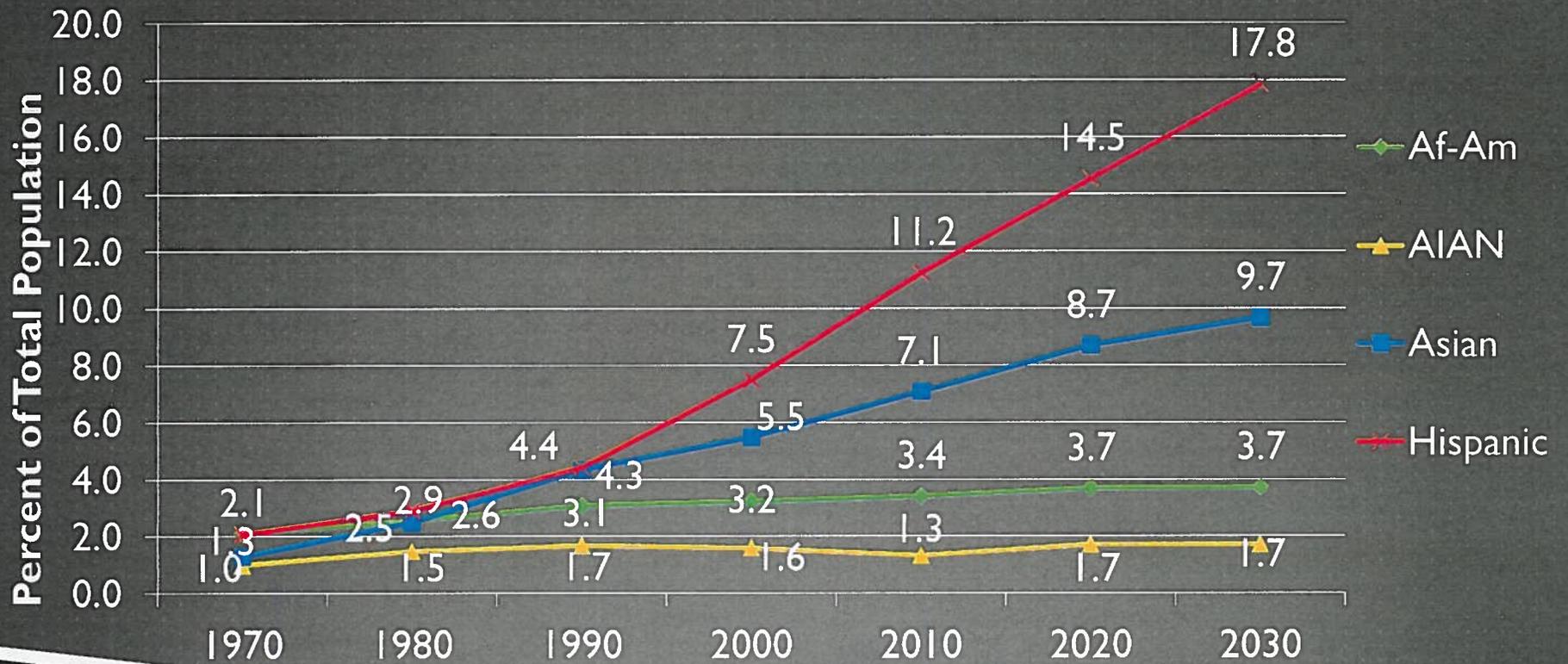
Source: U.S. Census Bureau. American Community Survey 2013

LEP STATISTICS IN WA STATE

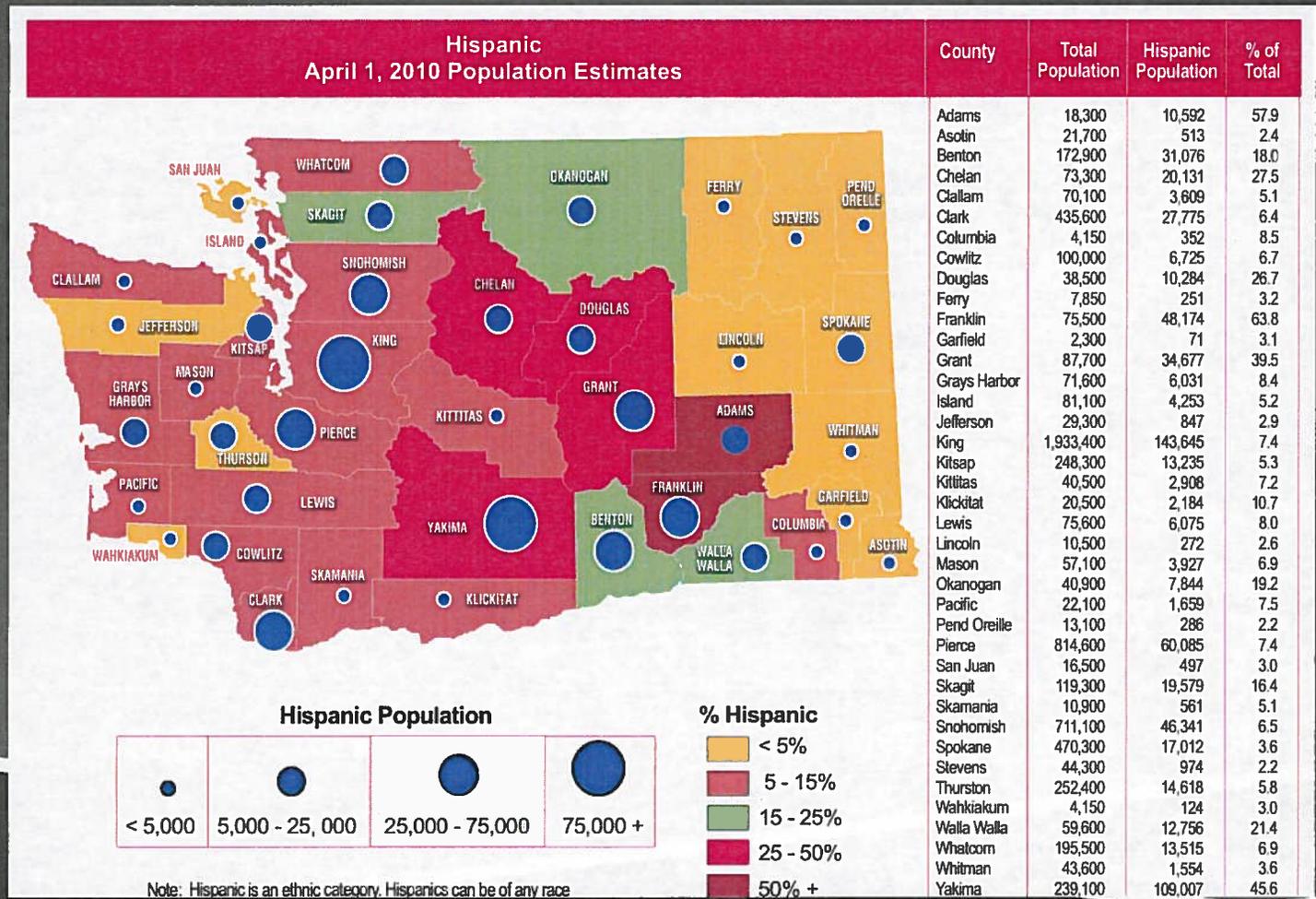
Total Population	6,378,045	
Speak only English	5,195,196	81.45%
All languages other than English combined	1,073,002	16.82%
Speak English "very well"	590,340	
Speak English "well"	237,509	
Speak English "not well"	171,248	
Speak English "not at all"	73,905	
Spanish	521,751	8.18%
Speak English "very well"	289,594	
Speak English less than "very well"	232,157	

Source: U.S. Census Bureau. American Community Survey 2013

POPULATION GROWTH IN WA STATE:



LATINO POPULATION IN WA STATE:



Source: 2010 U.S. Census

BARRIERS FOR FULL INCLUSION IN EMERGENCY COMMUNICATION:

- ▶ Cultural differences
- ▶ Immigrant Status/distrust or fear of government
- ▶ Lack of familiarity with government systems
- ▶ Illiteracy (in any language)
- ▶ Low socioeconomic status
- ▶ Geographic isolation
- ▶ Preference for ethnic media and other trusted sources
 - ▶ Limited internet access and (English) Web skills

CHALLENGES:

- ▶ The main priority during an emergency is the general population
- ▶ Emergency plans have limited information on migrants and LEP populations
- ▶ Limited resources, funding constraints
- ▶ Delays in translation of materials
- ▶ Unclear federal and local roles and responsibilities for reaching LEPs during public health emergencies
- ▶ Need for Governor to declare “state of emergency”
- ▶ Training for employers, outreach workers
- ▶ Lack of multi-sector collaboration
- ▶ Media/communications available during an emergency: some platforms (social media, TV) aren’t viable if electricity is out.

EXAMPLES OF OUTREACH METHODS:

- ▶ Factsheets & other materials in Spanish
- ▶ Twitter feeds – Social Media Tools
- ▶ Websites with information accurately translated

Flood Support Services

My Flood Book

Mi Libro de Inundación



Activities for Children
Actividades para Niños

Prevención de Incendios  dnr.wa.gov

Defienda Su Casa de Incendios Forestales

- ▶ Elimine materiales combustibles dentro de 30 pies (9 m.) de cualquier estructura.
- ▶ Mantenga la vegetación y césped alrededor de su casa bien cortado y verde.
- ▶ Quite todo lo que pueda arder de plataformas, patios, porches o canaletas de lluvia.
- ▶ Corte las ramas de los árboles hasta por lo menos 10 pies (3 m.) arriba del suelo.



30 PIES (9 M.) O MÁS

REPORTE LOS INCENDIOS
1-800-562-6010

#waWILDFIRE

Prepararse en un año

Una hora de actividad del estado de preparación de desastre cada mes le ayuda a estar listo para los desastres siempre que ocurren.



- 1 Plan de acción
- 2 Contactos fuera del área
- 3 Agua
- 4 Equipo de emergencias para 72 horas
- 5 Documentos importantes
- 6 Evacuación ordenada

Nota: -Cortar el agua -Fuerzas de agua adicionales

COMMUNICATIONS AND INFORMATION SHARING:

Have policies and procedures for communicating and sharing information with internal and external stakeholders.

▶ Before an Emergency:

- ▶ Culturally and linguistically appropriate information
- ▶ Provide verbal emergency and evacuation procedures to underserved populations in areas where they live and work.
- ▶ Facilitate the utilization of federal or local mass emergency notification systems
- ▶ Make sure outreach workers receive adequate training

COMMUNICATIONS AND INFORMATION SHARING:

- ▶ During an Emergency:
 - ▶ Maintain open lines of communication within the organization
 - ▶ Work with local media to help disseminate messages
 - ▶ Outreach workers can help underserved populations access the service they need and refer them to appropriate sites:
 - ▶ Educate about which services they may be eligible to receive
 - ▶ Assist the community with locating necessary resources such as food shelter, clean water, etc.
 - ▶ Serve as a relay point for information between local relief agencies and the community, delivering information in culturally and linguistically appropriate ways.

OTHER STRATEGIES FOR EMERGENCY COMMUNICATION:

- ▶ Identify, locate and maintain a profile of migrant and LEP populations
 - ▶ Develop BioMosaic: a web-based interactive application to map foreign-born and language populations
- ▶ Ensuring cultural and linguistic appropriateness of health communication materials and strategies
 - ▶ Establishing a system for more timely and comprehensive translation of communication materials – define critical documents, automatic website translations
 - ▶ Use plain language, graphic printed materials, radio PSAs
 - ▶ Use multiple channels of communication: web conferences with CBOs, multi-channel, multi-media (Radio, TV, printed)

OTHER STRATEGIES FOR EMERGENCY COMMUNICATION:

- ▶ Engage community reps to design, implement, and evaluate emergency risk communication strategies
 - ▶ Use trusted channels of communication:
 - ▶ Social networks – most rely on close friends and family to get information
 - ▶ Youth – every group noted that youth (teens) are heavily relied upon between LEP and English speaking community as they are bilingual and more assimilated
 - ▶ Schools – excellent way to disseminate information.
 - ▶ Red Cross – all groups recognized the agency as one they could trust in an emergency
 - ▶ Faith-based organizations and religious events
 - ▶ Local Businesses/Associations
 - ▶ Community-based organizations (CBOs)
 - ▶ *Promotores*
 - ▶ Ethnic Media (Radio,TV, social media)

REMEMBER:

- ▶ Utilization of community members for translation and education
- ▶ Make sure 211 has information about emergency services and action plans during times of disasters.
- ▶ Use Community health workers and *Promotores/as*
- ▶ Focus on the main things that we need to do to maximize outcomes:
identify most common languages
- ▶ Do Community assessments

RESOURCES:

- ▶ *“Including Outreach Workers and Community Health Workers in Health Center Emergency Preparedness and Management”* – Health Outreach Partners (www.outreach-partners.org) & Migrant Health Promotion (www.mhpsalud.org).
- ▶ *“Emergency Risk & Public Health Communication: Targeted Outreach to Limited English Proficient Populations”* – Justine Kozo, M.P.H Chief, Office of Border Health at the Health and Human Services Agency (HHSA) & Live Well San Diego. Justine.Kozo@sdcounty.ca.gov
- ▶ *“CDC Strategies for Emergency Communication with Migrants and LEP Communities”* – Alfonso Rodriguez-Lainz, PhD, DVM, MPVM, Division of Global Migration and Quarantine (DGMQ) US-Mexico Unit.



WASHINGTON STATE COMMISSION ON

ASIAN PACIFIC AMERICAN AFFAIRS

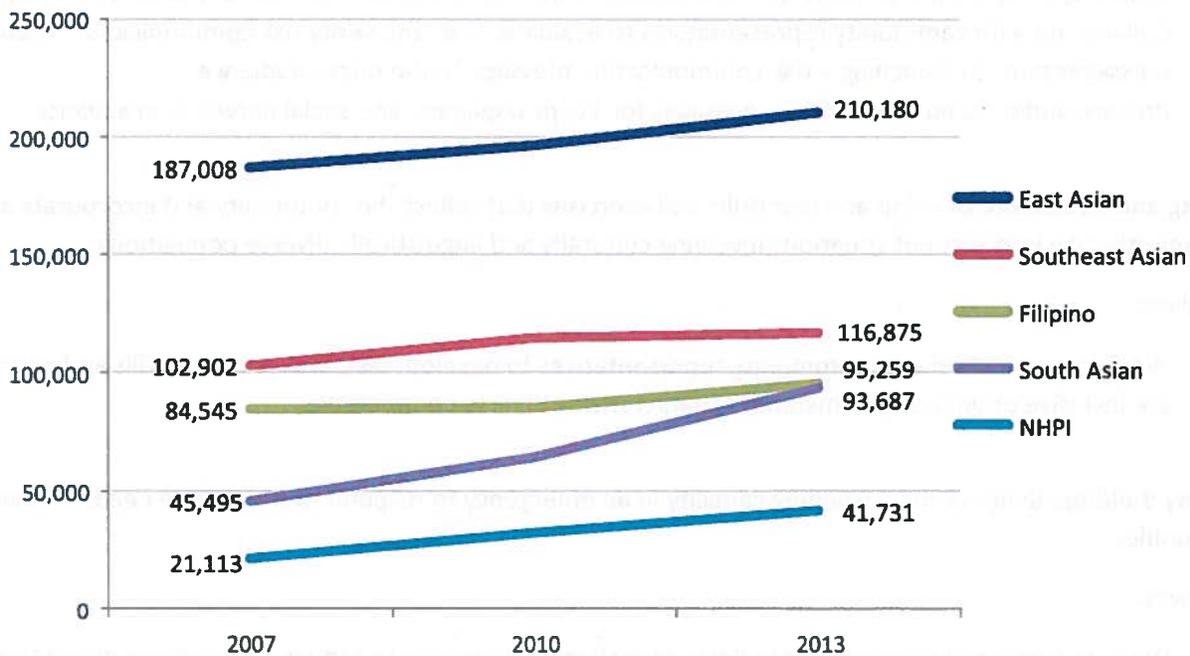
Emergency Preparedness and Response for Limited English Proficient Communities

- Assess Needs:** Identify, locate, and maintain a profile of diverse racial/ethnic, immigrant, and limited English proficiency (LEP) populations.

Objectives:

- Locate diverse and LEP populations within a specific geographic area.
- Identify the demographic, socioeconomic, and health characteristics of the specific Asian American and Pacific Islander population—these all play a vital role in a community's ability to prepare for, respond to, and recover from an emergency.
- Identify the preparedness beliefs, state of preparedness, norms, and preferences of diverse populations.
- Identify community assets and strengths such as faith-based institutions, schools, businesses, and non-profit service providers.
- Ensure an ongoing process of assessing community needs and resources so information is current.

Figure 2: AAPI Subgroup Population Growth, 2007–2013



Source: U.S. Census Bureau, American Community Survey, 1-Year Estimates, 2007, 2010, 2013.

Attachment 2

- 2. Partnerships:** Establish sustainable partnerships between community representatives and emergency preparedness systems to assess, build, and maintain trust with diverse racial/ethnic, immigrant, and LEP populations.

Objectives:

- Identify and invite community partners to inform the development, implementation, and evaluation of preparedness and response policies and procedures.
- Explore opportunities for collaboration and partnership with diverse communities to ensure they are actively involved and engaged in important aspects of implementing preparedness and response, which may include resources for staff or programs to sustain capacity and participation.
- Ensure community engagement and collaboration is an ongoing process such as utilizing a formal memorandum of understanding that outlines accountability, roles, responsibilities and expectations by agencies and community organizations.

- 3. Communication:** Design, implement, and evaluate emergency risk communication strategies and ensure they are appropriate to the community's culture, language, and values.

Objectives:

- Identify effective modes of communication that utilize both formal and informal trusted sources and incorporate into communication strategies (examples include ethnic media, community leaders, family members, and community events).
- Assess the cultural and linguistic appropriateness of messages to ensure they are audience-appropriate— including being clear and easily understandable (translated materials must be reviewed for quality).
- Collaborate with community representatives to evaluate, test, and verify risk communication strategies and messages prior to launching a risk communication message to the target audience.
- Prepare audio, video, and written messages for TV, newspapers, and social networks in advance.

- 4. Training and Education:** Develop and test drills and exercises that reflect the community and incorporate scenarios that explicitly take into account situations involving culturally and linguistically diverse populations.

Objectives:

- Work in conjunction with community representatives to develop, test, and evaluate drills and exercises that are inclusive of unique circumstances characterizing diverse communities.

- 5. Capacity Building:** Building and sustaining capacity in an emergency to respond to the unique needs of diverse communities.

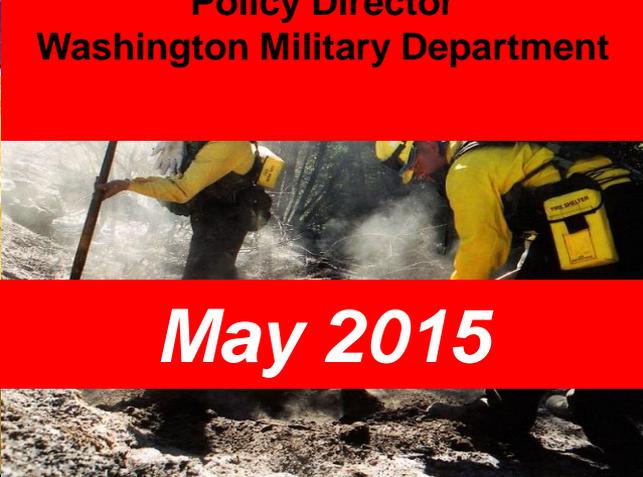
Objectives:

- Draw on successful programs for building organizational capacity to reduce racial/ethnic disparities and improve cultural competence.
- Identify and utilize federal, state, local, and philanthropic resources that can assist in improving preparedness and response for diverse populations.
- Ensure emergency staff are reflective of the demographic composition of communities.

Attachment 3



2015
Legislative Session
Emergency
Management Bills that
Passed the Legislature
Nancy Bickford
Intergovernmental Affairs &
Policy Director
Washington Military Department



May 2015

Washington State Legislature 2015

House & Senate Activity 2015	# Bills
House # Bills Introduced	1455
Senate # of Bills Introduced	1302
Total Bills Introduced 2015	2757
Total # Bills Passed Legislature in 2015	309 (11.2%)

EM Related Legislation - 2015

Bill	Title	Provisions
HB 1047	Continuity of Operations Planning 	<p>Continuity of Operations Planning (COOP) is not currently defined or addressed in any statute – only in Governor directives.</p> <ul style="list-style-type: none"> • Amends RCW 38.52.010 to add a definition to state law for Continuity of Operations Planning (COOP) • Amends RCW 38.52.020 (Emergency Management Policy and Purpose) expressing the need for development and exercise of continuity of operations plans by the state. • Amends RCW 38.52.030 (Director Responsibilities) to include being responsible for implementing and conducting a program for interagency coordination of continuity of Operations planning by state agencies boards and commissions. • Amends RCW 38.52.030 to require each state agency, board and commission to develop an organizational COOP plan that is updated and exercised annually.

EM Related Legislation - 2015

Bill	Title	Provisions
SB 5088	Geological Hazard Assessment 	<ul style="list-style-type: none"> • DNR must apply the best practicable technology, including lidar, to identify and map geological hazards and to estimate potential hazard consequences and occurrence probabilities. • DNR must coordinate with state and local government agencies to compile existing data, including hazard maps and geotechnical reports, and use the best practicable technology to acquire and process new data or update deficient data. • DNR must create and maintain a publicly available database of the maps and data it collects. • Activities DNR performs for the state geological survey are added as an allowable purpose for funds in the surveys and maps account.

EM Related Legislation - 2015

Bill	Title	Provisions
HB 1389	State Fire Service/Disasters Passed	<ul style="list-style-type: none"> • Redefines and expands the term "mobilization" to authorize mobilization of risk resources in response to natural and man-made incidents, including but not limited to wildland fires, landslides, earthquakes, floods, and contagious diseases. • Prohibits fire resources from being mobilized to assist with police activities during a civil protest or demonstration. • Requires the Washington State Patrol to annually report on the uses and costs of the mobilization plan for non-fire suppression emergencies and disasters.

EM Related Legislation - 2015

Bill	Title	Provisions
ESHB 1449	Oil Trans Safety Passed	<ul style="list-style-type: none"> • LEPC must review their hazmat emergency response plans annually and submit to the SERC at least every five years. • Prevention Account may be used for oil and hazardous material emergency response planning (4 FTEs) for two biennium. Military Dep must report to the Gov and Leg progress of local emergency planning toward meeting EPCRA planning requirements and recommendations for policy, funding and source of funding by 1 Mar 2018. • ECY must provide grants to emergency responders for oil and hazardous materials spill response and firefighting equipment. • Oil definition redefined in oil spill prevention, cleanup and financial responsibility laws to mean any kind of oil that is liquid at 25 degrees Celsius and 1 atmosphere of pressure • Facilities that receive oil from railroad cars must provide advanced notice to the ECY. Notice must include route taken to facility, time, location, volume, gravity and region of crude oil on a weekly basis. ECY may share with MIL & EM responders and organizations.

EM Related Legislation - 2015

Bill	Title	Provisions
ESHB 1449	Oil Trans Safety (Continued) Passed	<ul style="list-style-type: none"> • Financial Assurance Reports – Railroads that transport oil as bulk cargo must provide information to UTC on their ability to pay for a worst-case spill. • Oil Spill Plans – Railroads must submit oil spill contingency plans to ECY in the same manner as terminals, refineries and other covered facilities. • Best Achievable Protection Standard – Marine vessel standard is also applied to facilities' equipment that is part of their contingency plans (e.g., refinery) • By Dec 2015 ECY must submit to Leg a review of Geographic Response Plans (GRP) that have been completed under state and fed requirements and progress reports in 2017, 2019 and 2021. • Oil Response Account may be used for spills in expected to be in excess of \$1K

EM Related Legislation - 2015

Bill	Title	Provisions
ESHB 1449	Oil Trans Safety (Continued) Passed	<ul style="list-style-type: none"> • Pilotage commission may adopt rules to require tug escorts and other safety measures in Grays Harbor that apply to oil tankers >40 tons. • ECY to evaluate traffic management and safety within and near the mouth of the Columbia and report to Leg by Jun 30, 2018. • UTC reg fee is increased from 1.5% to 2.5% of railroads' gross intrastate operating revenue (does not apply to short line railroads.) • UTC may enter private property to conduct hazardous materials inspections, investigations and surveillance. • UTC may adopt safety standards for private road crossings of railroads used to transport crude oil. Cities over 10K pop. Can elect to participate in this private crossing program.

EM Related Legislation - 2015

Bill	Title	Provisions
ESHB 2093	Forest Fire Suppression Passed	<ul style="list-style-type: none"> • Requires the Commissioner of Public Lands (Commissioner) to appoint a wildland fire liaison who generally represents the interests and concerns of landowners and the public during fire suppression activities of the Department of Natural Resources (DNR). • Requires the Commissioner to appoint and maintain a Wildland Fire Advisory Committee to advise the Commissioner on all matters related to wildland firefighting in the state. • Authorizes a person to enter public or private land, subject to restrictions, in order to extinguish or control a wildland fire when fighting the wildland fire is a public necessity due to an imminent danger.

EM Related Legislation - 2015

Bill	Title	Provisions
ESHB 2093	Forest Fire Suppression (continued) Passed	<ul style="list-style-type: none"> Requires the DNR to compile and annually update master lists of qualified fire suppression contractors who have valid incident qualifications for the type of work to be performed; make the lists available to county legislative authorities, emergency management departments, and local fire districts; and enter into preemptive agreements with landowners in possession of firefighting capability that may be used in wildland fire suppression efforts.

EM Related Legislation - 2015

Bill	Title	Provisions
ESSB 5158	Call Location Info/ Emergency Passed	<ul style="list-style-type: none"> • Requires wireless telecommunications providers to provide the location and call information of a telecommunications device when requested by a law enforcement agency responding to a call for emergency services or in an emergency situation that involves the risk of death or serious physical harm to a person. • Provides guidelines that law enforcements agencies must follow prior to obtaining location and call information of a telecommunications device. • Requires the Washington State Patrol (WSP) to maintain a database with emergency contact information for all of the wireless telecommunications providers and make the information immediately available upon request from law enforcement. • Requires the Secretary of State to make records available from the Address Confidentiality Program to the WSP for the purpose of providing the location and call information of a telecommunications device in response to an emergency situation.

EM Related Legislation - 2015

Bill	Title	Provisions
SSB 5591	Emergency Medical Services/ Program Passed	<ul style="list-style-type: none"> • Authorizes emergency medical services providers that levy an emergency medical services tax and federally recognized Indian tribes to establish community assistance referral and education services programs (programs). • Allows emergency medical technicians, advanced emergency medical technicians, and paramedics to provide care in nonemergency and non- life threatening situations if they are participating in a program and the care provided does not exceed their training and certification standards.

EM Related Legislation - 2015

Bill	Title	Provisions
ESHB 1980	Sunshine Committee Records Passed	<p>Implements the sunshine committee's recommendations on exemptions from disclosure with regard to:</p> <p>(1) Certain financial information identifiable to an individual that concerns the amount and conditions of his or her assets, liabilities, or credit including social security numbers;</p> <p>(2) Information relating to enhanced 911 emergency communications systems and emergency notification systems;</p> <p>(3) Information contained in a local or regionally maintained gang database; and</p> <p>(4) Proprietary reports or information obtained by the Washington pollution liability insurance program director in soliciting bids from insurers.</p> <p>Allows participants' names, general locations, and point of contact to be disclosed to other persons who apply for ride-matching services and who need that information in order to identify potential riders or drivers with whom to share ride.</p>