

ANNEX J

EMERGENCY MANAGEMENT DIVISION STAFF DISASTER RESPONSE POLICY

The purpose of this procedure is to establish suggested actions for Washington Military Department, Emergency Management Division (EMD) staff when they have been impacted by a disaster.

A. SCOPE

When disaster strikes, EMD staff may be anywhere. Normal communication systems and other services and functions may be disrupted. It is essential for EMD staff to know and understand what they should do when an event occurs. This policy outlines suggested response guidelines if such an event occurs.

B. DEFINITION OF EMERGENCIES AND DISASTERS

The following definitions are from the Washington State Comprehensive Emergency Management Plan (CEMP):

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

EMERGENCY: An event, expected or unexpected, involving shortages of time and resources; that places life, property, or the environment, in danger; that requires response beyond routine incident response resources.

DISASTER: An event, expected or unexpected, in which a community's available, pertinent resources are expended; or the need for resources exceeds availability; and in which a community undergoes severe danger; incurring losses so that the social or economic structure of the community is disrupted; and the fulfillment of some or all of the community's essential functions are prevented.

CATASTROPHE: An event, expected or unexpected, in which a community, because of the severity of the event, is unable to use its resources; or the need for resources has greatly exceeded availability; and the social or economic structure of the community has been disrupted; and the fulfillment of the community's essential functions are prevented, and the community is incapable of responding to or recovering from the effects of the event without massive and prolonged outside help.

C. GENERAL CONCEPT OF OPERATIONS

Disaster considerations are, in order:

1. Life safety – personal, family, co-workers, visitors, others.
2. Operational support – to the State Emergency Operations Center (EOC).

In the event of a disaster such as an earthquake, EMD staff and visitors within the building or surrounding area could experience dangerous conditions within and outside of the building. These dangers range from antenna towers in close proximity of the building, natural gas pipe leaks, overhead power lines, building electrical systems, and communications transmission systems, which, if damaged could create severe electrical shock hazards.

D. STAFF RESPONSIBILITIES

1. The primary responsibilities of EMD staff during an emergency or disaster are to support the State EOC, to provide assistance to county and municipal emergency management efforts and to the efforts of other state agencies. Keep in mind:
 - a. EMD staff may be expected to remain at work for several days under austere and trying conditions.
 - b. EMD staff may need to provide their own food, water, clothing and other essentials during a disaster situation, until other arrangements can be negotiated with commercial vendors or volunteer organization.
2. EMD staff are responsible to:
 - a. Be familiar with this procedure,
 - b. Be familiar with general disaster survival techniques,
 - c. Be prepared on a personal and family basis in order to respond in support of disaster operations.

E. PROCEDURES

1. Check on Family Welfare:

It is reasonable to expect EMD staff to attempt to ensure the safety and well being of their families. The agency will:

 - a. Make every effort to ascertain, as quickly as possible, the status of family member's condition, locations, intentions, and ability to function without staff member's presence for at least 72 hours.
 - b. Allow and help staff to personally check on the well being of their family and housing before reporting to the EOC.
2. Out-of-Area telephone Contact:
 - a. The Yakima Office of Emergency Management (OEM) has agreed to be our out-of-area telephone contact for official purposes during times of disaster.
 - b. In the event a disaster renders the local telephone system inoperable and you are unable to contact the State EOC, call Yakima OEM at 509-574-1900 (normal working hours) 509-574-2500 (24 hour dispatch). If calling the 24-

hour dispatch number inform them of your situation and ask them to forward you to the Yakima OEM office or leave a message for the Yakima OEM office. Report your situation, current location, destination and intentions.

- 1) If you are unsuccessful at contacting either the State EOC or the out-of-area contact, continue attempts to call both every two hours until you have made contact or otherwise received direction from the State EOC.
- 2) Remember the pay phone system is the one part of the telephone system that will most likely be operational following a disaster. If your home telephone or cell phone does not work, try a pay telephone if available.
- 3) If you do not get a dial tone immediately, don't hang up the telephone or press and release the receiver switch. Wait at least two minutes for a dial tone. It may take that long to gain access to the switch.

3. During the Work Day – Normal Place of Duty

If disaster strikes during normal business hours and you are at your normal place of duty, check in with your EOC Section Chief or the EOC Supervisor as soon as possible to assist in activating and staffing the State EOC. If you do not have a permanent, on-going assignment in the EOC, check in with the EOC Finance and Administration Section.

- a. You will be allowed as soon as possible to depart to check on your home and family. You should return to the State EOC as quickly as possible and be prepared to stay at the EOC or other assigned location for several days
- b. If you desire to leave your assigned position (including end of shift), you must clear your departure with your EOC Section Chief or the EOC Supervisor.
- c. At the direction of the EOC Supervisor or the Operations Section Chief you may be sent to support local jurisdictions as a State Liaison Officer (LNO). If you are assigned as an LNO, you should, likewise, be prepared to stay several days.
- d. Work Day – Away From Normal Place of Duty
 - 1) Assess your situation. Listen to the local news for possible Emergency Alert System (EAS) information.
 - 2) Attempt to contact the State EOC by following the steps below:
 - a) Attempt to contact your Section Supervisor or Unit Manager using the Tel-20a phone list. If unable to reach your supervisor, call your local Department of Emergency Management (DEM) and provide the information in (b) and (c) below. If able, offer your services to the local DEM as a state liaison. If telephone contact cannot be made, attempt to call the EMD out-of-area telephone contact, the Yakima OEM at (509)-574-1900 (normal working hours) 509-574-2500 (24 hour dispatch). If calling the 24-hour dispatch number inform them of your situation and ask them to forward you to the Yakima OEM office or leave a message for the Yakima OEM office. Only call the State Emergency Operations Officer as a last resort if you are unable to contact anyone else. (800-258-5990 or 253-912-4901)

- b) Report you're current situation, location, destination, intentions, how to get in contact with you, and when you intend to check in again.
 - c) Ask for instructions on what you should attempt to do.
 - d) If you are unable to return to or contact the State EOC or State Emergency Operations Officer, attempt to report for duty to the nearest local jurisdiction emergency management, law enforcement or fire agency. Upon arrival, present your Military Department, Emergency Management Division identification card. It will be used to verify your identification and enable your access to locations restricted to personnel not on official business.
 - e) Continue to work at this duty station until contact is made with the State EOC or State Emergency Operations Officer and you are given further directions on what to do.
 - f) If you are unsuccessful at contacting either the State EOC or the out-of-area contact, continue attempts to call both every two hours until you have made contact or otherwise received direction from the State EOC.
4. Off Duty – Local Area
- a. Take care of yourself and your family.
 - b. Attempt to report to the State EOC. If this is not practical or possible, follow steps below:
 - c. Attempt to contact your Section Supervisor or Unit Manager for instructions on what to do. If telephone or radio contact cannot be made, call the Yakima OEM at (509)-574-1900 (normal working hours) 509-574-2500 (24 hour dispatch). If calling the 24-hour dispatch number inform them of your situation and ask them to forward you to the Yakima OEM office or leave a message for the Yakima OEM office. Report you're situation, current location, destination, intentions, how to get in contact with you, and when you intend to check in again.
 - d. If you are unsuccessful at contacting either your Section Supervisor or the out-of-area contact, continue attempt to call both every two hours until you have made contact or otherwise received direction from the State EOC.
 - e. If you are unable to report to the State EOC, attempt to report for duty to the nearest local jurisdiction emergency management, law enforcement or fire agency. Upon arrival, present your Military Department, Emergency Management Division identification card. It will be used to verify your identification and enable your access to locations restricted to personnel not on official business.
 - f. Continue to work at this duty station until contact is made with the State EOC and you are given further direction on what to do and where to go.
5. During an earthquake:
- a. Inside the EOC:
 - 1) Visitors to the EOC should be directed to immediately follow your example.

- 2) Immediately drop, cover and hold onto a desk or table or other furniture.
 - 3) Try to control yourself, hold your position, and attempt to remain calm. Do not run. Direct visitors to do the same.
- b. Outside the EOC:
- 1) Others should be advised to immediately follow your example.
 - 2) Move away from buildings, utility poles, tall trees, and antennas.
 - 3) Try to control yourself, hold your position, and attempt to remain calm. Do not run. Advise others to do the same.
- c. After the shaking stops:
- 1) Inside the EOC:
 - a) If any part of the building is on fire, or if the building has collapsed - attempt to evacuate all staff, visitors and other personnel.
 - b) Give the alarm of fire. Evacuate and then attempt to call 9-1-1 from another location or have someone else attempt to call 9-1-1.
 - c) Treat and care for the injured.
 - d) Pay close attention to electrical and other hazards inside and outside the building.
 - e) Qualified engineering personnel must assess the buildings structural soundness. Capability to support operations (e.g., State Emergency Operations Officer functions and activation activities) will depend on this assessment.
 - f) Telecommunications staff should attempt to assess damage to transmission towers and other communications equipment.
 - g) The State Emergency Operations Officer(s) should immediately notify the Response Section Manager of the Alert & Warning Centers operational status and any contacts they were able to make. As much as possible, the State Emergency Operations Officer(s) should plan to continue their primary role.
 - 2) Outside the EOC:
 - a) Treat and care for the injured.
 - b) If necessary, assist in evacuating injured staff, visitors and other personnel and staff from building. Attempt to ensure 9-1-1 has been notified.
 - c) From the outside of the building, attempt to assess damage to the building.
 - d) Stay clear of downed power lines and transmission antennas.
 - e) As soon as possible, notify the Emergency Operations Center Supervisor of the situation with any recommendations on continued operations from this site.

F. ADMINISTRATION

This Standard Operating Procedure (SOP) is to be implemented immediately and acted upon by all EMD staff in the event of a major emergency or disaster. This procedure will be updated annually.

Family Emergency Plan

Disaster can strike quickly and without warning. It can force you to evacuate your neighborhood or confine you to your home. What would you do if basic services—water, gas, electricity, or telephones—were cut off? Local officials and relief workers will be on the scene after a disaster, but they cannot reach everyone right away.

A. FOUR STEPS TO SAFETY

1. Find out what could happen to you
 - a. Contact your local Red Cross chapter or emergency office—be prepared to take notes.
 - b. Ask what types of disasters are most likely to happen. Request information on how to prepare for each.
 - c. Learn about your community's warning signals: what they sound like and what you should do when you hear them.
 - d. Ask about animal care after a disaster. Animals are not allowed inside emergency shelters because of health regulations. Does your jurisdiction have alternate arrangements for pets?
 - e. Find out how to help elderly or disabled persons, if needed.
 - f. Find out about the disaster plans at your workplace, your children's school or day care center, and other places where your family spends time.
2. Create an Emergency Plan
 - a. Meet with your family and discuss why you need to prepare for disaster. Explain the dangers of fire, severe weather, and earthquakes to children. Plan to share responsibilities and work together as a team.
 - b. Discuss the types of disasters that are most likely to happen. Explain what to do in each case.
 - c. Pick two places to meet:
 - 1) Right outside your home in case of a sudden emergency, like a fire.
 - 2) Outside your neighborhood if you can't return home. Everyone must know the address and telephone number.
 - d. Ask an out-of-state friend to be your "family contact." After a disaster, it's often easier to call long distance. Other family members should call this person and tell them where they are. Everyone must know your contact's telephone number.
 - e. Discuss what to do in an evacuation. Plan how to take care of your pets.
3. Complete this checklist
 - a. Post emergency telephone numbers by telephones (fire, police, ambulance, etc.).

- b. Teach children how and when to call 9-1-1 or your local Emergency Medical Services number for emergency help.
 - c. Show each family member how and when to turn off the water, gas, and electricity at the main switches.
 - d. Check if you have adequate insurance coverage.
 - e. Get training from the fire department for family members on how to use the fire extinguisher (ABC type), and show them where it's kept.
 - f. Install smoke detectors on each level of your home, especially near bedrooms.
 - g. Conduct a home hazard hunt.
 - h. Stock emergency supplies and assemble a Disaster Supplies Kit.
 - i. Take a Red Cross first aid and CPR class.
 - j. Determine the best escape routes from your home. Find two ways out of each room.
 - k. Find the safe places in your home for each type of disaster.
4. Practice and maintain your plans
- a. Quiz your kids every six months.
 - b. Conduct fire and emergency evacuation.
 - c. Replace stored water every six months and stored food every six months.
 - d. Test and recharge your fire extinguisher(s) according to manufacture's instructions.
 - e. Test your smoke detectors monthly and charge the batteries at least once a year.

B. NEIGHBORS HELPING NEIGHBORS

Working with neighbors can save lives and property. Meet with your neighbors to plan how the neighborhood could work together after a disaster until help arrives. If you're a member of a neighborhood organization, such as a home association or crime watch group, introduce disaster preparedness as a new activity. Know your neighbors' special skills (e.g., medical, technical) and consider how you could help neighbors who have special needs, such as disabled and elderly persons. Make plans for childcare in case parents can't get home.

C. HOME HAZARD HUNT

During a disaster, ordinary objects in your home can cause injury or damage. Anything that can move, fall, break, or cause a fire is a home hazard. For example, a hot water heater or a bookshelf can fall. Inspect your home at least once a year and fix potential hazards.

Contact your local fire department to learn about home fire hazards

D. EVACUATION

1. Immediately:

- a. Evacuate immediately if told to do so.
 - b. Listen to your battery-powered radio and follow the instructions of local emergency officials.
 - c. Wear protective clothing and sturdy shoes.
 - d. Take your Disaster Supplies Kit.
 - e. Lock your home.
 - f. Use travel routes specified by local authorities—don't use shortcuts because certain areas may be impassable or dangerous.
2. If you're sure you have time:
 - a. Shut off water, gas, and electricity before leaving, if instructed to do so.
 - b. Make arrangements for your pets.

E. EMERGENCY SUPPLIES

1. Keep enough supplies in your home to meet your needs for at least three days. Assemble a Disaster Supplies Kit with items you may need in an evacuation. Store these supplies in sturdy, easy-to-carry containers such as backpacks, duffel bags, or covered trash containers.
2. Include:
 - a. A three-day supply of water (one gallon per person per day) and food that won't spoil.
 - b. One change of clothing and footwear per person, and one blanket or sleeping bag per person.
 - c. A first aid kit that includes your family's prescription medications.
 - d. Emergency tools including a battery-powered radio, flashlight, and plenty of extra batteries.
 - e. An extra set of car keys and a credit card, cash or traveler's checks.
 - f. Sanitation supplies.
 - g. Special items for infant, elderly, or disabled family members.
 - h. An extra pair of glasses.
 - i. Keep important family documents in a waterproof container. Keep a smaller kit in the trunk of your car.

F. UTILITIES

1. Locate the main electric fuse box, water service main, and natural gas main. Learn how and when to turn these utilities off. Teach all responsible family members. Keep necessary tools near gas and water shut-off valves.
2. Remember - turn off the utilities only if you suspect the lines are damaged or if you are instructed to do so. If you turn the gas off, you will need a professional to turn it back on.

G. IF DISASTER STRIKES

Remain calm and patient. Put your plan into action.

1. Check for injuries
 - a. Give first aid and get help for seriously injured people.
2. Listen to your battery-powered radio for news and instructions.
 - a. Evacuate, if advised to do so. Wear protective clothing and sturdy shoes.
3. Check for damage in your home...
 - a. Use flashlights. Do not light matches or turn on electrical switches, if you suspect damage.
 - b. Sniff for gas leaks, starting at the water heater. If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly. (You will need a professional to turn gas back on.)
 - c. Shut off any other damaged utilities.
 - d. Clean up spilled medicines, bleached, gasoline, and other flammable liquids immediately.
4. Remember to...
 - a. Confine or secure your pets.
 - b. Call your family contact—do not use the telephone again unless it is a life-threatening emergency.
 - c. Check on your neighbors, especially elderly or disabled person.
 - d. Make sure you have an adequate water supply in case service is cut off.
 - e. Stay away from downed power lines.

H. GENERAL DISASTER PREPAREDNESS INFORMATION

1. Family Preparedness
 - a. “Your Family Disaster Plan”
 - b. “Your Family Disaster Supplies Kit”
2. Children’s Preparedness Materials
 - a. “Disaster Preparedness Coloring Book”, (English, or Spanish) for children ages 3-10.
 - b. “Adventures of the Disaster Dudes” video and Presenter’s Guide for use by an adult with children in grades 4-6.
3. Community Preparedness
 - a. To get copies of American Red Cross community disaster education materials, contact your local Red Cross chapter.