**Limited-English Proficiency Repose Appendix TEMPLATE**

**Purpose**

This template is intended to provide a starting point for counties and cities intending to create a plan for LEP populations within their jurisdictions. This template was created to meet both the federal and State requirements concerning LEP populations. This template exceeds those legal requirements in order to provide for a more comprehensive planning effort based on available guidance and best practices.

**Comprehensive Emergency Management Plan (CEMP) Integration**

This template is intended to attach as an appendix to a support annex that addresses Public Information and Warning. This appendix was created to fit an immediate need and therefore may include elements that area addressed elsewhere in a CEMP. The intent of this template was not to introduce repetitiveness into your current plans but only to provide for a complete planning picture for jurisdictions. Eventually all of the information contained within this appendix should be included in their appropriate sections of the Basic Plan and relevant Support Annexes.

**Special Instructions**

Items which are *italicized* are recommendations of the Washington State EMD Planning Team and should be replaced with language that is relevant to what is stated.

Items highlighted in Red denote legal requirements.

*This Page Intentionally Left Blank*

1. **Purpose**
	1. The purpose of the Limited English Proficiency (LEP) Response Appendix is to outline the responsibilities of *[insert jurisdiction]* in regards to LEP persons and establish a process for providing assistance to them for agency programs, activities and services pursuant to Title VI of the Civil Rights Act of 1964, Executive Order 13166, and Title 38.52 RCW.
	2. This plan details responsibilities, the ways in which assistance may be provided, staff training, how to notify LEP persons that assistance is available, and information for future plan updates.
	3. Listed below are the Core Capabilities which have been identified as significant functions that are required to address LEP planning. Each Core Capability represents distinct critical elements necessary to achieve the National Preparedness Goal.
		1. *The distinction between a Primary and a Support Core Capability concerns the focus of the plan. Since the focus of this appendix is on Public Information and Warning, this is the only Core Capability that applies. The supporting Core Capabilities are the “lens” through which we look at the Primary. For example: How Planning affects Public Information and Warning or what elements of Critical Transportation need to addressed in Public Information and Warning. Lastly, since this is a LEP-focused plan, it is not intended to address Public Information and Warning in a general sense, rather it is focused on the special considerations that alter current (or future) activities when public messaging is conducted.*
		2. *A Core Capability can not be altered. The Core Capabilities are written in such a way as to provide a complete picture of the necessary functions needed to address All-Hazards Emergency Management. Disagreements with the elements discussed within each Core Capability can be addressed when selecting the appropriate Critical Task in the Concept of Operations section.*
		3. *The Core Capabilities listed in this plan only represent those found in the Response Mission area. For additional information on Core Capabilities, consult the Core Capability Development Worksheets listed in the References and Supporting Guidance section.*

|  |
| --- |
| **Primary Core Capabilities** |
| Public Information and Warning | Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard and, as appropriate, the actions being taken, and the assistance being made available. |

|  |
| --- |
| **Support Core Capabilities** |
| Planning | Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives. |
| Operational Coordination | Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities. |
| Infrastructure Systems | Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community. |
| Critical Transportation | Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas. |
| Environmental Response/Health & Safety | Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities. |
| Fatality Management Services | Provide fatality management services, including decedent remains recovery and victim identification, and work with local, state, tribal, territorial, insular area, and Federal authorities to provide mortuary processes, temporary storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved. |
| Logistics & Supply Chain Management | Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains. |
| Mass Care Services | Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies. |
| Mass Search & Rescue Operations | Deliver traditional and atypical search and rescue capabilities, including personnel, services, animals, and assets to survivors in need, with the goal of saving the greatest number of endangered lives in the shortest time possible. |
| On-scene Security, Protection, & Law Enforcement | Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and also for response personnel engaged in lifesaving and life-sustaining operations. |
| Operational Communications | Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces. |
| Public Health, Healthcare, & Emergency Medical Services | Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support and products to all affected populations. |
| Situational Assessment | Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response. |

1. **Authorities and Policies**
	1. *List of laws, statutes, ordinances, executive orders, regulations, or formal agreements relevant to this appendix specifically. Provide a brief description about why this particular authority or policy is important to this appendix.*
	2. Title VI of the Civil Rights Act of 1964
		1. “No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”
	3. Executive Order 13166
		1. “Improving Access to Services for Persons With Limited English Proficiency’’. Different treatment based upon a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination. Executive Order 13166 directs each Federal agency that is subject to the requirements of Title VI of the Civil Rights Act of 1964 to publish guidance for its respective recipients and sub-recipients clarifying that obligation.
	4. EPCRA
		1. The Emergency Planning and Community Right-to-Know Act (EPCRA) provisions help increase public’s knowledge and access to information on chemicals at individual facilities, their uses, and releases into the environment. States and communities, working with facilities, can use the information to improve chemical safety and protect public health and the environment.
			1. Section 304 Emergency Release Notification Requirements - Any facility that releases into the environment one of the listed types of chemicals in an amount equal to or greater than its reportable quantity as required by the Emergency Release Notification regulation.
	5. Title 38.52.070 RCW
		1. Section (3) establishes the requirement for emergency management organizations to include a communications plan which identifies “significant population segments” that have Limited English Proficiency and defines how life safety information will be disseminated to those populations during an emergency or disaster.
			1. “Significant population segments” is defined as a language group that constitutes five percent or one thousand residents, whichever is less, of the population of persons eligible to be served or likely to be affected within a city, town, or county. The data source which is used for this determinations must come from the Office of Financial Management.
		2. (3)(a) Each local organization or joint local organization for emergency management that produces a local comprehensive emergency management plan must include a communication plan for notifying significant population segments of life safety information during an emergency. Local organizations and joint local organizations are encouraged to consult with affected community organizations in the development of the communication plans.
		3. (ii) "Significant population segment" means, for the purposes of this subsection (3), each limited English proficiency language group. The office of financial management forecasting division's limited English proficiency population estimates are the demographic data set for determining eligible limited English proficiency language groups.
		4. SSB 5046 – Modified Title 38.52 RCW to establish requirements for providing public notices of public health, safety, and welfare in a language other than English.
	6. Chapter 118-30 WAC
		1. LEP populations are components of the Whole Community concept which is discussed as a requirement for inclusion throughout the planning process.
	7. *County and City Ordinances*
		1. *List and briefly describe any County and City Ordinances that relate to LEP planning.*
	8. *[Insert Jurisdiction] has taken reasonable steps to ensure meaningful access to the planning process and information and services it provides. The LEP plan includes elements to ensure that LEP individuals have access to the planning process and published information. [Insert Jurisdiction] will also work toward ensuring the production of multilingual publications and documents and/or interpretation at meetings/events when needed.*
2. **Situation Overview**
	1. The following languages have been identified as meeting the requirements of Title 38.52.070:
		1. [Language Identified] – [Number of Residents]
	2. Relevant/applicable population assessments
		1. *Consider using existing neighborhoods to provide demographics (i.e. LEP languages) that are relevant to this plan. This can help when discussing targeted information campaigns and non-media messaging (e.g. door-to-door notifications during Response).*
		2. *Include maps that incorporate this information.*
	3. *Identify the nature and importance of emergency notification, service, or program to peoples' lives.*
	4. *Identify the frequency with which LEP populations encounter emergency notifications.*
	5. *Statement of the resources available to the jurisdiction(s) to provide emergency notifications.*
		1. *Identify individuals, organizations, etc. that can provide language assistance services (i.e. translation, interpretation services, etc.).*
	6. *Additional Description(s) – Use this section to describe the hazards that would most impact LEP populations due to their limited ability to understand notifications in English. Consider that a hazard that might prove manageable in most circumstances, may prove increasingly difficult if you cannot effectively communicate with the community.*
	7. *Communication Method of Delivery*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *ID* | *Type* | *Name* | *Resource Category* | *Primary Core Capability* |
| *9-509-1284* | *Position Qualification* | *Access and Functional Needs Advisor (NQS)* | *Mass Care Services* | *Mass Care Services* |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

1. **Concept of Operations**
	* 1. *The CONOPS section explains in broad terms the jurisdiction’s intent regarding an operation. This section is designed to give an overall picture of how the response organization accomplishes a mission or set of objectives to reach a desired end-state. Ideally it offers clear methodology to realize the goals and objectives to execute the plan (i.e. what LEP communication operations are conducted? Describe from start to finish).*
		2. Some functions of this appendix may include, but are not limited to, the following:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * Pre-Incident Planning
 | * Incorporating Risk Analyses
 | * Operational Planning
 | * Integrating Different Plans
 | * Alerts and Warnings
 |
| * Public Awareness Campaign
 | * Establishing Roles and Responsibilities
 | * Command, Control, and Coordination
 | * Ensuring Unity of Effort
 | * Establishing Lines of Communication
 |
| * Private Resources
 | * Evacuation
 | * Ensuring Access
 | * Health Assessments
 | * Environmental Impact Analysis
 |
| * Resource Management
 | * Volunteer Management
 | * Communication Systems
 | * Reentering Affected Area
 | * Delivering Situation Reports
 |
| * Assessing Hazard Impacts
 | * Analyzing Information
 | * Public Health Intervention
 | * Bereavement Counseling
 | * Family Reunification
 |
| * Relocation Assistance
 | * Community-based Search and Rescue
 | * Securing Disaster Areas
 | * Voice Communications
 | * Data Communications
 |
| * Stakeholder Engagement
 | * Sheltering, Feeding, Hydration, Pets (messaging)
 | * Family Reunification (deceased)
 | * Whole Community Involvement and Coordination
 | * Developing Standard Operating Procedures
 |
| * Allocating and Mobilizing Resources
 | * Establishing a Common Operating Picture
 | * New Communication Tools and Technologies
 | * Culturally and Linguistically Appropriate Messaging
 | * Delivering Actionable Guidance
 |
| * Determining Priorities, Objectives, Strategies
 | * Communication Between Responders and the Survivor Safety and Assistance Affected Population
 |  |  |  |

* + 1. Whole Community Involvement
			1. *Describe how this plan considers the essential needs of children. Describe how this plan considers the physical, programmatic, and communications needs of individuals with disabilities and others with access and functional needs. Describe how this plan considers the essential needs of household pets and service animals.*
			2. *Remember to keep this specific to the functions this appendix is responsible for executing. It is possible that a jurisdiction will simply not need to address these additional considerations because it is being addressed in another plan. Also remember to view all of the functions listed in 4.1.2. in the context of LEP (e.g. LEP children, LEP persons with disabilities, etc.).*
		2. Listed below are the Critical Tasks which have been identified as significant objectives under their Core Capabilities which are required to provide operational LEP planning. Each of these Critical Task represents the necessary objectives that must be accomplished in order to address their Core Capabilities. Note that the selected Critical Tasks do not represent all of the possible objectives listed under each of the Core Capabilities.
			1. *A Critical Task cannot be altered. The Critical Tasks are written in such a way as to provide a complete picture of the necessary tasks needed to address their Core Capability. If an action or activity is not present that you feel necessary, consult the Core Capability Development Worksheets listed in the References and Supporting Guidance section. The action or activity you might be looking for could be included in another Mission Area. The Critical Tasks listed below are those from only the Response Mission Area.*
			2. *The Critical Task is used in the Responsibilities section when determining what the action/activity listed applies to. Additionally, these Critical Tasks can also be used directly on an ICS 202 Incident Objectives form to establish the objectives for an incident. Lastly, Critical Tasks (along with Core Capabilities) help establish the linkage in Emergency Management Performance Grant application and subsequent reporting, exercise development and design, and the State Preparedness Report (SPR).*

| **Mission Area** | **Critical Task I.D.** | **Critical Task** |
| --- | --- | --- |
| **Planning** |
| Response | **1** | Develop operational plans that adequately identify critical objectives based on the planning requirement, provide a complete and integrated picture of the sequence and scope of the tasks to achieve the objectives, and are implementable within the timeframe contemplated in the plan using available resources. |

| **Mission Area** | **Critical Task I.D.** | **Critical Task** |
| --- | --- | --- |
| **Public Information and Warning** |
| Response | **1** | Inform all affected segments of society of critical lifesaving and life-sustaining information by all means necessary, including accessible tools, to expedite the delivery of emergency services and aid the public to take protective actions. |
| **2** | Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery. |

| **Mission Area** | **Critical Task I.D.** | **Critical Task** |
| --- | --- | --- |
| **Operational Coordination** |
| Response | **2** | Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery. |

| **Mission Area** | **Critical Task I.D.** | **Critical Task** |
| --- | --- | --- |
| **Infrastructure Systems** |
| Response | **4** | Formalize partnerships with governmental and private sector cyber incident or emergency response teams to accept, triage, and collaboratively respond to cascading impacts in an efficient manner. |

| **Mission Area** | **Critical Task I.D.** | **Critical Task** |
| --- | --- | --- |
| **Critical Transportation** |
| Response | **2** | Ensure basic human needs are met, stabilize the incident, transition into recovery for an affected area, and restore basic services and community functionality. |

| **Mission Area** | **Critical Task I.D.** | **Critical Task** |
| --- | --- | --- |
| **Environmental Response/Health & Safety** |
| Response | **2** | Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions. |

| **Mission Area** | **Critical Task I.D.** | **Critical Task** |
| --- | --- | --- |
| **Fatality Management Services** |
| Response | **2** | Mitigate hazards from remains, facilitate care to survivors, and return remains for final disposition. |

| **Mission Area** | **Critical Task I.D.** | **Critical Task** |
| --- | --- | --- |
| **Logistics & Supply Chain Management** |
| Response | **1** | Mobilize and deliver governmental, nongovernmental, and private sector resources to save lives, sustain lives, meet basic human needs, stabilize the incident, and transition to recovery, to include moving and delivering resources and services to meet the needs of disaster survivors. |
| **2** | Enhance public and private resource and services support for an affected area. |

| **Mission Area** | **Critical Task I.D.** | **Critical Task** |
| --- | --- | --- |
| **Mass Care Services** |
| Response | **1** | Move and deliver resources and capabilities to meet the needs of disaster survivors, including individuals with access and functional needs. |
| **3** | Move from congregate care to non-congregate care alternatives and provide relocation assistance or interim housing solutions for families unable to return to their pre-disaster homes. |

| **Mission Area** | **Critical Task I.D.** | **Critical Task** |
| --- | --- | --- |
| **Mass Search & Rescue Operations** |
| Response | **3** | Ensure the synchronized deployment of local, regional, national, and international teams to reinforce ongoing search and rescue efforts and transition to recovery. |

| **Mission Area** | **Critical Task I.D.** | **Critical Task** |
| --- | --- | --- |
| **On-scene Security, Protection, & Law Enforcement** |
| Response | **2** | Provide and maintain on-scene security and meet the protection needs of the affected population over a geographically dispersed area while eliminating or mitigating the risk of further damage to persons, property, and the environment. |

| **Mission Area** | **Critical Task I.D.** | **Critical Task** |
| --- | --- | --- |
| **Operational Communications** |
| Response | **1** | Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between Federal, tribal, state, and local first responders. |

| **Mission Area** | **Critical Task I.D.** | **Critical Task** |
| --- | --- | --- |
| **Public Health, Healthcare, & Emergency Medical Services** |
| Response | **2** | Complete triage and initial stabilization of casualties and begin definitive care for those likely to survive their injuries and illnesses. |
| **3** | Return medical surge resources to pre-incident levels, complete health assessments, and identify recovery processes.  |

| **Mission Area** | **Critical Task I.D.** | **Critical Task** |
| --- | --- | --- |
| **Situational Assessment** |
| Response | **1** | Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident. |
| **2** | Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery. |

1. **Organization**
	1. *Summary – Describe the organizational structure that exists for the individual responsible for Public Information and Warning to relay LEP communications. The diagram below illustrates an example of how this might work in a jurisdiction. The importance of this diagram is that it provides for a complete picture of how messages flow from the emergency management organization to the public and to show what elements this information may pass through along the way.*
2. **Direction, Control, & Coordination**
	1. Horizontal Integration
		1. *For cities: What plans exist within your own jurisdiction that have an effect on the information discussed in this appendix. List those plans and briefly describe their relationship.*
			1. *Example: City Fire Messaging Plan – this plan explains how the City Fire Department informs the public through social messaging platforms. http://www.city-fire-messaging-plan.gov*
		2. *For counties: Counties should consider what plans their neighbors have, or if any regional plans exist that could affect this appendix.*
			1. *Example: County Citizen Preparedness Program Plan – This plan includes information on the specific languages which emergency preparedness information is provided to the public. http://www.county-citizen-preparedness.gov*
	2. Vertical Integration
		1. *For cities: What plans exist at the county level that could affect this plan?*
			1. *Example: County CEMP – This plan describes how the City will coordinate with the County during Response and Recovery.*
		2. *For counties: What plans exist at the city or state level that could affect this plan? List and briefly describe.*
			1. *Example: Washington State Washington Statewide AMBER Alert Plan – This plan details how emergency alerts are dispatched from the state downwards.*
3. **Information Collection, Analysis, & Dissemination**
	1. This section contains information on Essential Elements of Information (EEI). The list that follows represents the information that may potentially need to be collected in order to develop courses of action during an incident.
	2. *The following EEIs were selected for this appendix from the Community Lifelines Response Toolkit. Some or Many of the EEIs may already have a place in other elements of your CEMP’s Support Annexes. This list is provided to display a wholistic picture and it is advised that if the EEIs are addressed elsewhere (e.g. External Affairs) then remove them from this list.*
		1. *Each lifeline is comprised of several components that represent the bucketing of critical EEIs.*
		2. *Components includes key capabilities or services that are essential to stabilizing an incident and in providing resources to survivors.*
	3. **Safety and Security**
		1. Law Enforcement/Security
			1. Curfew
		2. Search and Rescue
			1. Life threatening hazards to responders and survivors
		3. Fire Services
			1. Fire’s rate and direction of spread
			2. Weather conditions
	4. **Food, Water, Sheltering**
		1. Evacuations
			1. Mandatory or voluntary evacuation orders
			2. Evacuation routes
			3. Risk to responders and evacuees
			4. Food, water, shelter availability
		2. **Food/Potable Water**
			1. Operating status of supermarkets, neighborhood markets, and grocery stores
			2. Operating status of public and private water supply systems
			3. Food/water health advisory
		3. **Shelter**
			1. Number and location of open shelters
			2. Transitional Sheltering Assistance options
			3. Potential future sheltering requirements
	5. **Health and Medical**
		1. Patient Movement
			1. Active patient evacuations
			2. Future patient evacuations
		2. Public Health
			1. Public health advisories
		3. Fatality Management
			1. Descendant’s family assistance
	6. **Energy**
		1. Power (Grid)
			1. Number of people and locations without power
			2. Estimated time to restoration of power
			3. Number of electrically dependent persons (e.g. medical equipment) affected
		2. Fuel
			1. Status of commercial fuel stations
	7. **Communications**
		1. Infrastructure
			1. Status of telecommunications service
		2. Financial Services
			1. Access to cash
			2. Access to electronic payment
		3. Alert, Warnings, Messages
			1. Status of the emergency alert system (e.g. TV, radio, cable, cell)
			2. Status of public safety radio communications
			3. Options for dissemination of information to the whole community
		4. 911 and Dispatch
			1. Status of phone infrastructure and emergency line
	8. **Transportation**
		1. Highway/Roadway
			1. Status of major roads and highways
		2. Mass Transit
			1. Status of public transit systems including underground rail, buses, and ferry services
		3. Aviation
			1. Status of incoming and outgoing flights
		4. Status of area ports
	9. **Hazardous Material**
		1. Facilities
			1. Reported or suspected hazardous material/toxic release incidents
		2. Incident Debris, Pollutants, Contaminants
			1. Reported or suspected hazardous material/toxic release incidents
			2. Actual or potential radiological or nuclear incidents
	10. *EEI Table w/example (an EEI Table could also be created as an attachment to this appendix)*

|  |  |  |
| --- | --- | --- |
| **EEI****(Raw Data)** | **Analysis****(What Protective Action Decisions will result?)** | **Dissemination****(Recipient and Means)** |
| Transportation – Highway/RoadwayStatus of major roads and highways | Information about highway and road closures which block or limit access to medical facilities will require immediate messaging. | Spanish LEP – “x” systemRussian LEP – “x” service |

1. **Responsibilities**

| Preparedness | Activity/Action | Organization(s) Involved |
| --- | --- | --- |
| Planning | **Pre-Incident Planning** |
| *Development of Pre-scripted messages* |  |
|  |  |
|  |  |
| **Incorporating Risk Analyses** |
| *Example – Comparing population assessment/demographics alongside a local hazard analysis* | *Emergency Management, Development Commissions, City/County Planners* |
|  |  |
|  |  |
| **Operational Planning** |
| Example – Establishing the planning for a Joint Information System (JIS) | *Emergency Management, Public Utilities, Law Enforcement, Fire Districts, Energy Providers, Fusion Center, Senior and Elected Officials, Military Department, Mass Care Providers* |
|  |  |
|  |  |
| **Integrating Different Plans** |
| *Identifying different plans which exist (or will potential exist) in order to combine/enhance/incorporate efforts.* | *Emergency Management* |
|  |  |
|  |  |
| **Whole Community Involvement and Coordination** |
| *Example - Inviting community or faith leaders who have LEP members to planning meetings in order to solicit involvement in the process.* | *Emergency Management, Senior and Elected Officials, Faith-based Groups, Community Groups,*  |
|  |  |
|  |  |
| Public Information and Warning | **Public Awareness Campaign** |
| *Example - Presenting preparedness information to K-12 students during educational events.* | *Emergency Management, Law Enforcement, Fire District, School Board, School District* |
|  |  |
|  |  |
| **New Communication Tools and Technologies** |
| *Example - Identifying new radio equipment, capabilities, and trainings for first responders.* | *Emergency Management, Law Enforcement, Fire Districts, EMS* |
|  |  |
|  |  |
| **Developing Standard Operating Procedures for Public Information** |
| *Example - Developing SOPs for a Joint Information Center* | *Emergency Management, Senior and Elected Officials, Local Media, Public Information Officers* |
|  |  |
|  |  |
|  |  |  |

| Response | Critical Task I.D. | Activity/Action | Organization(s) Involved |
| --- | --- | --- | --- |
| Public Information and Warning | **Alerts and Warnings** |
|  | *Example - Deliver verbal and written messages in all identified LEP languages.* | *Emergency Management, PSAPs, Local Media*  |
|  |  |  |
|  |  |  |
| **Culturally and Linguistically Appropriate Messaging** |
|  | *Example – Coordinate the translation of all pre-scripted messages through a certified interpreter.* | *Emergency Management, Private/Public Sector Language Services* |
|  |  |  |
|  |  |  |
| **Delivering Actionable Guidance** |
|  | *Example - Ensure that all messages contain instructions that inform the public on actions and activities to take.* | *Emergency Management, Law Enforcement, Fire Districts, Public Utilities, Energy Providers, School Districts.* |
|  |  |  |
|  |  |  |
| **Protecting Sensitive Information** |
|  |  |  |
|  |  |  |
|  |  |  |
| Operational Coordination | **Command, Control, and Coordination** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Determining Priorities, Objectives, Strategies** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Establishing Roles and Responsibilities** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Establishing Lines of Communication** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Establishing a Common Operating Picture** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Allocating and Mobilizing Resources** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Ensuring Unity of Effort** |
|  |  |  |
|  |  |  |
|  |  |  |
| Infrastructure Systems | **Communications Systems** |
|  |  |  |
|  |  |  |
|  |  |  |
| Critical Transportation | **Evacuation** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Reentering Affected Area** |
|  |  |  |
|  |  |  |
|  |  |  |
| Environmental Response/Health & Safety | **Survivor Safety and Assistance** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Environmental Impact Analysis** |
|  |  |  |
|  |  |  |
|  |  |  |
| Fatality Management Services | **Bereavement Counseling** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Family Reunification** |
|  |  |  |
|  |  |  |
|  |  |  |
| Logistics & Supply Chain Management | **Resource Management** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Private Resources** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Volunteer Management** |
|  |  |  |
|  |  |  |
|  |  |  |
| Mass Care Services | **Ensuring Access** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Sheltering, Feeding, Hydration, Pets (Messaging)** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Relocation Assistance** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Family Reunification** |
|  |  |  |
|  |  |  |
|  |  |  |
| Mass Search & Rescue Operations | **Community-Based Search and Rescue Support** |
|  |  |  |
|  |  |  |
|  |  |  |
| On-scene Security, Protection, & Law Enforcement | **Securing Disaster Areas** |
|  |  |  |
|  |  |  |
|  |  |  |
| Operational Communications | **Voice Communications** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Data Communications** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Communication Between Responders and the Affected Population** |
|  |  |  |
|  |  |  |
|  |  |  |
| Public Health, Healthcare, & Emergency Medical Services | **Health Assessments** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Public Health Interventions** |
|  |  |  |
|  |  |  |
|  |  |  |
| Situational Assessment | **Stakeholder Engagement** |
|  |  |  |
|  |  |  |
|  |  |  |
|  | **Assessing Hazard Impacts** |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  | **Analyzing Information** |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  | **Delivering Situation Reports** |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. **Resource Requirements**
	1. Micro-level (EOC/ECC)
		1. *What does the individual implementing this plan need from your EM Organization and the EOC to carry out the functions they are assigned? Will they need to bring their own laptop, access to specific internal networks, etc.? Will the department maintain a copy of their own SOPs or partner plans within the EOC?*
		2. *Additionally, to be a department representative with the knowledge necessary to successfully support the functions outlined in this annex, what type of training is required? Are there additional training opportunities that could benefit the individuals representing this department?*
		3. *Example: Staff Training*
	2. Macro-level (Emergency-wide)
		1. *Are there any known resources that will be activated to support the response operation, either established through policy or other mandates, regardless of what the situation is (e.g. a liaison will always be sent to the local EOC/ECC to ensure accurate coordination and unity of efforts, etc.)?*
		2. *This section is very difficult to discuss and is not necessary for the annex, but it is an interesting discussion to have with your departments that support the EM Program.*
		3. *Example: Interpreter Qualification, Certification, Credentialing*
		4. NIMS Typed Resources Table

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *ID* | *Type* | *Name* | *Resource Category* | *Primary Core Capability* |
| *9-509-1284* | *Position Qualification* | *Access and Functional Needs Advisor (NQS)* | *Mass Care Services* | *Mass Care Services* |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

* + 1.
1. **Development and Maintenance**
	1. Include a description of the process to evaluate the effectiveness of the communication of life safety information through the use of After-Action Reports.
	2. List the technological challenges which limited communications efforts.
	3. Statement of the recommendations to address those listed challenges.
	4. List the resources needed to address those listed challenges
2. **References and Supporting Guidance**
	1. *What guidance exists to support this department? What attachments or appendices are included, if applicable? This is not a place for plans (i.e. plans belong in the “Direction, Control, and Coordination” section), but are there any websites or other relevant references this department may benefit from having quick access to?*
	2. Community Lifelines Response Toolkit – A component of the Community Lifelines Implementation Toolkit which provides comprehensive information and resources for implementing lifelines during incident response.
		1. <https://www.fema.gov/media-library/assets/documents/177222>
	3. Office of Financial Management (OFM) – Special Subject Estimates
		1. Provides for an estimate of population with limited English proficiency (LEP) for the state and counties.
			1. <https://www.ofm.wa.gov/washington-data-research/population-demographics/population-estimates/special-subject-estimates>
	4. Limited English Proficiency Application
		1. An ArcGIS map with each county in Washington State displayed in relation to how many language requirements were identified from OFM data.
			1. <https://waseocgis.maps.arcgis.com/apps/webappviewer/index.html?id=ffd638d41f7045fe97a27d1e2ccbe0af>
3. **Terms and Definitions**
	1. *What technical information was discussed, specific to this department, that may need additional clarification? Common terms and definitions (e.g. Emergency Operations Center, etc.) will be defined in the Basic Plan. We are really trying to focus on this department-specific jargon and terminology the average person may not know. List and briefly describe them.*
	2. Communication Plan – As defined in Title 38.52.010 RCW, “means a section in a local comprehensive emergency management plan that addresses emergency notification of life safety information.”
	3. LEP Person - A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write or understand English.
	4. Life Safety Information - As defined in Title 38.52.010 RCW, "means information provided to people during a response to a life-threatening emergency or disaster informing them of actions they can take to preserve their safety. Such information may include, but is not limited to, information regarding evacuation, sheltering, sheltering-in-place, facility lockdown, and where to obtain food and water.
	5. Significant Population Segment – As defined in Title 38.52.070 RCW, “means, for the purposes of this subsection (3), each limited English proficiency language group that constitutes five percent or one thousand residents, whichever is less, of the population of persons eligible to be served or likely to be affected within a city, town, or county. The office of financial management forecasting division's limited English proficiency population estimates are the demographic data set for determining eligible limited English proficiency language groups.”