

NORTHEAST IDAHO REGIONAL COORDINATION PLAN

BASIC PLAN AND ANNEXES

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NE Idaho Regional Coordination Plan

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INTRODUCTION

While planning done on a jurisdiction-by-jurisdiction basis is effective, recent national and international events illustrate the need for all levels of government to prepare for, protect against, respond to, and recover from a wide spectrum of possible events and scenarios that could possibly exceed the capabilities of any single jurisdiction or entity. As such, these events require a unified and coordinated regional approach to planning and incident management. This is especially true in rural areas due to the limited number of resources and geographic limitations.

In recognizing the situations, capabilities, and limitations inherent to Northeast Idaho, and in order to enhance the region's capacity and capabilities to maximize the preservation of life and protect property, the Northeast Idaho Emergency Management Working Group has developed a regional coordination plan that addresses much-needed policies, protocols, and procedures to improve coordination and communication in anticipation of potential future regional emergencies and disasters impacting the State of Idaho.

Officially, the NE Idaho Regional Coordination System (RCS) has been developed to facilitate regional coordination for emergencies and major disasters. This current version also places special emphasis on the functional areas of evacuation and mass care operations from a regional perspective.

These operational procedures outlined in this plan will be used by county and municipal governments and officials to manage and coordinate multi-county and/or multi-jurisdictional regional operations in response to any hazard that may necessitate such actions. More broadly, this plan defines the scope of procedure, details the concept of operations, and assigns responsibility for implementation of the NE Idaho Regional Coordination System (RCS). Additionally, this plan includes operationally significant details and instructions regarding the evacuation and mass care needs of the region.

It is important to note that as future functional areas are identified, the NE Idaho Regional Coordination System (RCS) can easily be expanded to include these operationally significant annexes.

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ACKNOWLEDGMENTS

The NE Idaho Regional Coordination System (RCS) is a product of the collaborative efforts of the following jurisdictions, organizations, and individuals:

- Mike Clements, Idaho Office of Emergency Management
- Doug Hammond, Custer County
- Tom Lenderink, Bonneville County
- Janet Nelson, Lemhi County
- Keith Richey, Fremont County
- Cameron Stanford, Madison County
- Bart May, Clark County
- Jerry VanLueven, Jefferson County
- Emily Kramer, Jefferson County
- Greg Adams, Teton County
- Kally Barker, INL

2024 Working Group

- Josh McIntosh, Idaho Office of Emergency Management
- Levi Maydole, Custer County
- Ken Babcock, Butte County
- Treva Wing, Lemhi County
- Robert Kohler, Madison County
- Greg Adams, Teton County
- Keith Richey, Fremont County
- Rebecca Squires, Jefferson County
- Brad Clements, Madison County
- Sheree Farr, Clark County

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APPROVAL & IMPLEMENTATION PAGE

Date	Name	Title	Jurisdiction
			Bonneville
			Butte
			Clark
			Custer
			Fremont
			Jefferson
			Lemhi
			Madison
			Teton

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RECORD OF CHANGES

Record of Changes will be recorded annually or after a significant event or exercise in which modifications to the plan are made.

Date of Change	Section/Page #	Name of Person/Organization	Comments
2017	Entire	Rebecca Squires, Jefferson County	Update
2024	Entire	Working Group	Update and FAC add

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RECORD OF DISTRIBUTION

Both a hard copy and electronic copy of the NE Idaho Regional Coordination Plan was distributed to the following entities.

Distributed To:
Lemhi County
Custer County
Fremont County
Clark County
Teton County
Madison County
Bonneville County
Butte County
Jefferson County
Idaho Office of Emergency Management
Idaho National Laboratory

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PURPOSE & SCOPE

PURPOSE

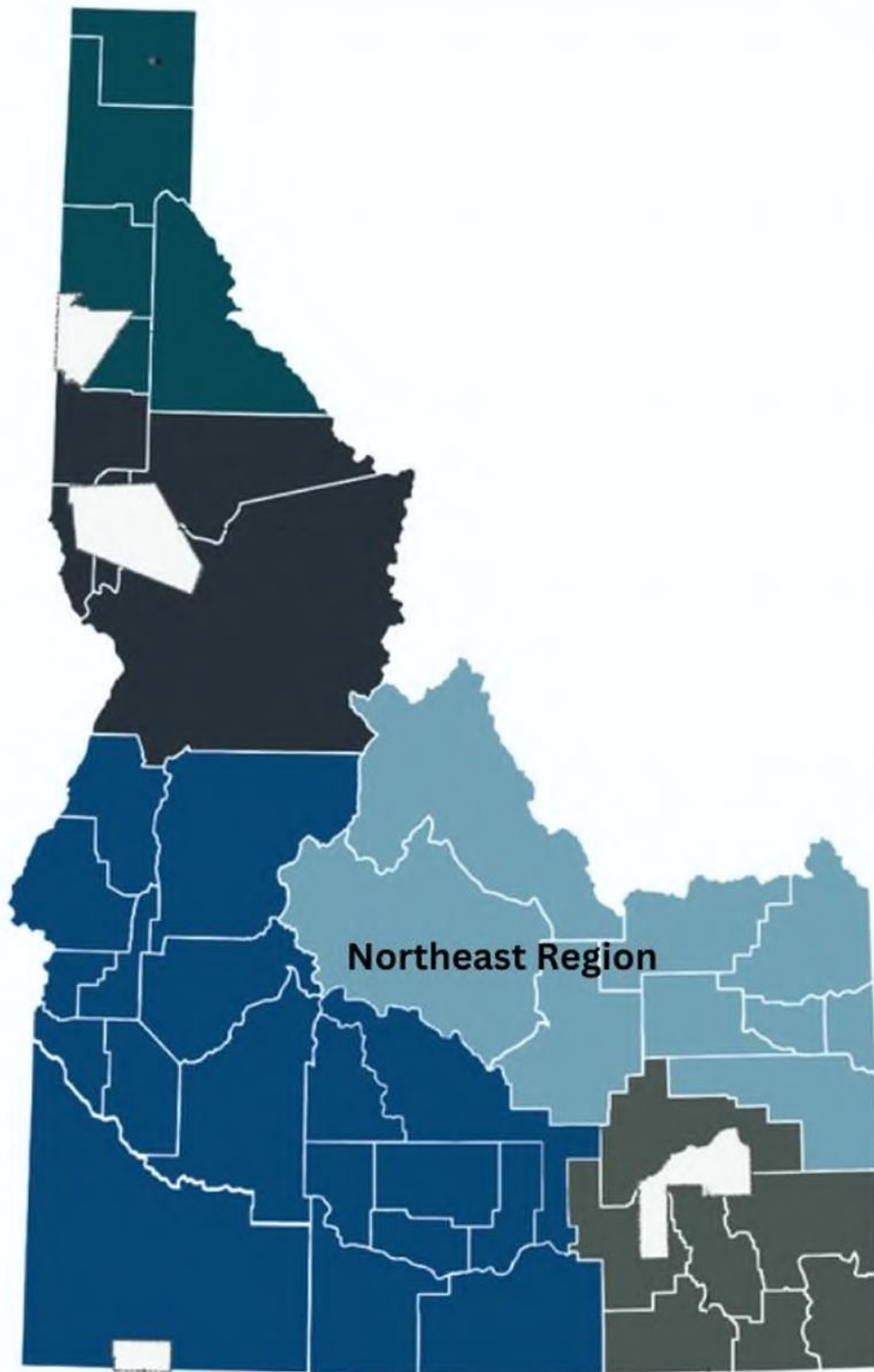
The purpose of the NE Idaho Regional Coordination System (RCS) is to provide a vehicle for collaboration in planning, communication, information sharing, and coordination activities/operations before, during, and after a regional emergency or disaster impacting the NE Idaho region.

SCOPE & APPLICABILITY

The NE Idaho Regional Coordination System (RCS) applies specifically to the following counties below, and includes all of the respective municipalities and jurisdictions existing within the geographic area designated by the outer boundaries of the combined counties (see map below - #7). Because the scope of this plan is deliberately broad and scalable, this definition can be expanded to include other counties and jurisdictions outside this area should the need arise.

- Lemhi
- Custer
- Fremont
- Clark
- Teton
- Madison
- Bonneville
- Butte
- Jefferson

The broad scope and regional nature of this plan encompasses the evacuation and mass care activities and capabilities of all governments, organizations, and businesses that might have a role in preparing for, responding to, or recovering from any hazard or the occurrence of any incident with regional ramifications, including natural hazards, human-induced hazards, or terrorism incidents.



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SITUATION & ASSUMPTIONS

Emergencies and disasters, both natural and manmade, can and do occur at any given time, and in any given location; however, the risks and vulnerabilities, and consequently the planning assumptions, in every region are unique to that area due to existing social, environmental, economic, and political factors. Therefore, understanding and recognizing a region's profile, hazards, and the capacity and capabilities of those jurisdictions within that region is critical to the planning process.

HAZARD ANALYSIS SUMMARY

The priorities, strategies, and operations/actions will likely vary based on the type of hazard anticipated to impact the NE Idaho region. The most imminent hazards likely to impact the area can be separated into two general categories: Forecasted Events and Limited Warning Events. It is important to recognize that this categorization of hazards has operational significance for determining key emergency priorities and actions, especially during the initial phase of an incident or planned event.

While more detail concerning each of the jurisdictions' hazards and vulnerabilities are maintained as part of their respective mitigation plans, the following information below is an abbreviated and prioritized list of hazards that has been created to show the greatest threats to the region as it relates specifically to the NE Idaho Regional Coordination System (RCS). In other words, these are the threats that may solicit a regional response and the activation of this plan.

Forecasted Events

This category represents hazards that typically can be forecasted with more than one (1) day's notice.

- Wildland Fire
- Winter Storm/Blizzard
- Extreme Cold
- Pandemic/Health-related Incident

Limited Warning Events

This category represents hazards that typically occur with little or no warning.

- Dam Failure
- Flooding
- Earthquake
- Hazardous Materials Release
- Sudden Severe Weather
- Terrorism/Mass Fatality

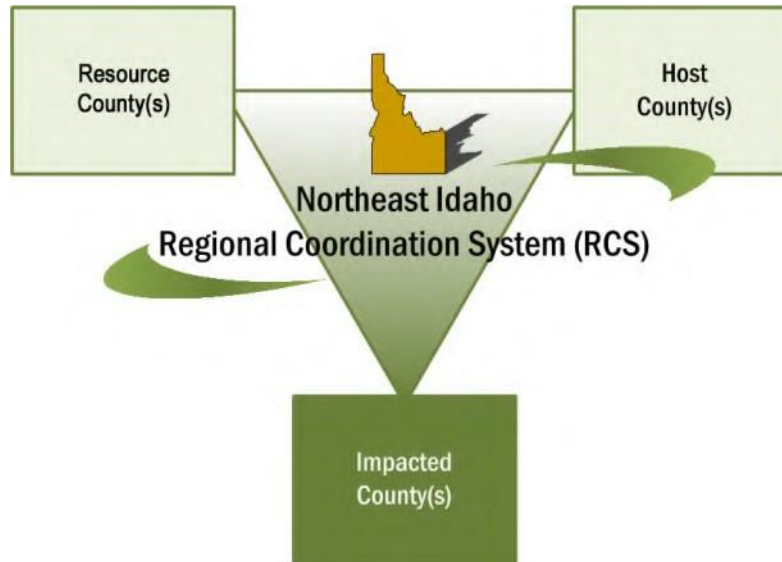
GENERAL PLANNING ASSUMPTIONS & CONSIDERATIONS

This section highlights the most basic and fundamental planning assumptions and considerations underlying the NE Idaho Regional Coordination System (RCS).

- Incidents will be managed at the lowest possible level. Local governments will have primary responsibility for emergency response activities within their own respective jurisdictions.
- The degree of regional, state and Federal involvement will be related to the severity and magnitude of the event, as well as a jurisdiction's need for external support.
- A large number of casualties, damage to buildings and basic infrastructure, and disruption of essential public services will overwhelm the capabilities of individual jurisdictions to meet the needs of the situation.
- The jurisdiction that is impacted by a major emergency or disaster will likely require additional resources, services, and support from around the region to supplement local capabilities and needs.
- Emergencies or disasters that affect multiple counties or municipalities within the Region will likely require significant interjurisdictional and interdisciplinary coordination.
- During a regional emergency or disaster event, competing demands for regional resources and services may require the prioritization of requests.
- Additional resources from outside of the NE Idaho Region may be required to achieve an effective response.
- Because a catastrophic event may exceed the emergency response capabilities of the region, additional resources may be required from the State of Idaho and the Federal Government to achieve an effective response.

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CONCEPT OF OPERATIONS



The purpose of the NE Idaho Regional Coordination System (RCS) is to ensure that regional response in NE Idaho is inter-connected and complementary, rather than duplicative. It reinforces interoperability among member jurisdictions and organizations, and makes response efforts more efficient and effective by coordinating available resources, services, and aid.

As the diagram above illustrates, the NE Idaho RCS is founded upon a three-deep county concept that can be contracted or expanded based on the impact, magnitude, and scale of an event. Because the scope and application of this system is deliberately broad and scalable, the NE Idaho RCS can also be expanded to include other counties and jurisdictions outside this area should the need arise.

KEY SUPPORTING CONCEPTS

Resources:

Resources are defined as personnel, vehicles, established teams, equipment, supplies and facilities available for assignment to incident operations.

Impacted County(s):

The area defined as the “Impacted County” encompasses the county and all the political subdivisions located within that county, including special districts. The “Impacted County” is the county that has or will be adversely impacted by an emergency or disaster.

Resource County(s):

The Resource County provides timely emergency resources, services, and personnel to the Impacted County(s) -- and in some cases, the Host County -- in accordance to the provisions set forth by the NE Idaho RCS.

Host County(s):

In situations where evacuation and/or mass care operations are necessary, the Host County serves as the county that receives and shelters residents and animals coming from the Impacted County(s), and provides mass care and other needs as appropriate.

NE Idaho Regional Coordination Group (RCG):

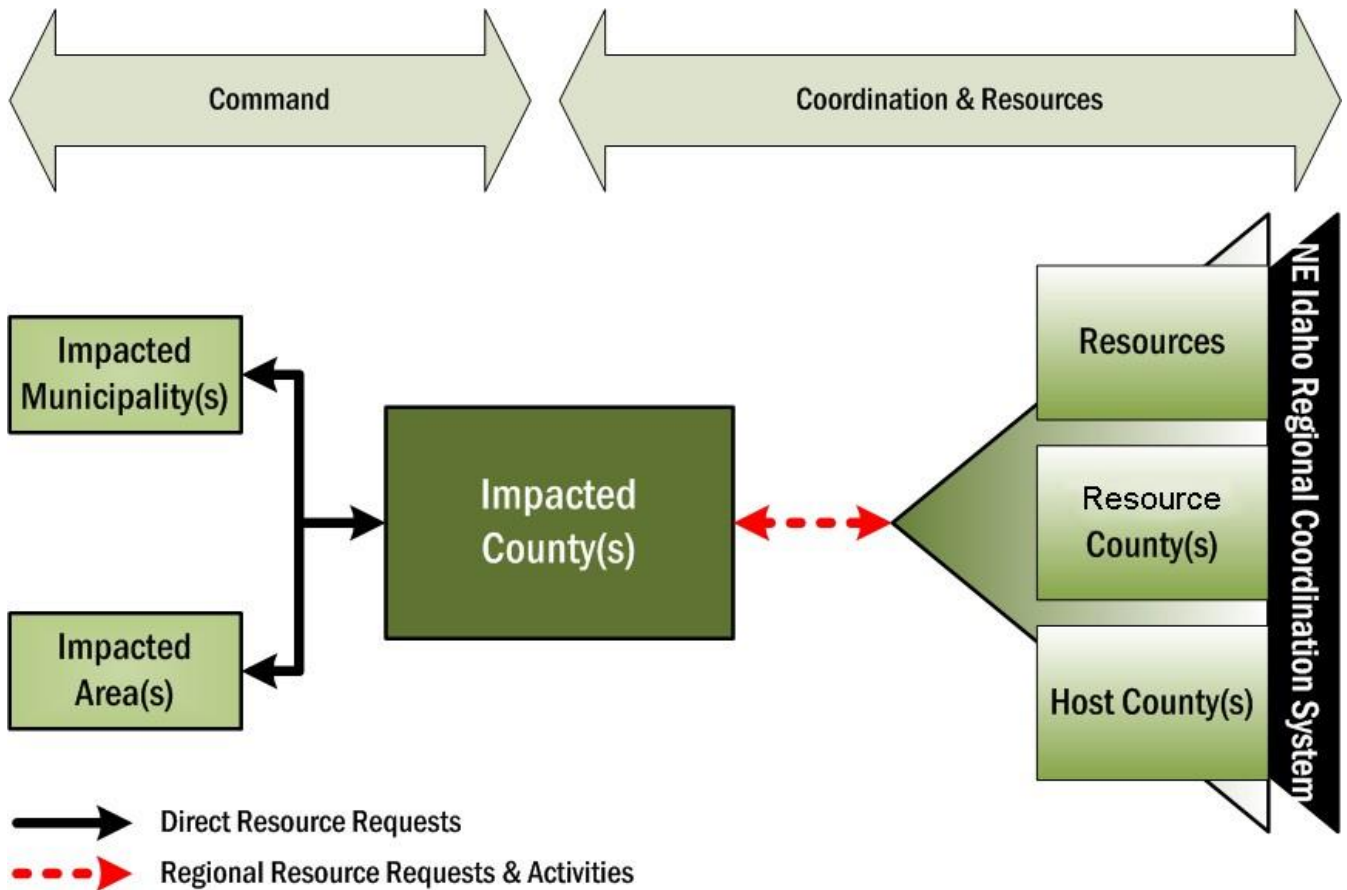
The NE Idaho Regional Coordination Group is made up of nine (9) counties located in NE Idaho (Lemhi, Custer, Butte, Fremont, Clark, Teton, Madison, Bonneville, and Jefferson). The group consists of County Emergency Managers and elected and/or appointed officials. Other members may include individuals and organizations from both the private and public sectors that are mission-tasked with providing emergency services or resources.

EVENT TYPE & REGIONAL COORDINATION LEVELS

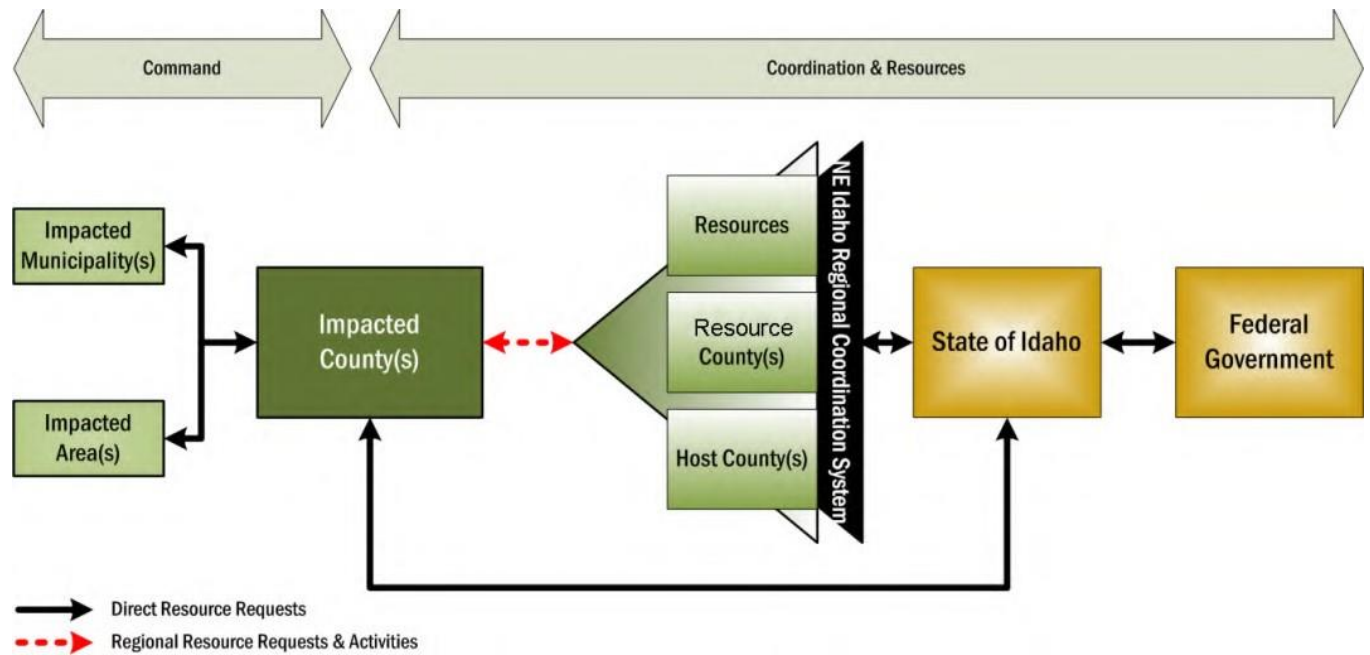
Event Type	Definition	Example	Level of Regional Coordination	Role of the NE Idaho RCS
Incident/Emergency	Any disaster/emergency that is likely to be within the response capabilities of local government (Municipal and/or County) and results in only minimal need for additional assistance from Regional partners.	<ul style="list-style-type: none"> • Minor Wildfire • Minor Flooding • Winter Storm/Blizzard 	Minimal to moderate	<ul style="list-style-type: none"> • Monitor situation • RCS activated only at the request of Impacted County • Identify and provide resources at the request of the Impacted County • If necessary, assign Resource County
Major Disaster/Emergency	Any disaster that will likely exceed local capabilities requiring a broad range of Regional and State resources and assistance.	<ul style="list-style-type: none"> • Dam Failure • Major Wildfire • Flood • Earthquake • CBRNE • Tornado • Mass Fatality 	High	<ul style="list-style-type: none"> • Activate RCS • Identify and provide resources • Coordinate response activities • Assign Resource County(s) • If necessary, assign Host County(s)
Catastrophic Disaster	Any disaster that will require massive state and Federal resources and assistance.	<ul style="list-style-type: none"> • Dam Failure • Earthquake • CBRNE 	Very High	<ul style="list-style-type: none"> • Activate RCS • Allocate regional resources based on need and priority

				<ul style="list-style-type: none"> • Coordinate response activities • Assign Resource County(s) • Assign Host County(s)
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LOCAL & REGIONAL ALLOCATION OF RESOURCE REQUESTS FOR INCIDENTS AND EMERGENCIES

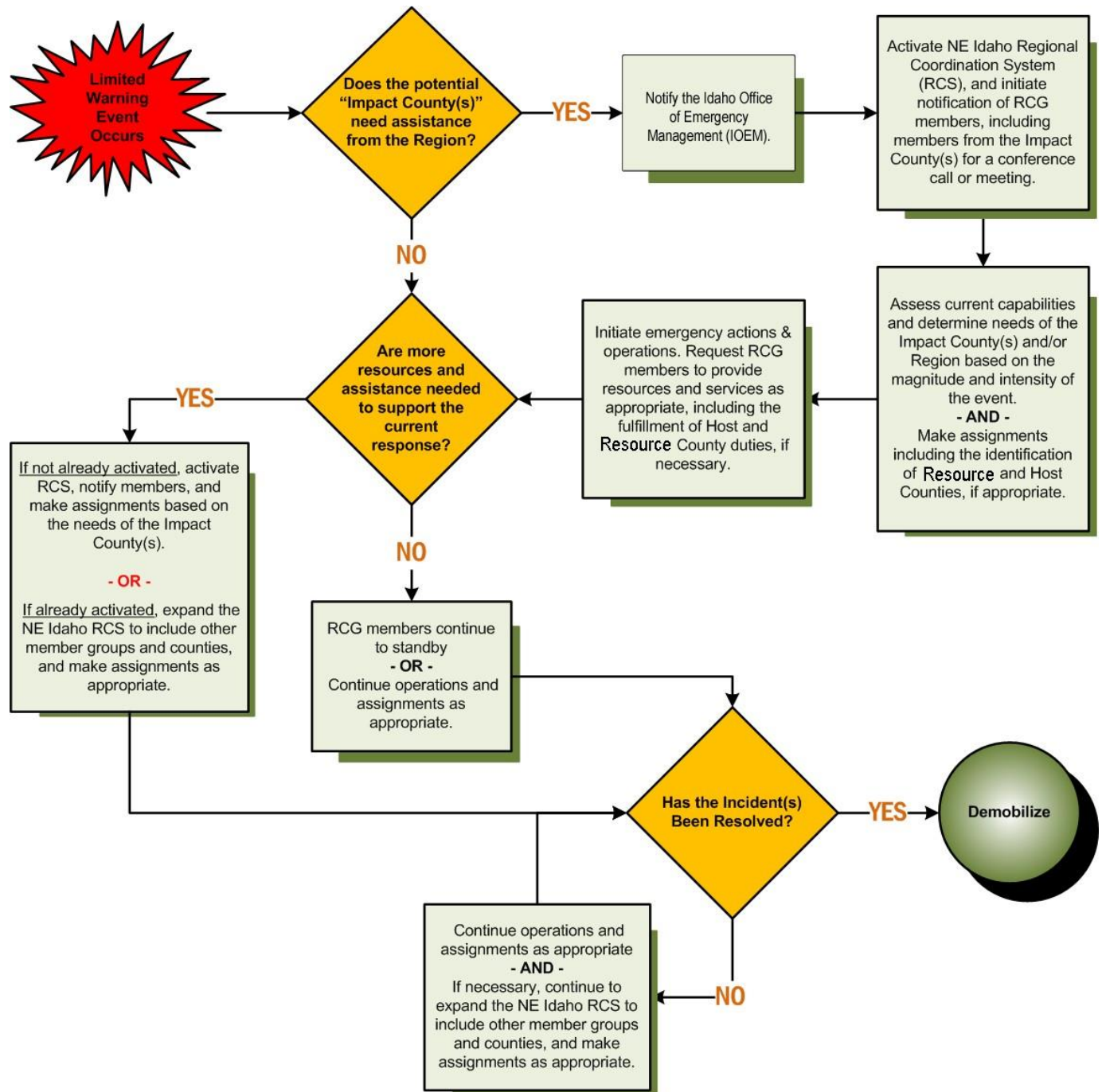


LOCAL, REGIONAL, STATE & FEDERAL ALLOCATION OF RESOURCE REQUESTS FOR MAJOR & CATASTROPHIC DISASTERS



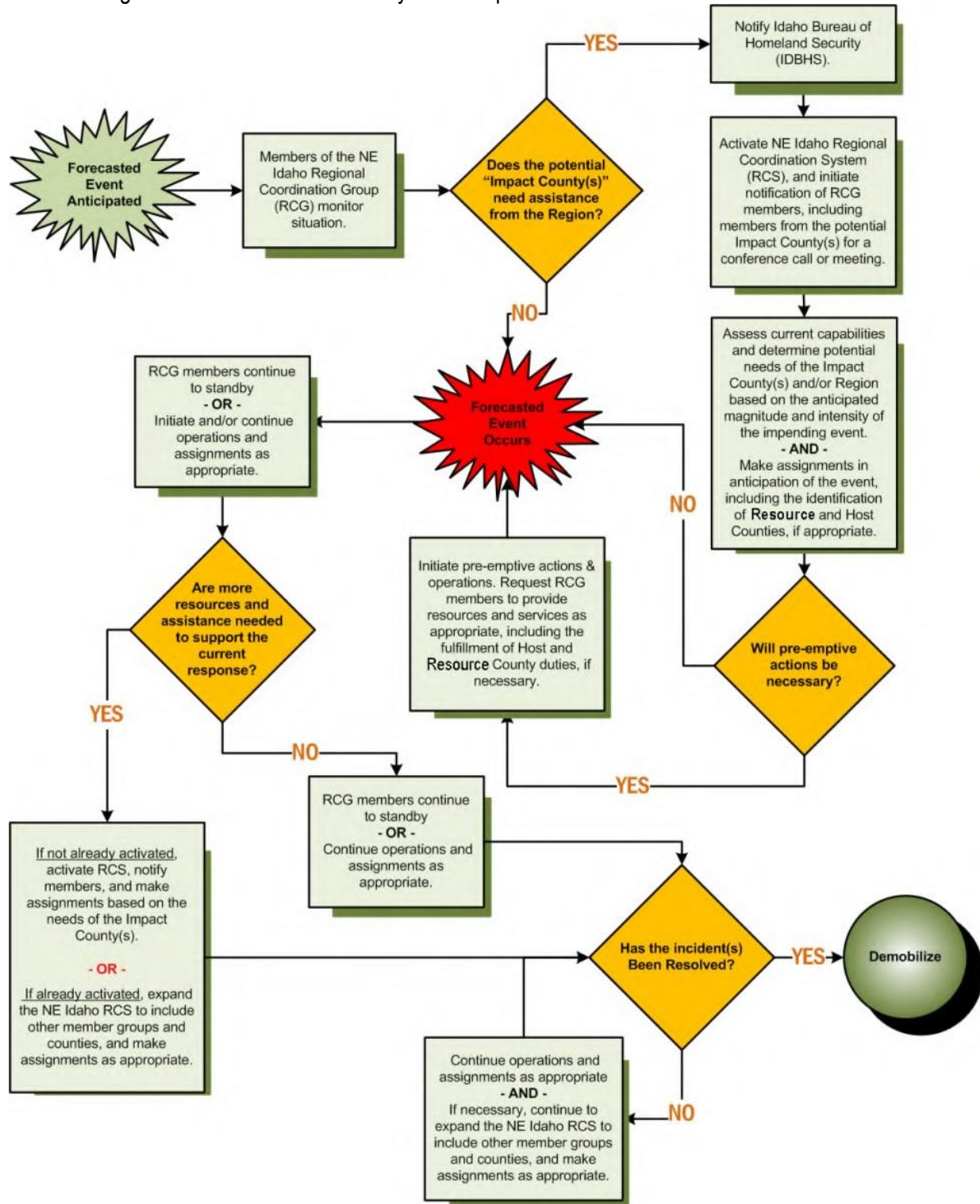
LIMITED WARNING EVENT

The following decision model illustrates key decision points for a limited warning event.



FORECASTED EVENT

The following decision model illustrates key decision points for a forecasted event.



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ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES

The premise of the NE Idaho Regional Coordination System (RCS) is that all levels of government share the responsibility for working together in preventing, preparing for, responding to, and recovering from the effects of an emergency or disaster event. This section outlines and broadly defines the roles and responsibilities of key players that may be involved in the implementation and organization of the RCS.

NE IDAHO REGIONAL COORDINATION GROUP (RCG)

The NE Idaho Regional Coordination Group (RCG) coordinate emergency operations and mutual assistance in the NE Idaho Region. During a regional emergency or disaster, the NE Idaho RCS and RCG are responsible for:

- Activating the NE Idaho Regional Coordination System (RCS)
- Convening the NE Idaho Regional Coordination Group (RCG)
- Maintaining and, if necessary, establishing communication with Impacted County's Emergency Operations Center and/or emergency manager
- Developing and distributing regional situation reports concerning regional operations and needs
- Assigning and/or determining Resource County(s) and, if necessary, Host County(s)
- Collaborating with the Impacted County(s), Resource County(s), and Host County(s) in developing and distributing a Regional Incident Action Plan that establishes regional priorities, objectives, and responsibilities for a particular operational period
- Allocating and tracking resources in response to requests from the Impacted County(s) by:
 - Assigning and/or forwarding the requests to appropriate members and counties of the NE Idaho Regional Coordination Group, and other public or private sector partners
 - Coordinating with NE Idaho RCG members to ensure that all requests are filled expeditiously
 - Aligning allocation decisions with regional priorities established in the Regional Incident Action Plan
 - If necessary, assisting the Impacted County(s) in forwarding the requests to the State of Idaho if the requests cannot be filled by way of the NE Idaho Regional Coordination System
- In coordination with the Impacted County(s) and State Coordinators, making strategic decisions regarding resource allocation and operations in situations in which there are multiple Impacted Counties and/or limited supply
- Tracking the progress of resource requests and mission tasks

IMPACTED COUNTY

During an emergency or disaster that may necessitate a regional response, the Impacted County is responsible for:

- Activating their own respective County EOC and Emergency Operations Plan(s)
- Maintaining situational awareness within the Impacted County area by verifying and aggregating local government situation assessments and discipline-specific status updates
- Coordinating the overall emergency within the Impacted County area
- Becoming an active participant of the NE Idaho Regional Coordination System (RCS) once it has been activated
- Establishing and maintaining communication with the NE Idaho RCG, local jurisdictional EOCs (if applicable), county Department Operations Centers (if applicable), and state agencies
- Participating in the NE Idaho Regional Coordination Group (RCG) conference calls and/or meetings in order to provide and receive status updates and input regarding imminent and ongoing actions/operations, regional resource allocations, and other decisions
- Developing and distributing the Impacted County's Incident Action Plan (IAP) that identifies operational priorities and objectives for each operational period to the NE Idaho RCG, thereby ensuring that the Impacted County's priorities and needs are being addressed and are in line with regional priorities
- Filling resource requests from jurisdictions within the Impacted County area by providing county resources, brokering the provision of mutual aid from other regional partners within the NE Idaho Region, and/or requesting resources from the state

RESOURCE COUNTY

The Resource County's roles and responsibilities may include:

- Becoming an activate participant of the NE Idaho Regional Coordination System (RCS) once it has been activated
- Participating in the NE Idaho Regional Coordination Group (RCG) conference calls and/or meetings in order to provide and receive status updates and input regarding imminent and ongoing actions/operations, regional resource allocations, and other decisions
- Depending on the scale and magnitude of the incident, activating their own respective EOCs in order to facilitate coordination and timely response
- Maintaining communication with the RCG and the Impacted County's Emergency Operations Center and/or emergency manager
- In coordination and collaboration with the RCG, executing the requests from the Impacted County by mobilizing and/or making available public and private sector resources from the Resource County, and ensuring that all requests are filled expeditiously.

HOST COUNTY

During evacuation and/or mass care operations, the Host County serves as the county that receives and

shelters residents and animals coming from the Impacted County(s), and also provides mass care needs as appropriate. The Host County's roles and responsibilities may include:

- Becoming an activate participant of the NE Idaho Regional Coordination System (RCS) once it has been activated
- Participating in the NE Idaho Regional Coordination Group (RCG) conference calls and/or meetings in order to provide and receive status updates and input regarding imminent and ongoing actions/operations, regional resource allocations, and other decisions.
- Activating their own respective EOCs in order to facilitate coordination and timely response, especially as it pertains to evacuation and mass care needs
- Maintaining communication with the RCG and the Impacted County's Emergency Operations Center and/or emergency manager
- In coordination and collaboration with the RCG, executing the requests from the Impact County by mobilizing and/or making available public and private sector resources within the Host County, and ensuring that all requests are filled expeditiously.

STATE OF IDAHO: IDAHO OFFICE OF EMERGENCY MANAGEMENT (IOEM)

During a regional emergency or disaster, the State of Idaho/IDBHS is responsible for the following:

- Serving as a link between the Governor, state agencies, and local governments
- If necessary, providing designated personnel to assist and coordinate with the NE Idaho Regional Coordination Group.
- If necessary, providing State resources to assist and coordinate with the NE Idaho Regional Coordination Group.
- Filling requests for resources from the Counties by:
 - Brokering the provision of emergency mutual aid resources from unaffected regions
 - Requesting and facilitating the acquisition, prioritization, and distribution of Federal resources
 - Requesting resources from other states through the Emergency Management Assistance Compact (EMAC)
- During an event affecting multiple regions, coordinating the response activities of regions in cases where the actions of one region may affect another

FEDERAL GOVERNMENT

A Federal agency may support state and local response either under its own authority or as part of a coordinated Federal response under the National Response Framework.

Federal Response Under the National Response Framework

- In general, the Federal Government is responsible for providing support, either directly through the actions of Federal agencies, or indirectly through grants, when state and local emergency response capabilities are exhausted.

- In response to requests for assistance from the State of Idaho, FEMA will coordinate with other Federal agencies, non-governmental organizations, and the private sector to deliver that assistance. This coordinated Federal response to a regional emergency or disaster is implemented through the National Response Framework. Under the National Response Framework, one or more ESFs may be deployed to provide direct support to local jurisdictions at the request of the State. It should be noted that in extraordinary circumstances, the Federal Government may mobilize resources even before a state requests assistance, in accordance with the Catastrophic Incident Supplement of the National Response Framework.

VOLUNTEER AND PRIVATE PARTNERS

Various local, state, regional, and national volunteer organizations provide assistance during a disaster or emergency to meet essential human needs. Specifically, the Idaho Voluntary Organizations Active in Disaster (IDAVOAD) will likely play an important role in coordinating with the Idaho OEM the activities of voluntary organizations.

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DIRECTION, CONTROL, & COORDINATION

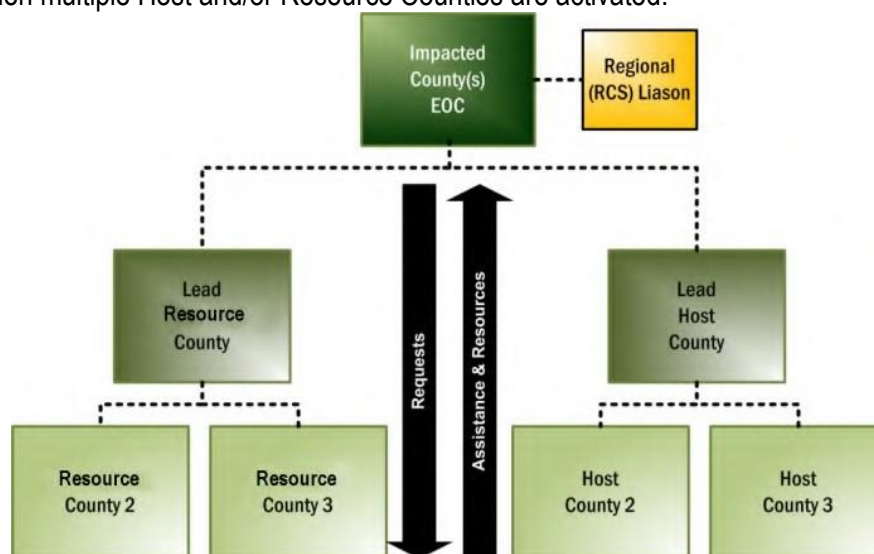
Direction and control prior to, during, and following an emergency or disaster rests with the elected leadership of the legally recognized jurisdiction impacted by a given emergency or disaster. This authority continues throughout the stages of emergency operations or until conditions warrant a change in such authority. Similarly, the NE Idaho RCS will not usurp or infringe upon the authorities, plans, procedures, or prerogative of any participating jurisdiction, agency, or organization (Local, State and Federal). However, because the NE Idaho RCS is designed to enhance regional capabilities and to assist stricken jurisdictions within the region, the effectiveness of the RCS will be highly dependent upon the active participation, coordination, and cooperation of all involved parties.

COORDINATION

Requesting resources is made at the discretion of the Impacted County, which will allow them the ability to pick what they need; and, in some cases, for what price. The Resource and/or Host Counties only have to offer assistance if they have the resources and capabilities. At all times, Impacted Counties retain the choice of seeking resource support from either state or federal, or both, as may be appropriate for their circumstances.

REGIONAL MULTI-AGENCY COORDINATION SYSTEM (MAC)

A Regional Multi-Agency Coordination System (MAC) is a critical element of a regional incident management strategy that provides critical support to County Emergency Operation Centers (EOC) in the form of resources and information. The following diagram illustrates the direction, control, and coordination for the NE Idaho Regional Coordination System. Lead Resource and Lead Host Counties will be selected, as needed, when multiple Host and/or Resource Counties are activated.



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ACTIVATION, NOTIFICATION & DEMOBILIZATION

ACTIVATION

The NE Idaho Regional Coordination System (RCS) may be activated and implemented based on the following triggers:

- When an impending forecasted event assumes the characteristics of being beyond the capabilities of the potential Impacted County(s)
- At the request of the Impacted County's chief executive and/or emergency manager
- At the same time one or more county emergency operations plans are implemented
- At the same time state and federal operations plans are implemented
- Following a county emergency declaration
- When the circumstances at the scene indicate that the incident could expand rapidly and involve cascading events that might impact the region
- When similar past events have required regional coordination

NOTIFICATION

Upon immediate activation of the NE Idaho Regional Coordination System (RCS), the NE Idaho Regional Coordination Group (RCG) members, key decision makers, subject-matter experts, and public and private sector members are immediately notified via the most efficient and available means of communications (i.e. cell phone). Please see Call-Down List: Primary RCG Members.

In most situations, the Impacted County will initiate the activation of the NE Idaho RCS, and will notify members as appropriate. However, during Limited Warning events, the Impacted County may be overwhelmed, and should delegate the notification responsibilities to one of the Regional partners.

MEETING & COORDINATION

Conference-Calling Capability

Conference-calling capabilities will be utilized to bring together RCG members and decision makers as necessary for any given situation to discuss and coordinate the event. The capability is available 24 hours a day/7 days a week.

Meeting Capability

During certain circumstances and events, meetings will be utilized to facilitate the coordination of RCG members.

DEMOBILIZATION

Demobilization occurs only when the original tour of duty as stated in the original Mission Order has been fulfilled, and both the Impacted County and the Resource and/or Host Counties agree to terminate the mission; or when operations within the Impacted County are being down-sized, phased out, or are no longer needed.

CALL-DOWN LIST: PRIMARY RCG MEMBERS

Instructions:

- The caller should continue down the call-down list and continue attempting to contact unavailable persons.
- Leave a message for unavailable contacts.
- Keep the message short and concise. Only key facts should be given. The caller should avoid speculation, and confidentiality and safety should be stressed.
- The call-down list should be updated at least annually to ensure accurate phone numbers and inclusion of all key members.

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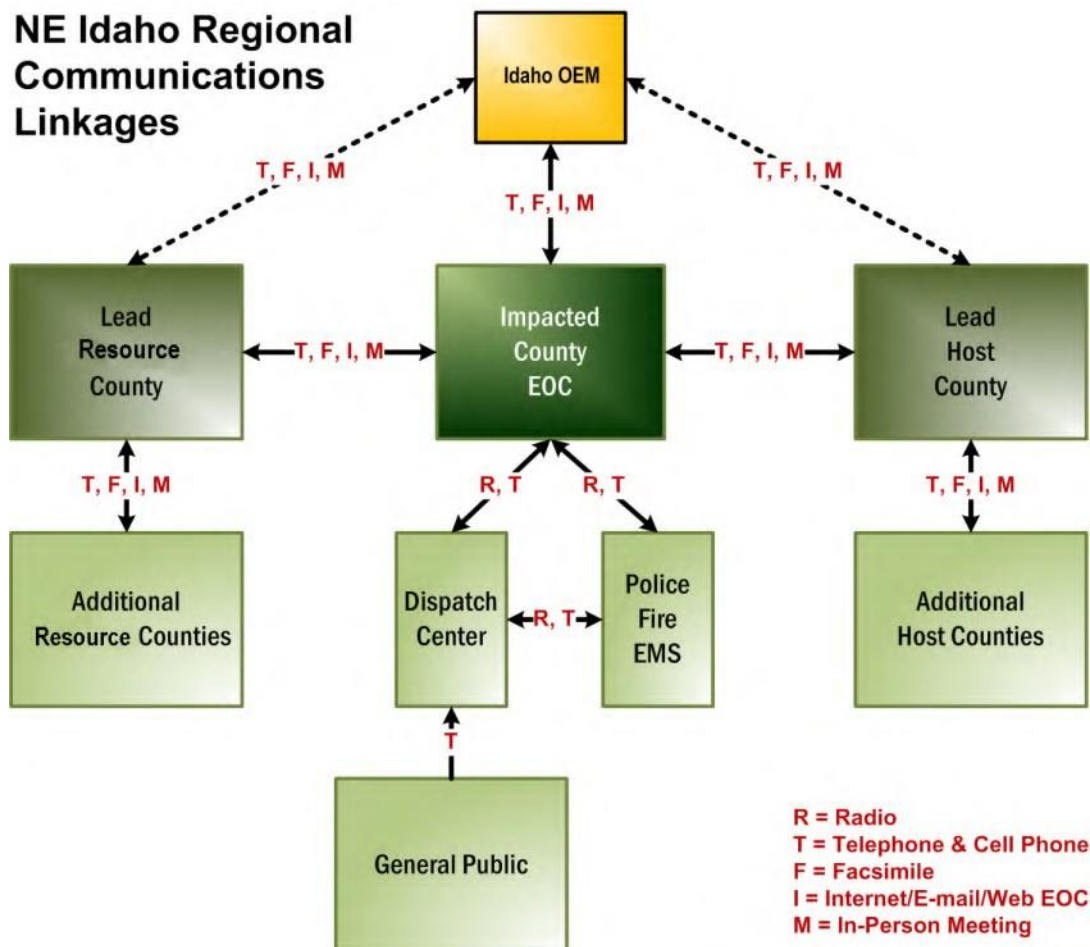
Name	Position	Organization	Work Phone	Cell Phone	Alt. Contact	E-mail
Josh McIntosh	Area Field Officer	IOEM	208.258.6542	208.576.2329	State Comm: 1.800.632.8000	jmcintosh@imd.idaho.gov
Levi Maydole	EM	Custer County	208.833.6168	208.833.6168	Custer County Dispatch: 208.879.2232	ccem@co.custer.id.us
Brad Clements	EM	Bonneville County	208.529.1223 EXT 1220	208.520.6108		bcclements@co.bonneville.id.us
KJ Babcock	EM	Butte County		208.317.3601	Butte County Dispatch: 208.527.8553	butteemc@atcnet.net
Treva Wing	EM	Lemhi County	208.742.1715	208.940.2529	Lemhi County Dispatch, 208-756-8980	twing@lemhicountyidaho.org
Keith Richey	EM	Fremont County	208.624.1535	208.403.8821		krichey@co.fremont.id.us
Robert Kohler	EM	Madison County	208.359.3010	208.201.1355	Madison County Dispatch: 208.356.5426	robert.kohler@mfd.id.gov
Sheree Farr	EM	Clark County	208.768.7549	208.768.7549	Clark County Dispatch: 208.374.5403	sfarr@co.clark.id.us
Rebecca Squires	EM	Jefferson County	208.745.0868	208.589.8811	Jefferson County Dispatch: 208.745.9210	rsquires@co.jefferson.id.us
Greg Adams	EM	Teton County	208.776.8290	208.201.6898	Ronn Carlentine 208.715.1453	gadams@tetoncountyidaho.gov
Misty Benjamin-Lopez	Public Liaison	INL		208.313.9900	Warning Communication Center: 208.526.1515	misty.benjaminlopez@inl.gov

CURRENT AS OF NOVEMBER 2024

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COMMUNICATIONS

NE Idaho Regional Communications Linkages



ON-SITE COMMUNICATIONS MANAGEMENT

It will be the responsibility of the Communications Unit Leader at the incident command post and/or regional staging area to develop and implement a communications plan that meets the requirements of the incident. **This is especially critical for a regional response** when personnel, with different communication systems and equipment, may be activated to assist with the response.

It will be the Communication Unit Leaders responsibility to conduct the following:

- Conduct a communications assessment to determine what kinds of equipment and support are needed to complement regional operations and communication systems.
- Ensure the communications portion of the IAP are completed:
 - Develop the Communications Plan, ICS-205; and monitor and update as necessary
- Work closely with the Operations Section Chief to ensure that all communications needs are being met.
- Provide communication equipment to response personnel and maintain an accountability of equipment that is checked out.

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RESOURCE & LOGISTICS MANAGEMENT

This section provides a regional framework for managing resources and logistics, and presents a strategy that encourages resource sharing and optimizes resource acquisition, allocation, and deployment through increased communication, collaboration, and standardization by way of the NE Idaho Regional Coordination System (RCS).

The RCS does not supersede any individual jurisdiction's plan, but rather works with and supports individual county emergency operations plans (EOP) and aligns with and reinforces the resource management processes throughout the region and State. The RCS should be used for requesting, allocating, transporting, tracking, and demobilizing resources when an incident's complexity and/or duration exceeds the capacity of the Impacted County's emergency response processes and capabilities.

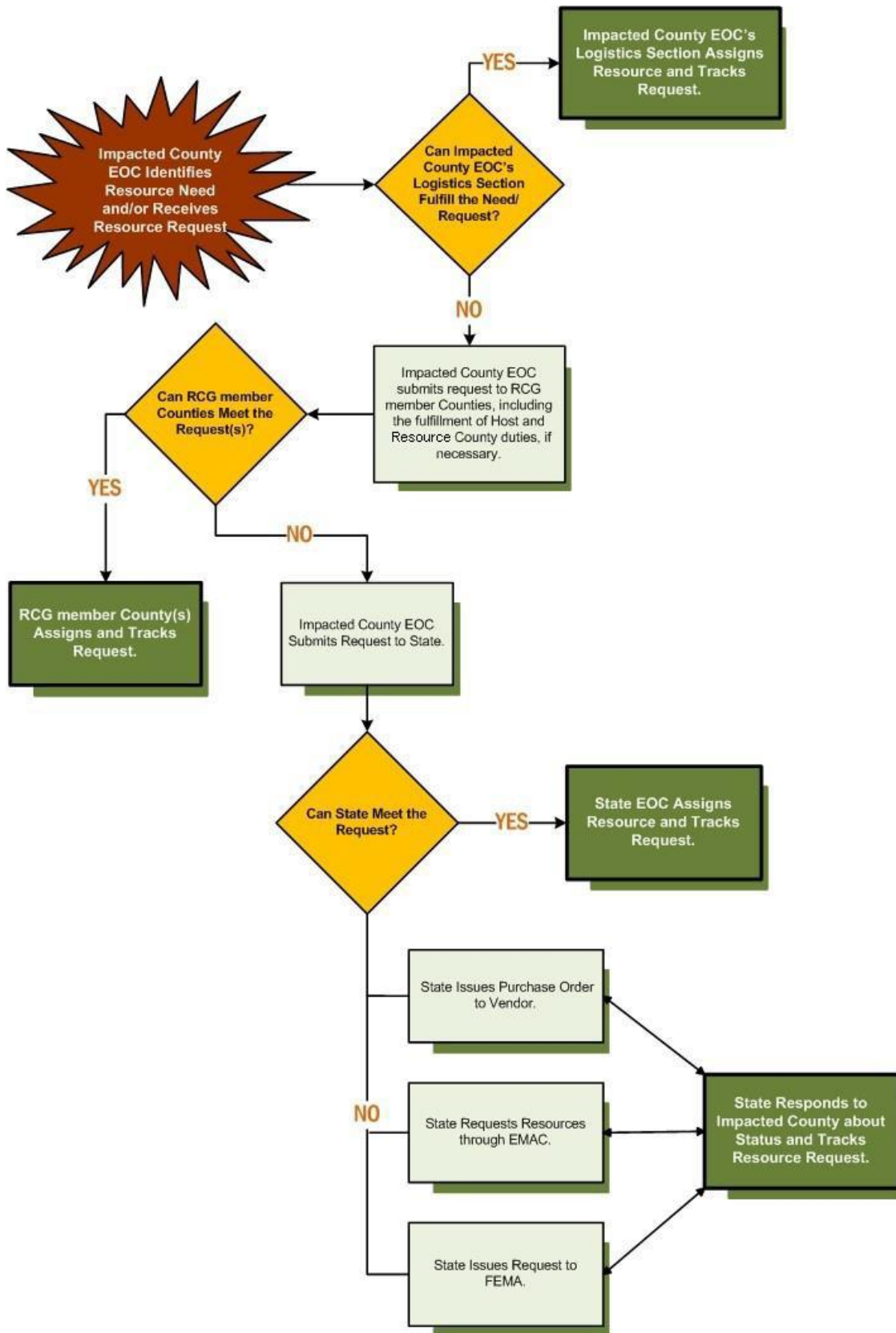
Additionally, during an event in which county and regional resources are overwhelmed by the demand for assistance, the RCS can be expanded to include other surrounding jurisdictions outside the region; and the state and federal governments may need to play a role in supporting the Impacted County(s) and/or region, if necessary.

REQUESTING RESOURCES:

All resource requests should include the following:

- Describe the current situation
- Describe the requested resources
- Specify the mission, type or nature of the service the resource(s) will provide
- Provide delivery location with a common map reference
- Provide local contact at delivery location with primary and secondary means of contact
- Provide the name of the requesting agency and contact person
- Indicate time frame needed and an estimate of duration
- Resource requests involving personnel or equipment with operators will need to indicate if logistical support is required (food, shelter, fuel and reasonable maintenance)

The diagram below illustrates the resource requesting process. While the diagram focuses on the Impacted County, it should be noted that, in some cases, the designated Host County(s) and/or Resource County(s) may need resource assistance in supporting the needs of the Impacted County(s). In other words, the same resource requesting processes should apply for the Host and Resource Counties as well.



Source: Adapted from Puget Sound Regional Plan

RESOURCE TRACKING

All resources that are requested to support the requesting county(s) should be documented. Resources should include:

- The time the resource was requested
- The location where the resource is needed
- Who is fulfilling the resource request
- How the resource is being routed
- Who is authorized to accept the resource
- Updates as the resource is being acquired and transported
- When the resource is delivered
- When the resource is deactivated or demobilized

When a resource is received by a jurisdiction, the following steps should be taken to ensure that the resource is documented properly:

- Upon receipt of the resource, verify delivery of goods, services, or materials. The jurisdiction/agencies must retain the appropriate documentation, including invoices, bills of lading, etc.
- Retain records regarding the receipt and disbursement of supplies and equipment for a minimum of three (3) years or the length of time required by the receiving jurisdiction.
- Retain all vendor records, invoices, bills of lading, and receipts verifying disbursement for a minimum of three (3) years or the length of time required by the receiving jurisdiction.
- Ensure all disbursements subject to federal audit are properly recorded and retain records.

RESOURCE DISTRIBUTION

REGIONAL STAGING AREA COORDINATION

The staging area serves as a location from which equipment, supplies, and response teams such as search and rescue teams, medical teams, utility restoration crews, debris management teams, etc., can be staged. Generally, resources can be deployed from a staging area directly to the requestor or field site as directed by the request.

Impacted County

For a Major Disaster/Emergency or Catastrophic Disaster, the regional staging area, when possible, should be in the Impacted County (but outside of the impacted area), so direction and control issues between jurisdictions are not complicated.

Resources and manpower from the Resource County(s) should go to the designated regional staging area and must CHECK IN, so the Impacted County's management team knows what resources are available to be properly assigned. This will allow the Impacted County (via the Staging Area) to organize, assign, and detail Single Resources, Task Forces, and/or Strike Teams.

Host County

For a Major Disaster/Emergency or Catastrophic Disaster requiring the evacuation of residents from the Impacted County to a Host County, it may be necessary to establish a staging area for resources and manpower to help coordinate the setup, activation, maintenance, security and demobilization of mass care sites.

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FINANCE & ADMIN

The financial **documentation** of costs and expenditures such as fuel, maintenance, overtime salaries, etc. are the responsibility of each responding county (i.e. Host and Resource Counties). However, the financial **reimbursement** of costs and expenditures are the responsibility of the Impacted County(s).

- Responding County (i.e. Host and Resource Counties) requests reimbursements from Impacted County.
- Impacted County reimburses responding county.

Upon demobilization, personnel from the Resource and Host Counties should take the following steps:

1. Deployed personnel should compile, verify and submit travel vouchers, expense receipts, and mission records to the designated person for appropriate action.
2. Forward the completed Reimbursement Package to the Resource or Host County EMA for auditing and action.
3. The Resource or Host County EMA will audit and forward the approved Reimbursement Package to the Impacted County's EMA.
4. If funds are available, the Impact County EMA will reimburse the resource owner/provider.

Examples of Reimbursement Documentation

- Personnel time sheets and payroll records signed by authorized official
- Trip reports or records of work performed by individuals during deployment
- Travel expense reports/vouchers
- Receipts or invoices for authorized purchases made during deployment to support the mission
- Other documents evidencing incurred costs
- Photos to support damaged equipment claims
- Travel and equipment logs

PRESIDENTIAL DISASTER DECLARATION EVENT:

- During a Presidentially Declared disaster event, certain emergency protective measures may be eligible for reimbursement for the Impacted County(s), Resource County(s), and Host County(s).
- Eligibility for reimbursement will likely be based on the most current Federal Disaster Assistance Programs and Policies.

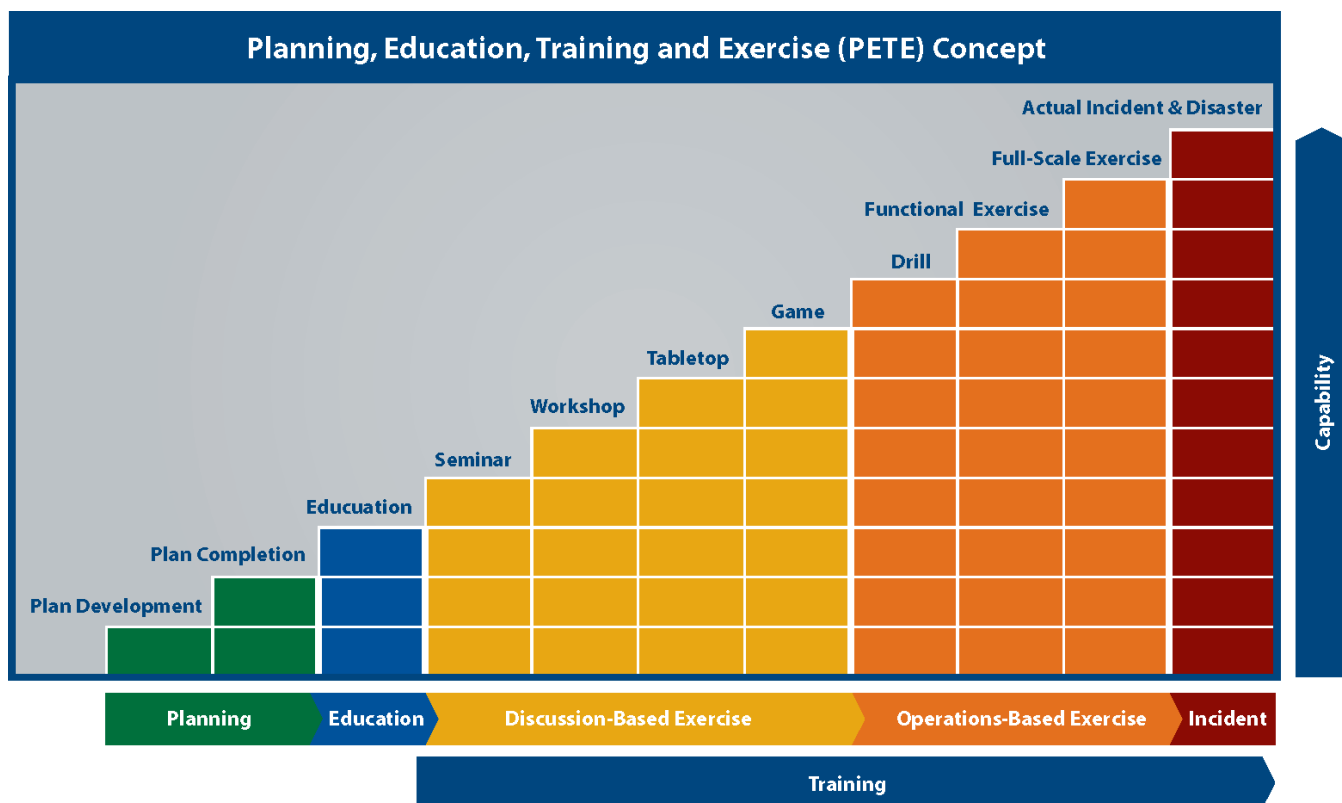
NON-PRESIDENTIAL DISASTER DECLARATION EVENT:

- An incident/emergency that is not declared will require participating counties to share the costs of the incident. The Resource and Host Counties will be assisting the Impacted County at their own risk, and may or may not receive full compensation.
- In some instances, the State may intervene and provide some reimbursement to the Counties.

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PLAN DEVELOPMENT AND MAINTENANCE

Preparedness is achieved and maintained through a continuous cycle of planning, organizing, training, exercising, evaluating, equipping, and taking corrective action. The NE Idaho Regional Coordination System (RCS) is a steady-state system of emergency preparedness and will require an appropriate level of continual development and maintenance.



PLAN MAINTENANCE SCHEDULE

The plan maintenance and updating schedule for the NE Idaho Regional Coordination System (RCS) incorporates input from plan users, external planning partners, regulatory guidance and exercise participants.

Primary responsibility for the overall development and maintenance of the NE Idaho Regional Coordination System (RCS) is assigned to the Northeast Idaho Emergency Management Working Group. This committee will meet **annually** to identify areas

for improvement to the RCS. The work group will consider input from four (4) different sources in determining plan updates. The sources include:

- An internal review conducted by work group members
- Recommendations provided by State and Federal guidance
- Improvement Plans generated from Exercises and Event After Action Reports
- Comments sent in by plan users.

A record of recommendations and plan updates (Improvement Plan) for each year will be kept. The following Table below identifies key activities that will be important to maintaining the RCS. **See Table below.**

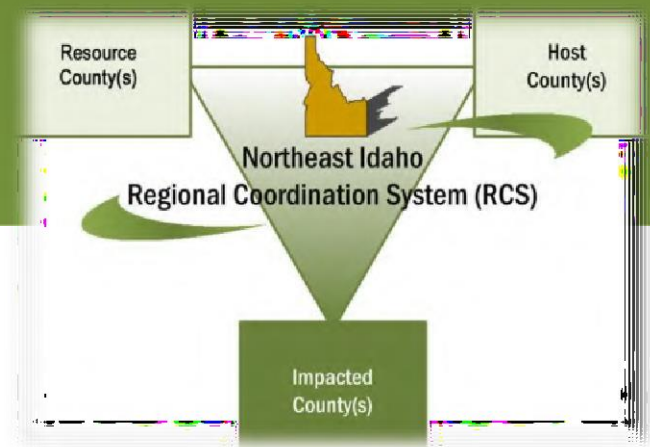
Plan Development and Maintenance activities should also take into account the following considerations:

- Review Roles and Responsibilities
- Revise procedures and protocols to meet operational efficacy
- Revise or update templates, forms, & Job Action Sheets.
- Provide an honest and thorough evaluation of the plan following a training or exercise, or following an actual incident in which the plan is activated

TABLE: Plan Development & Maintenance Schedule

Action	Schedule
Review NE Idaho Regional Coordination Plan	Annually
Update Call-Down List	Annually
Update MOUs	Annually
Add additional Annexes	TBD

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REGIONAL MASS CARE ANNEX

REGIONAL MASS CARE ANNEX

INTRODUCTION

The Regional Mass Care Annex provides an all hazards framework for collaboration among responsible entities, and coordination during emergencies in the NE Idaho Region. Specifically, the Regional Mass Care Annex provides a framework for coordination among the Counties that make up the NE Idaho Regional Coordination Group (RCG). This annex provides a regional overview of the roles and responsibilities for the Impact County, Host County, Resource County, and other organizations responsible for mass care and shelter operations, especially during an incident requiring evacuation and the activation of the NE Idaho Regional Coordination System.

PURPOSE, SCOPE, SITUATION, & ASSUMPTIONS

PURPOSE

The purpose of the Regional Mass Care Annex is to provide a regionally coordinated plan that meets the needs of the impacted area following an incident, emergency, or disaster requiring regional collaboration and coordination. This annex describes the coordination of regional efforts for the provision of temporary shelter, mass feeding, and other basic human needs to residents and visitors in the impacted area. More specifically, this annex provides the following:

- Describes how coordination of mass care resources and needs are realized through the NE Idaho Regional Coordination System (RCS).
- Identifies the circumstances in which regional mass care and shelter decision-making is required, and defines the roles, responsibilities, and authority for regional decision-making.
- Develops the basic procedures and guidance by which mass care and shelter services are to be realized in response to an incident requiring a regional response.

It should be noted, however, that the primary component and emphasis of the Regional Mass Care Annex is the sheltering of evacuees in those instances when evacuees must leave the Impacted County(s).

SCOPE

This Regional Mass Care Annex is applicable to the counties that make up the NE Idaho Regional Coordination Group; however, due to the scalability of the NE Idaho Regional Coordination System, this annex can easily be expanded to include additional counties and partners outside the region.

The Annex applies to all regional incidents/emergencies and disasters, including natural and man-made disasters. With regards to the scope and applicability of this Annex, the following considerations should be noted:

- The Regional Mass Care Annex does not supersede or exclude any existing plans, especially at the municipal and county levels. Instead, its purpose is to complement existing plans and address Mass Care needs in a regional context.
- This Annex is not intended to be a tactical guide. Instead, its true purpose is to establish a framework for regional support and coordination for mass care and shelter operations.
- This Regional Mass Care Annex is intended to complement relief activities of not-for-profit and/or private organizations, such as the American Red Cross.

SITUATION

Although it has been found that most people are able to find shelter with family or friends in times of crisis, a significant disaster could deprive a substantial number of people of shelter or access to shelter. In addition, there may be major disruptions to commercial food, water, and the overall distribution network. Also, because disasters may disrupt critical services and energy sources, including electricity and gas, certain accommodations must be made to provide mass care for large numbers of persons.

PLANNING ASSUMPTIONS

- While current local, state, and Federal education efforts urge the populace to be self sufficient during the first 72 hours after a major disaster, many people will not be prepared or may lose access to their supplies because of damages or lack of access to their homes and places of business.
- Past experience during catastrophic disasters throughout the United States also tends to indicate that the logistics for establishing a fully operational shelter system can take 72 hours or more, depending on the severity of the incident.
- Because the Red Cross has a Congressional mandate for the provision of disaster assistance in peacetime emergencies, the NE Idaho Regional Coordination Group, specifically the Host County(s) and Impacted County(s), will coordinate with the American Red Cross should it become necessary to provide shelter for residents from the Impacted County(s).
- In a major disaster where there is widespread damage, the national resources of the Red Cross may not fully mobilize until five days after the event. Until such time that the Red Cross arrives on the scene, local government will manage, coordinate, and run all shelter operations.
- The NE Idaho Regional Coordination Group will not refer disaster victims to shelters other than those operated under the auspices of the Red Cross or under governmental authority. However, this is not meant to discourage churches or other organizations from assisting citizens. In fact, such “self-help” will be encouraged.
- The NE Idaho Regional Coordination Group may need to support the spontaneous shelters that are likely to be established at local community sites.
- Following a disaster, there may be an overabundance of unsolicited goods delivered to the impacted area. These goods will be received, accounted for, stored, and dispersed.
- Other government departments from each county may be required to provide support to the ongoing mass care operations. Such support may include crisis counseling, transportation of personnel and supplies, facility inspections, medical screening, etc.
- In addition to providing for the victims of the disaster, care and shelter support for large numbers of disaster workers that will come into the region may also need to be addressed.
- In the event of a catastrophic incident, the establishment of long-term shelters may need to be considered.

CONCEPT OF OPERATIONS

As stated previously, the primary component and emphasis of the Regional Mass Care Annex is the sheltering of evacuees in those instances when evacuees must leave the Impact County(s).

ACTIVATION

The Regional Mass Care Annex is activated upon activation of the NE Idaho Regional Coordination System, and only in those instances when mass care is needed. In most cases, the designation of a Host County is provided only during those instances when residents from the Impacted County(s) are forced to evacuate outside the jurisdictional boundaries of the Impacted County. In other words, the designation of Host County is only needed when the response to a regional incident requires the activation and establishment of temporary shelters in one or more counties outside the Impact County(s).

During those instances when evacuation or sheltering takes place within the Impacted County(s) (i.e. moving residents from one part of the county to another), Resource County(s) will be assigned to assist in the overall response.

Designation of Lead Host and Resource Counties

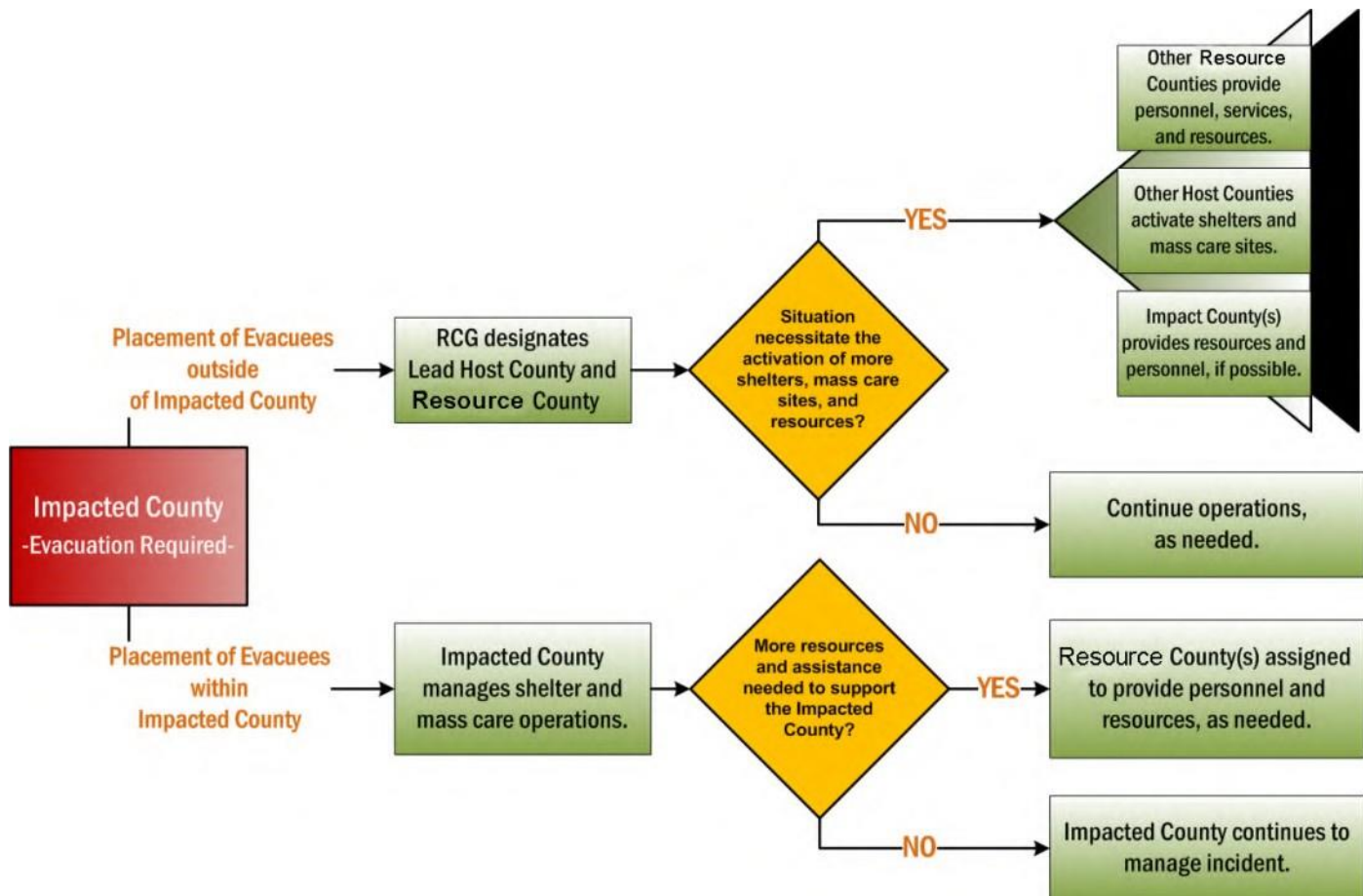
Once it has been determined that the incident necessitates the designation of a Host County and/or Resource County, the RCG will determine the lead counties based on the incident and circumstances surrounding the event. The decision should be made after gathering the following intelligence:

- Damage summary
- Estimated number of displaced households and residents
- Ongoing and/or future mass care and shelter activities
- Current and/or projected resource support requirements

Designation of “other” Host and Resource Counties

If the situation necessitates the activation of other Host and Resource Counties, the respective Lead Counties will coordinate with the NE Idaho RCG and Impacted County(s) to identify other counties that can provide needed resources, services, personnel, and/or activate additional shelters. As stated in the NE Idaho RCS plan, the “other” Host and Resource Counties will work collaboratively and directly below the respective Lead County(s) in fulfilling the sheltering and mass care needs of the Impacted County(s).

Conditions	Evacuees Crossing County Jurisdictional Boundaries?	Temporary Shelters Needed?	Designate Host County?	Designate Resource County?	Comments
Evacuation of residents from the Impacted County to another County.	YES	YES	YES	YES	
Evacuation of residents <u>within</u> the Impacted County.	NO	YES	NO	YES	Resource Counties will assist Impact County(s) with evacuation, sheltering, and mass care operations by providing resources and/or personnel and key services.



ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES

The premise of the NE Idaho Regional Coordination System (RCS) is that all levels of government share the responsibility for working together in preventing, preparing for, responding to, and recovering from the effects of an emergency or disaster event. This section outlines and broadly defines the roles and responsibilities of key players that may be involved in the implementation and organization of the Regional Mass Care Annex, which is a fundamental component of the NE Idaho Regional Coordination System.

NE IDAHO REGIONAL COORDINATION GROUP

- Activate NE Idaho Regional Coordination System (RCS) and the Regional Mass Care Annex.
- Gather intelligence (i.e. damage assessment, situational needs, operational priorities, etc.)
- If necessary, designate Resource County(s), including the Lead Resource County.
- If necessary, designate Host County(s), including the Lead Host County.

IMPACT COUNTY

- Activate necessary County/local plans and annexes/ESFs to provide residents with mass care, and other essential services.
- Provide real-time disaster and situational intelligence to the members of the NE Idaho Regional Coordination Group (RCG).
- Conduct initial notification and establish ongoing communications with the general public and media concerning sheltering and mass care operations.
- In addition to assisting the general populace, facilitate shelter and mass care for special needs and medically fragile populations
- Facilitate shelter and mass care for animals

During situations in which evacuation of residents necessitates residents leaving the jurisdictional boundaries of the Impact County, the Impact County is responsible for the following:

- Coordinate with the NE Idaho Regional Coordination Group to identify a Lead Host County and Lead Resource County.
- Coordinate shelter and mass care operations with the Lead Host and Lead Resource Counties.
- If available, provide resources and support to Host and Resource Counties as needed.

During situations in which evacuation occurs only within the Impact County's jurisdictional boundaries, the Impact County is responsible for the following:

- Identify, activate, setup, secure, sustain and demobilize temporary shelters
- Provide other mass care services (i.e. mass feeding, medical, etc.)
- Provide sufficient staff 24 hours per day, seven days per week through the duration of shelter and mass care operations.
- Ensure the presence of resource materials and staff in sufficient numbers at each shelter or mass care facility site.

- If shelter and mass care resources and efforts are overwhelmed, the Impacted County will request support from the NE Idaho Regional Coordination Group (RCG). In most cases, the NE Idaho RCG will activate (if not already activated) the RCS and designate a Lead Resource County and additional counties to provide assistance -- mostly in the form of personnel and resources.

HOST COUNTY

- Identify, provide, and coordinate the activation, setup, security, sustainment, and demobilization of temporary shelters and other mass care facilities to accommodate evacuees from the Impact County(s).
- Activate necessary county/local plans and annexes/ESFs to provide evacuees and/or displaced persons with mass care, and other essential services.
- Provide sufficient staff 24 hours per day, seven days per week through the duration of shelter and mass care operations.
- Ensure the presence of resource materials and staff in sufficient numbers at each shelter or mass care facility site.
- Facilitate shelter and mass care for special needs and medically fragile populations
- Facilitate shelter and mass care for animals

LEAD HOST COUNTY

- In most instances, activate EOC
- Coordinate and communicate directly with the Impact County on issues related to mass care and sheltering.
- Coordinate activities with other Host County(s).
- Provide a system for recording incoming requests for assistance, and the action taken.
- Establish a protocol for prioritizing response activities.
- Track and assess open shelters, shelter populations, and affected areas to determine the need for additional shelters.
- Provide regular status reports.

RESOURCE COUNTY

- Provide available staff/personnel, services, equipment, and supplies to shelters and other related mass care facilities in the Host County(s) and/or Impact County(s).

AMERICAN RED CROSS

The American Red Cross is the leading non-governmental disaster relief organization in the United States and provides food, shelter, emergency first aid, disaster welfare information, and bulk distribution of emergency relief items. The organization also serves as a support agency for public health and medical services, providing blood, mental health services, and disaster health services, among other support functions.

As previously stated, the American Red Cross (ARC) may provide shelter and mass care to the general population in designated counties during emergencies or disasters. The NE Idaho Regional Coordination Group will ensure that shelter and mass care are made available to complement American Red Cross services. And, in those situations in which the American Red Cross cannot provide shelter and mass care, the NE Idaho Regional Coordination Group will fulfill that role.

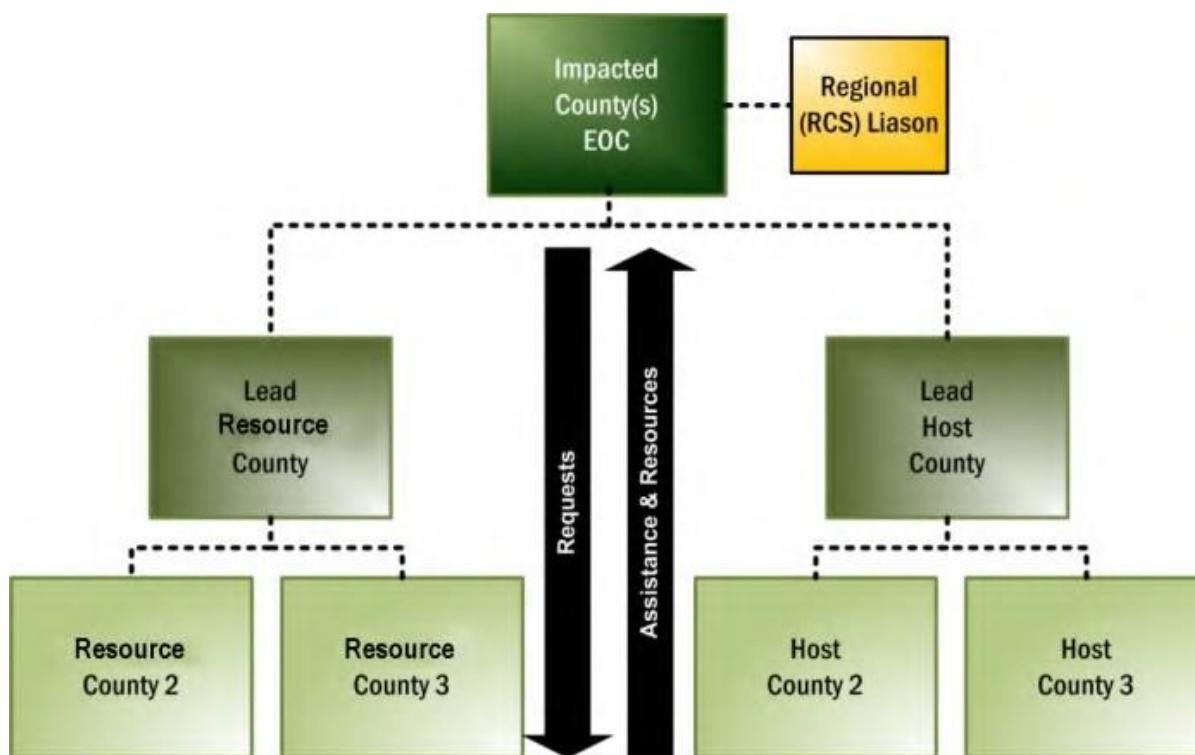
DIRECTION, CONTROL, & COORDINATION

Upon activation of the NE Idaho RCS, the RCG will likely designate a Lead Resource County in the event multiple Resource Counties are requested to provide assistance in the form of personnel, services, and/or resources.

- If multiple Resource Counties are activated, coordination of activities and operations will be conducted from the EOC of the Lead Resource County.

If an incident requires the evacuation of individuals to go outside the Impact County's jurisdictional boundaries, and the NE Idaho RCG determines the need to designate a Host County, the overall coordination of sheltering will be exercised by the **Lead Host County** in close collaboration with the Impact County and the NE Idaho RCG.

- When a single shelter has been opened, coordination may be from that site. If multiple shelters are operational, coordination will be conducted from the EOC of the Lead Host County.
- On-scene direction and control will be conducted by the shelter manager, or designated manager of that mass care site.



SHELTER OPERATIONS

Sheltering may include the establishment of temporary evacuation points and the establishment of emergency shelter for the affected population, including special needs populations, disaster workers, and pets and companion animals. Facilities used for shelters include pre-designated sites in existing structures, temporary shelters, or if evacuation is recommended, the use of similar facilities outside the affected area.

This section establishes recommendations for managing individual shelters in the event activation of temporary shelters is needed within the NE Idaho Region. It should be noted that this section is not intended to usurp or supplant existing mass care and sheltering plans. Instead, this section provides recommendations and planning considerations for operating a shelter. This section also intentionally recommends procedures and actions consistent with those adhered to and recommended by the American Red Cross in order to complement and/or seamlessly transition responsibility to the Red Cross in the event this organization is activated and needed to provide mass care and sheltering services in the region.

POTENTIAL SHELTER LOCATIONS

- Schools and Universities (i.e. BYU-Idaho)
- Auditoriums
- Churches
- Hotels/motels
- Community/Senior Centers
- Vacant Housing Units
- Fairgrounds

CONCEPT OF OPERATIONS

Preparedness: *Pre-Incident Activities*

- When possible, establish agreements with building and facility owners for potential shelter sites prior to an incident occurring.
- Begin training and educating volunteers to serve as potential shelter workers

Response: *Disaster Occurs Requiring Shelter Activation and Action*

- Impacted and/or Host Counties select potential shelter locations
- Conduct Pre-Occupancy Inspection
- Open and Activate Shelter
- Perform key responsibilities, such as: staff recruitment, registration, security, mass feeding, dormitory management, health and mental health services, and other sustainment activities.

Recovery: *Shelter Demobilization*

- If needed, assist shelter residents in obtaining long-term care and housing
- Begin demobilization activities
- Conduct Post-Occupancy inspection

SHELTER COORDINATION, COMMUNICATION, & PUBLIC INFORMATION**Coordination**

Every shelter should establish and maintain contact with their respective Impact and/or Host County's Area Command and/or EOC. In most cases, each shelter will serve as an Incident Command Post.

Direction, control and coordination within the shelter should be established by adhering to the principles of ICS, with the Shelter Manager serving as the Incident Commander.

Communications

The primary communications link between shelters and the Emergency Operations Center/Area Command will be telephone. Amateur radio operators and/or emergency services personnel assigned to the shelters will provide additional radio support in the event telephone communications are not operable.

Public Information

The designated PIO from the respective Impact and/or Host County in which the shelter is located will coordinate the release of all public information (including information about shelters and mass care) through his/her respective Emergency Operations Center. However, it is important to emphasize that this information should be coordinated and consistent within the region.

- Shelter/Mass Care Managers and/or workers are advised not to release information to the media without coordinating with the Public Information Officer. Information about the disaster or emergency should be given to persons in the shelter or mass care area, but only after that information has been cleared for release by the PIO or the Emergency Operations Center. General information, already released or cleared for release by the PIO, may be given to any person at the shelter at any appropriate time.

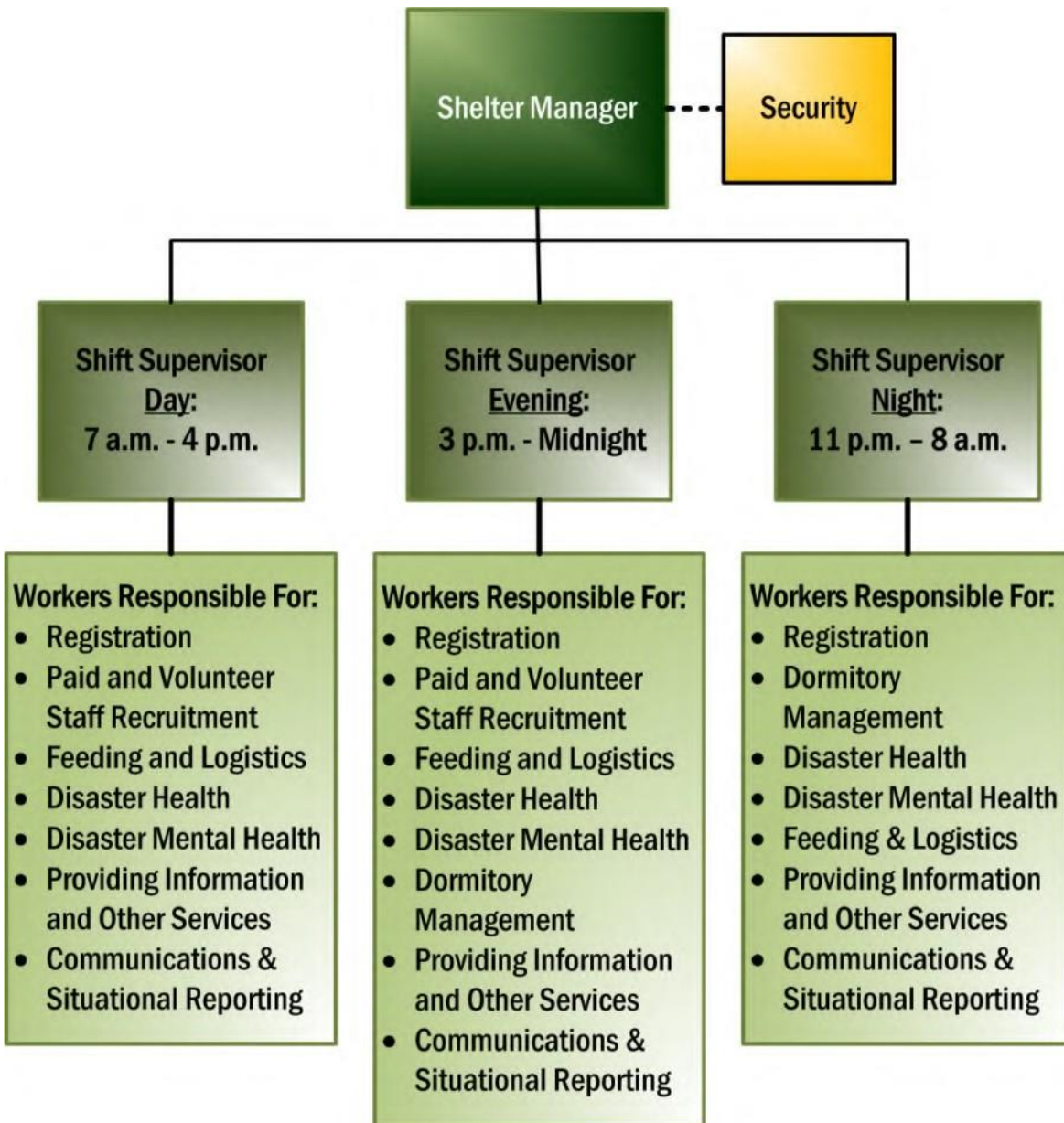
SHELTER MANAGEMENT & STAFFING

Shelter management and staffing should be setup according to the **principles of ICS**. A shelter must also be staffed 24/7. There is one shelter manager (Incident Commander) per shelter who is responsible for the overall operations of the shelter. This person works one shift. There are three shift supervisors who each take a shift so that there is always a supervisor on duty.

Other workers are scheduled as available. **The Shelter Manager should consider recruiting shelter residents to assist in day-to-day activities**, which may alleviate staffing and/or volunteer shortages. It is also important to note that there is oftentimes a flurry of activity initially as the shelter opens, but this quickly levels out as the shelter establishes a routine and residents begin returning to their homes.

The regular staff working in the designated building/facility—faculty as well as office, cafeteria, and maintenance staff—should be primary resources for personnel to operate the shelter, as they have the most complete knowledge of the facility and can best safeguard against damage and misuse.

The peak activity often occurs around meal times and in the evenings as people return to the shelter after cleaning their homes or going to work. It is important to balance the need for staff while still giving them time away from the shelter to rest.



Source: American Red Cross

Resource Requirements

The following assets and resources are critical for the initial 12-hour response period.

- Food, Water, Ice, Food Service Equipment, and Fuel (e.g. generator).
- Generators, if needed
- Flashlights
- Cleaning Supplies
- Toiletry Items
- Administrative Supplies
- Blankets and Cots
- Portable Toilets, if needed
- First Aid Supplies

SHELTER ACTIVATION AND SETUP

Activation

The decision to activate a shelter will be determined by the County's or municipality's EOC. These decisions will also be coordinated through the Regional Coordination System during a regional incident.

Shelter Setup

Pre-occupancy Inspection

Before initiating setup procedures, it will be critical that a pre-occupancy inspection be conducted with the facility's representative to assess the condition of the facility and any special safety considerations prior to occupying the space/building.

Floor Plan and Space Allocation

Setup for each shelter site will vary depending on the availability of space and equipment. However, the following guidelines below may be useful. In the allocation of space, consideration should be given to the following needs:

- Manager's office
- Emergency medical care
- Feeding area
- Reception and registration
- Storage of food and supplies
- Possible storage of occupants' belongings
- Child care
- Rest room for staff and residents (in larger shelters)
- Recreation areas

Additional setup considerations may include the following:

- 1 toilet per 40 persons (i.e. 6 for 200, 14 for 500)
- If space is available, 40 to 60 square feet of sleeping space per person
- Finding local resources, such as laundry facilities, pay phones, and kennels for pets, that are available to support resident's needs.
- Using signage materials, post shelter directional signs from main roads, so that shelter residents can locate the shelter

- Establishing separate sleeping areas for families with young children, elderly people, single men, and/or single women.
- Establishing areas where children can play, where families can watch TV or get the latest disaster information, and a place where snacks and beverages will be available 24 hours a day.
- For additional planning considerations, please see: Shelter Reception and Registration, Shelter Manager, Security, Feeding & Dormitory Management, Medical Services, Maintenance & Sustainment, Shelter Schedule, Rules, & Other Considerations.

Americans with Disabilities Act

All shelters should be Americans with Disabilities Act compliant throughout the facility to ensure persons with disabilities can access all amenities. All potential shelter sites should be assessed for parking, accessibility, and restroom accommodations to determine if these sites are compliant with the Americans with Disabilities Act.

SHELTER MANAGER

The shelter manager is instrumental in the day-to-day operations of the shelter. This section will provide a guide and checklist for the individual responsible for opening, maintaining, and demobilizing the school, public building, church, or other facility designated as the shelter.

The shelter manager provides supervision and administrative support for all shelter responsibilities. Most importantly, this person ensures the needs of shelter occupants are being met. Ideally, the shelter manager should be someone familiar with the building: its size, facilities, and day-to-day level of supplies. The shelter manager should expect full support from their respective County and the Region for much-needed equipment, supplies, and additional staff.

Initial Actions

- Establish contact with the building/facility representative(s) and activate the building when ready.
- Conduct a pre-occupancy survey/inspection and assess general condition of the facility, citing pre-existing damage. Sign necessary forms and documents as needed.
- Survey and establish floor plan for the shelter
- Establish communications and maintain contact with Area Command and/or EOC.
- Project staffing and other support requirements for next 48 hours. Notify Area Command/EOC.
- Estimate the resources and supplies necessary to operate the shelter:
 - Type and quantity of supplies such as soap, towels, and cleaning equipment
 - Food and cooking equipment
 - Provision for bedding and medical and first aid supplies
- Establish shelter log and reporting process
- Coordinate recruitment of additional personnel/staff. Encourage the involvement of shelter residents as workers.
- Organize and brief staff. If appropriate, ensure staffing and the assignment of responsibilities is arranged according to the basic principles of ICS. Regardless of the structure, ensure the following duties are addressed:
 - Security
 - Registration
 - Feeding
 - Dormitory Management
 - Medical Services
 - Maintenance
- Order/request necessary supplies and resources
- Oversee all operations in the shelter
- Coordinate with Area Command/EOC when to activate and accept shelter residents

Ongoing Actions

- Maintain regular contact and communication with Area Command/EOC. Provide information as needed (i.e. hourly, daily, etc.)
- Obtain and provide situational information to the EOC, such as:
 - Shelter population
 - Staff numbers and needs
 - Resource and supply needs
 - Problems or foreseeable challenges
- Continue to order/request necessary supplies and resources

- Provide residents with updated information about the disaster, recovery process, and the various resources available to them.
- Establish and maintain standard shift schedules for staff.
- Conduct staff meetings. Include updates on disaster response and shelter operations. Identify needs for shelter residents and staff.
- Ensure proper systems are in place to track expenditures, bills and invoices, materials, and volunteer hours.
- Meet regularly with facility/building representative to share concerns and resolve potential problems.
- Work with shelter residents and feeding staff to ensure the appropriate menus are being planned that reflect the preferences of the shelter population.
- Continue overseeing all operations in the shelter

Demobilization

- Please see Shelter Demobilization

SHELTER RECEPTION & REGISTRATION

The designated registration staff member and workers are responsible for ensuring that persons entering or leaving the shelter go through the registration process. It is important that people be registered as soon as they arrive in the shelter. When shelter residents depart from the shelter, it should be indicated on their registration cards, and the EOC should be notified as appropriate.

Maintaining an accurate accounting of those staying in the shelter will assist the Region in determining if additional shelters or mass care services are needed. Registration is important because it will provide the following:

- Number of people staying in the shelter
- Staffing and resource needs
- Food and supply needs
- May facilitate or allow family members to reunite
- Assist shelter staff to determine special needs

Initial Actions

- Establish crowd control and traffic patterns both inside and outside.
- Place a reception desk near the entrance to welcome those entering the shelter, to answer their questions, and to direct them toward the registration tables and registrars. Allow enough space for a waiting area.
- Use sufficient number of tables and chairs to ensure that everyone entering is registered within a reasonable period of time.
- Post signs directing persons to the registration area, and post signs clearly marking the registration desk or tables.
- Recruit shelter residents or local volunteers to do registration, if registration workers are unavailable.
- Recruit volunteers to translate and prepare signs for shelter residents who are non-English speaking
- Use only one entrance to the building, if possible, to support effective registration efforts and provide a secure environment. Post signs and/or shelter staff at other entrances to direct shelter residents to appropriate areas. However, make sure fire exits are not blocked.
- Document shelter residents entering the facility. If pre-existing registration forms are not available, plain 3- x 5-inch cards may be used for registration purposes. The following information should be included:
 1. Last, first, and middle names for husband and wife (include wife's maiden name)
 2. Names and ages of all family members
 3. Any health problems
 4. Pre-disaster address
 5. Date arrived in the shelter
 6. Date departed
 7. Post-disaster address
- Use one form/card, per each family. A family usually consists of all persons living in a household.
- Registration cards should be made in duplicate. One copy is for the shelter manager's files, and one copy is sent to the EOC. If it is not practical to make cards in duplicate, an alphabetical list of shelter occupants can be maintained and regularly submitted to the EOC.
- Provide shelter residents with an informational handout that explains the rules, guidelines, or any other pertinent information specific to staying at the shelter.

- Indicate in the margin of the registration form/card those shelter residents who would like to volunteer for specific shelter jobs or have a specific skill that can be utilized in the shelter.
- Refer the following persons to Key staff:
 - Ill or injured persons
 - Those on special medications or diets
 - Those with missing or deceased family members

Ongoing Actions

- Continue processing and documenting shelter residents coming in and out of the shelter.
- Keep an ongoing tally of the number of residents being served
- Verbally remind and place signs reminding those leaving the shelter to go to the registration desk for “out-processing”.
- Maintain a log for visitors to sign in and out.
- Escort official visitors, including the media, to the shelter manager.
- Maintain a shelter census and, as required, report this information to the shelter manager.

Demobilization

- During demobilization, ensure that shelter registration forms have been updated and are accurate; and forward them to the appropriate location/person, as instructed by the shelter manager.

SECURITY

- Arrangements should be made for security inside and outside the facility. Security may be provided by the following:
 - Shelter staff
 - Private security guards
 - Law enforcement
 - National guard (if assigned, necessary, and available)
- During the initial activation of the shelter, or during other peak times, procedures for controlling traffic and parking should be established and implemented.
- Security detail should include routine security rounds. Security rounds should not be conducted alone, and should be done by at least two or more individuals going together. These rounds should include perimeter walks and interior walks, which cover all areas of the facility.

FEEDING MANAGEMENT

- Please see Mass Feeding Operations.

DORMITORY MANAGEMENT

Dormitory management includes setting up sleeping areas in dormitory style, assigning sleeping areas, and coordinating with shelter logistics/staff for cots, blankets, comfort kits, and other items, if available and necessary. It also includes establishing entrance and exit controls and making sure the sleeping areas are monitored, especially at night.

Initial Actions

- Designate space for sleeping areas
- Consider assigning separate areas for families with children, the elderly, or other unique situations.
- Set up cots and, if possible, place two blankets on each cot.
- Ensure that set up allows for those individuals with disabilities or those who need other forms of support.

Ongoing Actions

- Coordinate with law enforcement officials or security to ensure that patrols circulate throughout the shelter, especially the dormitory area.
- Recruit volunteers to help keep the dormitory area clean.

Demobilization Actions

- Shelter Manager will determine when dormitory services are no longer needed.
- Close dormitory section only after all equipment is properly disposed of, and the area is cleaned and returned to pre-occupancy condition.

MEDICAL SERVICES

Each shelter should provide or make available adequate medical and nursing services in order to care for the sick and injured, protect the health of residents, and supervise the sanitation and well-being of residents in the shelter.

In the absence of qualified medical staff, all medical problems should be referred to a local emergency room or physician. In such an event, the shelter manager must retain records of individuals—a description of their ailment or injury and the medical facility used.

- Arrange for healthcare for infants, the elderly, or persons with disabilities
- Arrange for medical coverage by a physician as needed
- Determine any special diets and ensure that these needs are communicated to the feeding supervisors and/or staff assigned to preparing and planning meals.
- Prevent pre-existing health problems from getting worse.
- Ensure security of all medical supplies and equipment.
- Provide 24-hour medical coverage for shelter occupants
- Maintain appropriate Health Records, as needed and required
- Assess needs and develop a plan to meet the mental health needs of staff members and residents.

MAINTENANCE & SUSTAINMENT

The shelter manager should designate someone to be responsible for building maintenance and upkeep. Shelter residents should, however, be asked to assist. Necessary activities may include the following:

- Acquire additional supplies and equipment such as furniture, safety and cleaning equipment, and tools.
- Arrange for daily janitorial service.
- Arrange for the installation of additional temporary facilities such as showers and toilets.
- Move furniture as necessary.
- Prepare and supervise the use of the grounds and yard for parking and recreation, if necessary.
- Maintain a system of record-keeping (taking digital photos, notes, etc.) to facilitate returning the building to its original condition upon closing, and documenting any damages and related expenses.

SHELTER SCHEDULE, RULES, & OTHER CONSIDERATIONS

Shelter Schedule

The Shelter Manager should establish a schedule for the following:

- Meal times
- Lights out
- TV time
- Shower schedule
- Children's activities
- Information updates
- Shelter staff meetings

Establishing Rules

The Shelter Manager should establish rules that are enforceable and meet the needs of the situation. These rules should be adhered to by both shelter residents and staff. Rules may include:

- Smoking areas
- No food or beverages (except water) in the sleeping areas
- Noise levels
- Restricted areas
- Phone use
- Signing in and out
- Drug and alcohol use
- Weapon possession
- Pets
- Valuable possessions

Special Considerations

Each shelter will be unique, and may require certain accommodations and needs. The following are planning considerations that may help in the overall operations and well-being of the shelter residents.

Information

- Arrangements should be made for televisions or radios so shelter residents and workers can get information about the current disaster conditions and efforts.
- If possible, have copies of the daily newspaper available
- Establish bulletin board where messages, information, and shelter rules and routines, such as lights-out time, can be posted.
- Schedule shelter meetings at which staff and residents can discuss shelter issues and disaster information
- Work to dispel rumors

Child Care

If a shelter remains open for more than a day or two, a child-care services should be considered in order to ease the burden on parents. This may permit parents to return to their homes for clean-up, fulfill employment obligations, or allow parents to assist in the day-to-day operations of the shelter. The shelter manager should designate someone to be responsible for child care.

Recreation

If large numbers of persons are residing in the shelter, and if the shelter operation is prolonged, it is advisable to provide recreation opportunities. It is the shelter manager's responsibility to decide when and if recreation is needed. He/she should appoint one or more persons to develop appropriate recreational activities. The shelter manager may call upon resources such as videos, newspapers, equipment, games, and TV sets.

Translation Services

Identify resources for translation services as needed.

Shelter Evacuation

Occasionally, the circumstances of a disaster may force the evacuation of a shelter. If such a possibility exists, it is important to pre-identify those individuals who may need assistance in the event of an evacuation. Certain preemptive actions, such as assigning these individuals to sleeping areas located close to the exits, should be made.

SHELTER DEMOBILIZATION

- Shelter Manager should coordinate with Area Command/EOC regarding demobilization and plans to close the shelter.
- Provide advanced notice to staff and shelter residents when communicating plans for demobilization and closure of shelter.
- Complete an inventory of all supplies owned by the facility that were used in the shelter
- Return all rented or borrowed equipment to the owners
- Arrange for the cleaning of the facility and ensure it is returned to the pre-occupancy condition or as close a condition as possible
- Update and forward all pending financial commitments to the appropriate entity.
- Shelter Manager should coordinate the transfer and/or release of staff
- Prepare a thank you list of all volunteers, vendors, and staff, and be sure to recognize them.
- Conduct a “hotwash” or debrief with all staff, and even shelter residents if appropriate.
- Prepare a narrative report on the shelter operation and submit it to the EOC.

MASS FEEDING OPERATIONS

PURPOSE

A major incident may deprive substantial numbers of people in the NE Idaho Region access to and/or the means to prepare food. The purpose of this section is to establish the framework and guidance to effectuate the coordination and identification of food requirements for disaster areas affected by a regional incident.

Mass Feeding operations include managing the feeding needs for affected populations, emergency workers, and volunteers through a combination of fixed sites (i.e. shelters) and mobile feeding units. In general, feeding for a shelter operation falls into one of two categories: (1) feeding within the shelter, where cafeteria facilities already exist, and (2) the arrangement to feed persons in a nearby establishment, such as a school, church, or university.

The feeding responsibilities during a major incident include supervising food preparation and services. The individual(s) in charge of providing food, water, and snacks is responsible for ensuring the following: necessary supplies are requested and provided; safe food handling procedures are followed; appropriate menus are planned; oversee and ensure adequate staff/volunteers are available and scheduled; and that accurate records of food and supplies, both received and expended, are accounted for.

The following recommendations and planning considerations below will serve to complement existing Mass Feeding Plans in the NE Idaho Region, and are not intended to usurp or supplant these plans. It is also important to note that if mass feeding operations are needed at a shelter, certain operations and responsibilities may overlap. In these instances, it will be the responsibility of the Shelter Manager to make the appropriate assignments.

NE IDAHO REGIONAL COORDINATION PLANNING CONSIDERATION

- The NE Idaho Regional Coordination Group (RCG) will help identify facilities (i.e. staging areas/warehouses) within the region capable of storing non-perishable and perishable foods.
- The NE Idaho RCG will help coordinate the distribution of food stored in identified warehouses/staging areas to mass feeding sites throughout the region.
- All donated food will require inspection for possible contamination before distribution. The NE Idaho RCG will help coordinate the inspection and testing of donated food, as appropriate, to address all food safety issues.
- The NE Idaho RCG will help coordinate and determine food requirements for each Operational Area (i.e. Impacted County(s) and Host County(s)).

MASS FEEDING OPERATIONS

Initial Actions

- Following a disaster, it is important to determine the best options for feeding given the current situation, circumstances, and needs. Such mass feeding options may include the following:
 - Fast food or restaurant-prepared meals (particularly during the first 24 hours)

- Red Cross or other volunteer-based organizations
- School and/or University Cafeterias
- Churches
- Establish a beverage and snack canteen service as soon as possible
- Coordinate with the EOC to identify long-term sources for food and water
- Coordinate with EOC to identify mass feeding facility or site (i.e. shelter)
- Inventory food supplies on hand at the feeding facility, if available
- Work with appropriate authorities to identify procurement procedures, local resources, and financial authority.
- Estimate staffing needs on the basis of whether food is to be prepared on-site or delivered. A general ratio is 1 kitchen staff per 100 meals prepared.
- Determine the initial menu plan. When possible, obtain feedback to ensure cultural sensitivity and needs for feeding babies and young children.

Setup of Fixed Site or Mobile Feeding Unit

- Conduct pre-occupancy Inspection
 - Before initiating setup procedures, it will be critical that a pre-occupancy inspection be conducted with the space/facility representative to assess the condition of the space/facility and any special safety considerations prior to occupying the space/building.
- Identify food storage, food preparation, serving, dining, and garbage disposal areas within the feeding site.
- Make sure the receiving area is close to a road and that there is enough room to maneuver delivery vehicles (i.e. semi-trailer truck).
- If needed, acquire refrigeration units.
- If all food is canned or ready to cook the preparation area can be small. However, if fresh food is anticipated, procure work tables, cutting boards, sinks, utensils, cookware, and garbage containers.
- During setup, ensure that the serving area be near the preparation area. It should be arranged for cafeteria-style service or line feeding and should be equipped with several counters or tables for speedier service.
- Setup the dining area near the serving area. Set up enough tables and chairs to accommodate the maximum number of persons expected to be served. If tables and chairs are scarce, plan for two or more seatings. (note: The serving rate for cafeteria-type systems is about eight people per minute.)
- Establish the disposal area away from the preparation, serving, and dining areas. Provide containers for disposal of trash, liquid waste, and garbage and an appropriate area for cleaning trash receptacles. Provide cleaning and disinfectant supplies.

Ongoing Actions

- Establish a work schedule and assign shifts
- Ensure that staff are trained and briefed on their specific duties. Document hours worked by local volunteers and staff.
- If necessary, ration foods.
- Once food supplies have been secured and are being provided regularly, consider the following:
 - Do not duplicate menu items more than once every five days.
 - Keep menus simple
 - If staffing levels are low, order convenience-packaged items, such as ready-made cole slaw, beef stew, etc. to save work.
 - Plan menus around the equipment and utensils available for food preparation

- Be aware of weather conditions. If it is hot, serve cold or chilled foods; if it is cold, serve more hot items.
- Plan for 2500 calories per day per person, three meals per day, and at least one hot meal per day. Try to serve nutritious snacks between meals and have beverages available during the day.
- Coordinate special diet requirements with appropriate key staff.
- If water is in short supply, use it only for drinking and cooking. Plan on a minimum of 1 gallon of water per day per person for drinking.
- Use perishable foods first.
- Keep a record of all food and supplies obtained and/or received, including amounts and sources. Keep receipts for all food and supplies.
- Record any food supplies belonging to the facility (i.e. school or university) that were used. Record any breakage or damage to the facility-owned equipment.
- Ensure restocking orders are based on need by doing regular inventories. Watch inventory level and the numbers of meals served. Adjust orders as needed. Reduce orders as mass feeding operations winds down.
- Ensure food areas are kept clean and sanitary, and that food holding times and other safety procedures are followed. Arrange for the local public health inspector to visit and advise on local codes and health laws.
- Provide the EOC with daily statistics on the number of meals and snacks served
- Continue to request and procure food and supplies as needed.

Demobilization

- Coordinate with the EOC, Shelter Manager, or other authorities when the last meal should be served.
- The goal is to end up with no excess supplies. If there is excess, however, consult with the proper authorities about how excess supplies should be disposed of.
- Restock food and food service supplies that were taken from the facility (i.e. school or university cafeteria)
- Inventory remaining supplies received from vendors. Make arrangements for the return of excess supplies, if necessary.
- Thoroughly clean food service and food preparation areas.
- Provide worker evaluation and debriefing
- Turn in all records and other documentation to the appropriate authorities (i.e. EOC or Shelter Manager)
- Prepare and submit a narrative report of activities, noting accomplishments, problems, and recommendations for future operations.

ANIMAL CARE OPERATIONS

PURPOSE

Although the protection of human life should be the highest priority in emergency response, recent disasters indicate that proper preparation and effective coordination for the welfare of animals is also extremely important. This section will provide guidance in the event regional coordination is necessary to effectively implement steps to provide for the care and well being of animals during and after an emergency and disaster. These guidelines specifically address issues concerning companion animals (pets) and livestock, and do not necessarily address wildlife.

As stated above, the domesticated animal population should not be overlooked. Livestock are critical to people's livelihoods and pets have sentimental value. Studies have shown that human risk is minimized and public compliance is increased, if appropriate steps are taken to evacuate and rescue animals.

NE IDAHO REGIONAL COORDINATION PLANNING CONSIDERATIONS:

It is the responsibility of the Impacted County to coordinate with the Host and Resource Counties in the event the Impacted County is overwhelmed and does not have sufficient resources for the care and handling of animals, including pets, livestock, and other large animals, during an emergency.

During a large-scale incident, regional coordination and resources may be needed to assist with animal care operations. The NE Idaho Regional Coordination Group (RCG), in close coordination with the Impacted County, should help coordinate the following activities:

- Monitor the size of the animal population (pets and livestock) requiring care.
- Identify the types of animals requiring care.
- Determine whether special care is needed for exotic pets.
- Evacuation/transportation of animals
- Identify food and sheltering requirements
- Identify support requirements beyond animal food and sheltering, such as veterinary care or transportation support.
- Determine locations/businesses within the region that provide animal care resources and services.
- Rescue and capture of animals that may have escaped confinement.
- Quarantine of infectious or contaminated animals
- Disposal of dead animals

SHELTERING FOR PETS AND LIVESTOCK

Because most shelters for people should not allow animals – with the exception of “assistance animals” – shelters for animals will likely be necessary. General care animal shelters provide shelter, food and water, and basic first-aid for animals until it is safe for people to return to their homes.

Potential Animal Shelters may include:

- Fairgrounds
- Large barns
- Boarding kennels
- Private homes not affected by the event

(Note: In most cases, veterinary clinics and hospitals should not be primary sites for general sheltering.)

An animal shelter should be located at a facility that can handle animals on a long-term basis, in humane conditions. It should have the ability for communications with the EOC/Area Command, and there should also be sufficient parking to accommodate workers and animal owners.

If available shelters are not adequate, “other” nontraditional animal care program may also be implemented. These programs may consist of allowing individuals (who have not been impacted by the incident) to take and care for displaced or affected animal(s) in their own homes or facilities until the animals’ owners are able to care for them.

Human Shelter & Animal Shelter Coordination and Considerations

Because many individuals may potentially bring their companion animals to human shelters, shelter managers should be prepared to provide transportation services that take animals brought to the human shelter to the Animal Shelter. Animals taken from the human shelter may be temporarily housed in a staging area or immediately transported to an animal shelter as appropriate.

Considerations should also be given to establishing the animal shelter near the human shelter, when feasible.

ANIMAL SHELTER MANAGER

The Animal Shelter Manager oversees all operations at a given animal shelter. This includes supervising shelter workers/volunteers. The Animal Shelter Manager has overall responsibility to see that each animal admitted to the shelter is cared for and secure.

Initial Actions

- Establish contact with the facility representative(s) and activate the facility when ready.
- Conduct a pre-occupancy survey/inspection and assess general condition of the facility, citing pre-existing damage. Sign necessary forms and documents as needed.
- Establish communications and maintain contact with Area Command and/or EOC.
- Project staffing and other support requirements for next 48 hours. Notify Area Command/EOC.
- Estimate the resources and supplies necessary to operate the animal shelter
- Establish shelter log and reporting process
- Coordinate recruitment of additional personnel/staff.
- Organize and brief staff. If appropriate, ensure staffing and the assignment of responsibilities is arranged according to the basic principles of ICS. Regardless of the structure, ensure the following duties are addressed:
 - Registration
 - Feeding
 - Veterinary Care and Well-being
 - Grooming and Exercise
 - Safety and Security
 - Observation and tracking progress of animals
- Ensure all volunteers/staff have met sufficient medical requirements (i.e. Tetanus shots)
- Setup and activate the shelter
 - Using signage materials, post shelter directional signs from main roads, so that people can locate the shelter
 - Establish layout for animal shelter
 - Animals are to be housed in separated cages/stalls according to space layout. Animals should be divided based on the following:
 - Type of animal
 - Sex (male or female). Male and female animals must be separated and there must be adequate space between them, even if they are caged.
 - Size of animal
 - Identify “livestock” area.
 - Identify “Large” animal area.
 - Identify “Small” Animal area.
 - Identify “Very Small” Animal Area for Rabbits, gerbils, hamsters and “pocket pets”
 - Identify an Infirmary area/Quarantine Area for injured, sick or pregnant animals
 - Identify a Morgue area, which needs to be separated from all other areas
 - Identify a Medical and Nonmedical Supply Area
- Work with the EOC and PIO to provide instructions to be given to the public for preparing their animals for transport and sheltering, including providing information about sheltering locations.
- Establish Animal Registration Procedures
 - Assign each animal an identification tag and record the tag number and animal description.

- The description should include: type and breed, color, and sex of animal being cared for.
- Obtain sterilization status, if known.
- Obtain and record information from identification tags, collars, tattoos and microchips, as available.
- Obtain pet immunization record
- Obtain identification and contact information of owner or caregiver, if known.
- Ensure that all animals have their picture taken
- If necessary, ensure that animal owners pay reasonable costs for sheltering.
- Order/request necessary supplies and resources
- Oversee all operations in the shelter
- Coordinate with Area Command/EOC when to activate and accept animals.
- Secure the shelter. Shelters should be off limits to the general public.
 - Establish procedures requiring all visitors to sign in and get a “Visitor” badge before entering. Anyone who is not authorized to be there should be escorted out.
- All animals should be monitored every 15 minutes for the first hour in the shelter.
 - Look for signs of stress, illness or injuries.
 - Animals should not be fed the first hour they are in the shelter. Water should be available at all times, unless the medical staff/representative decides otherwise.

Ongoing Actions

- After the first hour, animals should be checked hourly.
- Maintain communications with EOC. Report to the EOC/Area Command on a periodic and timely basis regarding the status of the shelter and ability to continue to admit animals.
- Maintain accurate records for each animal.
- Maintain an Activity Log.
- Ensure proper systems are in place to track expenditures, bills and invoices, materials, and volunteer hours.
- Continue to appoint staff and personnel as needed. Oversee all personnel/staffing issues
- Conduct staff meetings. Include updates on disaster response and shelter operations.
- Continue to oversee animal shelter activities
- Continue to order/request necessary supplies and resources
- Ensure shelter inspections are conducted to ensure health, safety and well being of animals
- Coordinate shelter maintenance (i.e. cleaning)
- Coordinate with EOC for in-take of animals being released from veterinary clinics.
- Meet regularly with facility representative to share concerns and resolve potential problems.

Demobilization

- Shelter Manager should coordinate with Area Command/EOC regarding demobilization and plans to close the shelter.
- Coordinate with the EOC/Area Command and the PIO to inform the public concerning animal retrieval procedures, including deadlines for picking up their pets and livestock.
- Prepare for retrieval of animals by their owners.
 - Note: Aside from preserving lives of the animals, the major focus of the Animal Shelter and Rescue efforts is to reunite animals with their owners. To this end pictures should be taken of all animals sheltered. Efforts should be taken to display these pictures in a forum that will allow owners to make an initial identification.

- Release of animals will only be done upon presentation of proper identification and satisfactory claim of ownership. Such requirements are necessary to prevent acquisition of animals by other than the rightful owners or owner's agent.
- If the owner designates someone else to pick up the pet, they must notify the Shelter, and that person must provide the owners ID information as well as personal identification at the time of pick up.
- Make arrangement with EOC for unclaimed animals.
- Oversee transfer of unclaimed animals from shelter to appropriate authorities/organizations
- Complete an inventory of all supplies owned by the facility that were used
- Return all rented or borrowed equipment to the owners
- Arrange for the cleaning of the facility and ensure it is returned to the pre-occupancy condition or as close a condition as possible.
 - Cleans all cages, crates, stalls and facilities
- Ensure recordkeeping is up-to-date and accurate
- Identify and forward paperwork and reports to EOC or proper authorities
- Inspect shelter with facility representative/owner before formally closing the shelter
- Coordinate the transfer and/or release of staff
- Conduct a debrief with staff, and provide an after-action report
- Attend any reviews following the incident and submit a written report to the EOC.
- Prepare a thank you list of all volunteers, vendors, and staff, and be sure to recognize them.

EVACUATION/RESCUE/TRANSPORTATION OF ANIMALS

Ensuring for the transportation, care, and sheltering of animals is an important factor in evacuation planning. Many people will refuse to evacuate their homes if they cannot take their pets with them. It is estimated that up to 25 percent of pet owners will completely fail to evacuate because of their animals. Furthermore, about 30-50 percent of pet owners will leave pets behind; and approximately 50-70 percent of those individuals who leave animals behind, will attempt to re-enter an evacuated site to rescue their animals. Therefore, it is imperative that evacuation plans address pet evacuation and sheltering procedures to protect both human and animal health and safety.

The evacuation, rescue, and transport of animals to medical facilities and animal shelters will be coordinated by the Impacted County; however, the NE Idaho Regional Coordination Group may become involved if the Host and Resource Counties are activated.

Establish Staging Area

To facilitate the transport of animals, a staging area may be identified and established. This is where animals are brought from the impact area prior to transport to a shelter. The staging area should be outside the impact area and should be able to properly hold the animal(s) for the period of time between rescue and transport to an available shelter. The staging area should also have the ability for communications with the EOC/Area Command. Staging areas may be long-term or temporary depending on the nature of the disaster and the scope of efforts in a given location.

Considerations for Regional Evacuation/Rescue/Transportation of Animals

- Evacuees will be encouraged to take their pets to a designated animal shelter location.
- Designated animal pick-up points, if necessary, as well as shelter locations will be communicated to the public. The public will also be instructed on how to prepare their animals for transport and sheltering.

- The NE Idaho RCG should coordinate transportation routes and pick-up points that will be used.
- Pet owners should be instructed to bring their pets in a pet carrier/cage if possible.
- All animals should be tagged with as much identifying information as possible, as well as any medical information and records. Identification information will travel with the animal if the animal is moved to another location.
- Sufficient personnel and vehicles to transport, evacuate, or rescue animals should be obtained. These may include:
 - Animal control trucks
 - Four-wheel-drive trucks
 - Horse trailers
 - Recreational vehicles
 - Boats
- As appropriate, dispatch search and rescue teams to look for animals left behind by owners.
- Transport animals no longer requiring medical care from Veterinary hospitals to general animal shelters.
- Maintain Animal Rescue Records. Information should include the following:
 - Location (city/township) or address where animal was found/rescued.
 - Rescuer's and/or rescuing agency's name and contact information.
 - A record of veterinary assistance, immunizations, medications given and other care given while under care of emergency responders.
 - Identification/location of owner or caregiver, if known.

Evacuation and Rescue Equipment and Supplies

- Leashes
- Muzzles
- First Aid supplies
- Leads and halters (all types)
- Tags for small, medium and large animals; leg tags for birds and reptiles
- Cage or stall identification tags
- Portable cages and fencing
- Tarps and supplementary equipment to raise temporary shelter
- Water
- Food
- Containers for medication requirements and correspondence tracking form(s)
- Plastic bags for records, feeding, care and medical instructions
- Record sheets, pencils and supplies for recording info vaccination, history, etc.
- Color-coding devices for records to flag
- Disposal bags

CARE FOR SICK AND INJURED ANIMALS

It is expected that during an emergency, animals may become injured, sick, and/or contaminated and require emergency medical care. Animals needing emergency medical care should be taken to a designated veterinary clinic for treatment.

- The owner of the animal will be responsible for medical cost incurred.
- After treatment, when animal is sufficiently recovered, it will be transferred to a general care animal shelter or other location as appropriate
- Treatment and identification records should be transferred with the animal.

- If possible, owner of animal should be notified of animal's condition and new location if it is transferred to a general shelter.

Euthanasia

There are occasions where, unfortunately, an animal is not able to be rescued, either because the animal is trapped or too badly injured, or because attempted rescue would put the rescuer at too much risk for his own safety. In circumstances such as these, putting the animal down may be the only humane option. Decisions regarding treatment versus euthanasia should be made by a licensed veterinarian. The primary concern in handling sick, injured, or stray animals should be to alleviate an animal's pain and suffering and to provide normal treatment, if possible, while minimizing injury to human beings and preventing/controlling the spread of diseases.

DISPOSAL OF DEAD ANIMALS

Disposing of animals that have died requires great care because as carcasses decompose, they release materials that can contaminate the environment or cause diseases, particularly if large volumes are involved. Should disposal of dead animals become necessary, emergency managers, health officials and other experts should work together to determine the best methods for disposing of animal carcasses.

- The NE Idaho RCG should work closely with Public Health officials regarding the location, collection, and disposal of dead animals.
- Regardless of the situation, a Medical/Veterinary Staff person should examine a dead animal.

Deceased animals in Shelter

- If the animal has not been covered or put in a plastic bag, it needs to be. If clear plastic bags or tarps/blankets to cover the body are available, they should be used, until the animal can be identified.
- It is important to realize that some people will want to take the animal's body, while others will not. Some people will not have any idea what to do with the body. The animal's body should remain in the mortuary section of the animal shelter while the owner makes arrangements or is contacted.

Deceased Animals in Impacted Area

- If appropriate, all pet animals found dead, by any agency assisting the Impacted County or Region in the removal and/or disposal of deceased animals, should be brought to an animal shelter or staging area for identification prior to disposal.
- If the animal has not been covered or put in a plastic bag, it needs to be. If clear plastic bags or tarps/blankets to cover the body are available, they should be used, until the animal can be identified.
- A field log of animal descriptions and locations should be kept
- A camera should be used to document the description of the animal, including brands or other identifying marks.
- Scan microchips, provided appropriate equipment is available.
- While identification of dead animals by their owners may not be possible in every case, every attempt should be made to contact the owner before disposal.

MASS CARE

SPECIAL CONSIDERATIONS & POLICIES

SPECIAL NEEDS SHELTERS

Special Medical Needs Shelters should be considered an option of last resort intended to maintain the current health, safety, and well-being of the medically dependent individuals who are not acutely ill, to the best extent possible. Special Medical Needs Shelters are not equipped as a medical care facility.

SPONTANEOUS SHELTERS

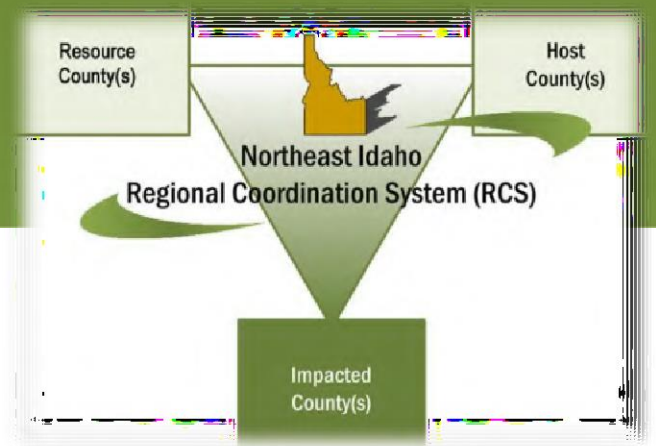
In a large incident, spontaneous or nontraditional shelters likely will appear throughout the region. Spontaneous shelters are sites that are not requested or physically supported by government. The spontaneous shelters may be operated by volunteer organizations unfamiliar to response agencies, or may be informally established by affected residents. The primary advantage of spontaneous shelters is that they meet an immediate need with resources (such as location and staff) that are familiar to the residents.

In a regional incident, local governments/counties must decide whether to integrate spontaneous shelter sites into the mass care and shelter system.

With regard to these shelters, the local government/county may take the following actions.

- Take over management of the spontaneous shelter.
 - When a spontaneous shelter becomes a government or American Red Cross–sanctioned shelter, it is expected to follow the guidance and information needs of the local jurisdiction, including adherence to operating policies and procedures, providing standardized services, and submitting daily status reports.
 - Before supporting spontaneous shelter sites, the local jurisdiction should inspect the facility for structural integrity and the ability to meet basic local and county health requirements
- Keep the shelter's management in place and support the shelter with the resources it needs.
- Close the spontaneous shelter and absorb the residents into shelters run by the local government.

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REGIONAL EVACUATION ANNEX

REGIONAL EVACUATION ANNEX

INTRODUCTION

Evacuation is a process by which people are moved from a place where there is immediate or anticipated danger to a place of safety, offered appropriate temporary shelter facilities, and when the threat to safety is gone, enabled to return to their normal activities, or to make suitable alternative arrangements.

A large-scale evacuation is a complex, multi-jurisdictional effort that requires coordination between many disciplines, agencies, and organizations. It is also only one element of the larger disaster and incident response effort. Emergency services and other public safety organizations play key roles in ensuring that an evacuation is effective, efficient, and safe. In order to establish a framework for implementing a well-coordinated evacuation in the NE Idaho Region, the Regional Coordination Workgroup has developed this Regional Evacuation Annex as an annex to the NE Idaho Regional Coordination Plan.

PURPOSE, SITUATION, & ASSUMPTIONS

PURPOSE

This Annex describes the provisions that need to be made to ensure the safe and orderly evacuation of people threatened by hazards in the NE Idaho Region. This Annex outlines strategies, procedures, recommendations, and organizational structures that can be used to implement a coordinated evacuation effort in the region.

SITUATION

The NE Idaho region is exposed to many hazards, all of which have the potential for disrupting communities, causing damage, and producing casualties.

Major Hazards in the Region Requiring an Evacuation:

- Dam Failure
- Earthquake
- Flood
- Wildfire
- Terrorism
- Hazardous Materials Release

ASSUMPTIONS

- Most incidents requiring an evacuation are likely to happen with little or no warning, resulting in self-evacuation of residents during the initial onset of the incident.
- It is anticipated that regardless of where the incident occurs, an immediate spontaneous evacuation will occur.
- Law Enforcement agencies will be the primary agency for evacuation activities with other agencies playing supporting roles.
- Major ground transportation routes in the Region will be used as primary evacuation routes during an evacuation effort.
- Most people at risk will evacuate when officials recommend that they do so.
- In most emergency situations, the majority of evacuees (80 percent) will seek shelter with relatives or friends or in commercial accommodations rather than in public shelter facilities.
- Approximately 20 percent of evacuees will require public shelter assistance.
- Most evacuees will use their personal vehicles to evacuate; transportation will need to be provided to evacuees without access to personal vehicles.
- The decision to evacuate or shelter-in-place will be made based on the specifics of the incident. Factors such as characteristics of the populations affected, capacity to move or shelter people, roadway conditions, health and safety issues, and the duration of sheltering will be instrumental in making the decision to evacuate or to shelter-in-place.
- Incident Management activities will be initiated and conducted using the principles contained in the National Incident Management System (NIMS).
- There is a potential that public transportation and roadways could be disrupted or damaged. This will demand maximum flexibility in responses.
- Dissemination of information to the public is essential to gaining control of the situation, reducing fears and implementing an organized effort for evacuation.

DIRECTION, CONTROL & COORDINATION

A decision to evacuate will be made at the local jurisdiction level; however, evacuations with regional implications should be coordinated through the NE Idaho Regional Coordination Group to ensure potential conflicts are conciliated. All jurisdictions within the Region will operate according to the National Incident Management System, and respond utilizing the Incident Command System.

The local governing body, or whomever the local governing body has authorized to issue an evacuation order, is primarily responsible for ordering an evacuation. This authorization can be in the form of an ordinance, resolution, or order that the local governing body has enacted.

CONCEPT OF OPERATIONS

EVACUATION DECISIONS

The Incident Commander or, for large-scale evacuations, the EOC shall assess the need for evacuation, plan evacuations, and coordinate support for the evacuation effort. Evacuation planning should resolve the following questions:

- What areas or facilities are at risk and should be evacuated?
- How will the public be advised of what to do?
- What do evacuees need to take with them?
- What travel routes evacuees should use?
- What transportation support is needed?
- What traffic control is needed?
- Does the anticipated duration of the evacuation make it necessary to activate shelter and mass care facilities?
- How will evacuated areas be secured?

ACTIVATION

Local jurisdictions will generally make the determination on whether to evacuate communities prior to, during, or following an incident on a case-by-case basis. The decision to evacuate will depend entirely upon the nature, scope, and severity of the emergency; the number of people affected; and what actions are necessary to protect the public. In certain circumstances, a County may make recommendations on whether a jurisdiction should evacuate and will help coordinate the evacuation effort.

The NE Idaho Regional Evacuation Annex and the Regional Coordination System will be activated upon the Impacted County's request for assistance or will be automatically activated when an incident occurs requiring an evacuation effort that crosses two or more county jurisdictional boundaries within the NE Idaho Region.

EMERGENCY EVACUATION OPERATIONS

The overall objectives of emergency evacuation operations and notifications are to:

Conditions	Evacuees Crossing County Jurisdictional Boundaries?	Temporary Shelters Needed?	Designate Host County?	Designate Resource County?	Comments
Evacuation of residents from the Impacted County to another County.	YES	YES	YES	YES	
Evacuation of residents <u>within</u> the Impacted County.	NO	YES	NO	YES	Resource Counties will assist Impact County(s) with evacuation, sheltering, and mass care operations by providing resources and/or personnel and key services.

- Expedite the movement of persons from hazardous areas;
- Institute access control measures to prevent unauthorized persons from entering vacated, or partially vacated areas;
- Provide for evacuation to appropriate transportation points, evacuation points, and shelters;
- Provide adequate means of transportation for persons with disabilities, the elderly, other persons with special needs, and persons without vehicles;
- Provide for the procurement, allocation, and use of necessary transportation and law enforcement resources by means of Regional Collaboration or other agreements;
- Control evacuation traffic;
- Account for the needs of individuals with household pets and service animals prior to, during, and following a major disaster or emergency;
- Provide initial notification, ongoing, and re-entry communications to the public; and
- Assure the safe re-entry of the evacuated persons.

EVACUATION WARNING & PUBLIC INFORMATION OPERATIONS

Effective and informative notification to the public will be vital to convincing them that they should evacuate or shelter-in-place. The public must understand why they need to evacuate or shelter-in-place, how long they will need to do so, the location of transportation and evacuation points, the time required for evacuations, the availability of shelters, what they should take with them, how their pets will be accommodated, how they should secure their homes, and the security that will be provided when they are away from their homes. If the event happens during the weekday and school children are being evacuated, parents will need timely information on where to pick up their children. Notification methods will include the Emergency Alert System, use of the local media through television and radio, internet, and Reverse 9-1-1. The majority of evacuation advisories will be based on a limited warning incident. Without proper information, people may evacuate towards a hazard, putting them in greater danger, or may evacuate unnecessarily and create additional congestion on identified evacuation routes. In the event of a limited warning incident that will require an evacuation effort, the media will most likely be the first to notify the public.

Once an evacuation order has been issued, the Incident Commander, EOC Management team or other authorized official(s) will determine which of the following public warning methods will be used. Also, when possible, it will be critical to provide advanced warning to critical facilities and key resources and advise them to activate their evacuation and transportation plans.

DOOR-TO-DOOR

This method utilizes police and/or fire personnel to notify people by going door-to-door.

- Strengths: Effectively reaches every household; commands attention and response.
- Weaknesses: Time consuming, so it is effective only in very small operations; may expose police/fire personnel to source of danger. May not be effective with the hearing impaired or people who cannot answer the front door quickly.
- Recommended for use only when evacuating a single large building or a few small buildings or residences when speed is of the essence, and when there is little or no threat to personnel.

LIGHTS/SIREN AND PUBLIC ADDRESS SYSTEM

This method utilizes police and/or fire personnel to drive through a neighborhood using their lights/siren to get the public's attention, and then alternatively delivering instructions via the vehicle's public address system.

- Strengths: Effectively alerts people that are not monitoring radio or television broadcasts; commands attention. May provide some level of alert to the hearing impaired.
- Weaknesses: Dependent on limited personnel/vehicle resources, so it is effective only in small-to-medium operations. Cannot penetrate multi-story buildings. Due to limits of vehicle PA systems, the public may hear the alert but not understand the message or instructions.
- Recommended for use in residential areas not exceeding ten blocks in size. At least three (3) passes are recommended.

RADIO/TELEVISION BROADCASTS/INTERNET

This method relies on the broadcast media and internet to alert the public.

- Strengths: Informs the greatest number of people. Provides detailed (and repeated) information and instructions. Does not rely on public safety vehicle(s) and personnel.
- Weaknesses: Reaches only those who are monitoring local media or web.
- Recommended for use in large scale disasters, during daytime and evening hours, and when there is sufficient lead-time for the public to receive and act upon the warning.

NOAA WEATHER RADIO BROADCAST

This method relies on the National Weather Service (NWS) to issue an alert via NOAA Weather Radio.

- Strengths: Sends out an alert tone, which may reach people who are sleeping or involved in other activities.
- Weaknesses: Requires the public to have a Weather Alert Radio that is correctly programmed and turned on.
- Recommended for use only in conjunction of other methods, particularly with the Radio/Television Broadcast option, above.

ADDITIONAL METHODS OF NOTIFICATION MAY INCLUDE:

- Changeable Message Signs
- Reverse 9-1-1, or related service
- Emergency Alert System

REFUSAL TO EVACUATE

Emergency responders should clearly inform people that failure to evacuate may result in serious physical injury or death and that future opportunities to evacuate may not exist. Law enforcement will document the location of people that refuse to evacuate or have these people sign waivers.

TRANSPORTATION OPERATIONS

Staging areas will be established to first stage and then obtain control over transportation resources in support of transportation point operations. Strike Teams/Task Forces can then be used to coordinate these resources effectively. The assigned leader of the Strike Team/Task Force will be responsible for coordinating these resources and will have the ability to communicate with command and control of the evacuation and each of the drivers. It is critical that control over transportation resources is maintained, especially after evacuees are dropped off at the evacuation points, and drivers must be re-routed to other transportation points.

Law enforcement escorts can also be used to provide force protection and maintain control over transportation resources. Law enforcement vehicles can maintain communications with authorities via radio. These escorts can therefore be used to coordinate real-time information on road conditions, evacuation and transportation points, and other critical information.

Overall, evacuation routes need to be coordinated across jurisdictional boundaries. There may be a need for sustained inter-jurisdictional coordination between impacted communities and host communities along or near the evacuation routes.

Modes of Transportation

The primary mode of transportation that will be used during evacuation efforts will be privately owned automobiles. However, it is critical that evacuation plans identify and provide other safe modes of transportation for those people that cannot evacuate by private vehicle and for special needs populations.

- Charter or school buses
- Taxis
- Hotel vans
- Rental cars
- Limousines
- Helicopters
- Boat

Transportation Points

Local jurisdictions will work with law enforcement agencies to identify and establish transportation points. Transportation points will function to collect and transport people without transportation resources to evacuation points. These points should be large, well known sites such as shopping centers, libraries, and schools. Law enforcement personnel should ensure these points are well marked through the use of signs or other forms of identification. It is critical that people are informed of their destinations prior to using provided public transportation.

Evacuation Points and Sheltering

Local jurisdictions will work with law enforcement agencies to identify and establish evacuation points. These evacuation points will serve as temporary safe zones for evacuees and will provide basic needs such as food, water, and restrooms. Some evacuation points may be converted into shelter locations if necessary. Transportation points will also be identified (see above) to collect and transport people without transportation resources to evacuation points.

TRANSPORTATION PLANNING & OPERATION CONSIDERATIONS

- ☐ Transportation services are activated upon request of EOC officials, or as stipulated in the jurisdiction's emergency plan.
- ☐ Coordinate transportation needs with designated officials, departments, schools, and/or transportation companies (i.e. charter buses).
- ☐ Request emergency transportation officials to report to the Emergency Operations Center (EOC).
- ☐ Request notification of drivers and operations personnel of potential deployment.
- ☐ Ensure all transportation activities and operations are coordinated from the EOC.
- ☐ Ensure transportation operations are directed over normal dispatching networks (if available), telephones (landlines), and cell phones, or previously tested and agreed-upon alternative communications systems as necessary.
- ☐ Deploy personnel and equipment to pre-assigned or assigned locations or staging areas, including designated supervisors, mechanics, and drivers.
- ☐ Ensure vehicles are fueled prior to evacuation, refueled as necessary during the evacuation process, and fueled after the final trip.

Transportation Operators

- ☐ Ensure a roster is prepared and maintained by the supervisor and EOC, containing at a minimum, the following information for each deployment:
 - Name of driver
 - Driver's telephone number
 - Time departed staging area or other location
 - Number of passengers, including a passenger roster, if possible
 - Time arrived at sheltering or other location
 - Vehicle number
 - Trip mileage
- ☐ Drivers should conduct pre-inspection of vehicle.
- ☐ Driver should notify EOC or direct supervisor of arrival.
- ☐ When a vehicle reaches full capacity, the driver departs to the designated evacuation location.
- ☐ Driver should notify EOC or direct supervisor of departure.
- ☐ Driver should follow designated route.
- ☐ After each deployment, driver reports to transportation supervisors to receive further instructions. Operators shall continue transporting until released by the EOC.

Restraints/Safety Concerns

- ☐ Restraints may be considered. However, use of restraints should not even be considered unless one of the following is true:
 - The driver has exhausted all other less restrictive behavior control options, or
 - The individual presents a significant physical danger to himself/herself or others, or
 - The individual actively exhibits behavior which may pose a safety issue in the operation of the vehicle.

TRAFFIC CONTROL OPERATIONS

EVACUATION ROUTES

Primary evacuation routes consist of the major interstates, highways, and prime arterials within the NE Idaho Region. Local jurisdictions will work with the NE Idaho RCG, law enforcement officials, the State, and other applicable agencies/departments to identify transportation routes. Evacuation Points will also need to be identified.

Evacuation Route Determination

It will be necessary to identify evacuation points before evacuation routes are announced to the public. Evacuation routes will be determined based on the location and extent of the incident and will include as many pre-designated transportation routes as possible. Important roadway characteristics and factors that should be considered when selecting an evacuation route include:

- Shortest route to the designated destination areas;
- Maximum capacity;
- Ability to increase capacity and traffic flow using traffic control strategies;
- Maximum number of lanes that provide continuous flow through the evacuation area;
- Availability of infrastructure to disseminate real-time conditions and messages to evacuees en-route, such as Changeable Message Signs; and
- Minimal number of potentially hazardous points and bottlenecks, such as bridges, tunnels, lane reductions, etc.

TRAFFIC-CONTROL STRATEGIES

There are many transportation strategies that are available that can be implemented during an evacuation effort to enhance traffic flow and reduce the overall evacuation time. These strategies include contra-flow, traffic signal coordination, closure of off and on-ramps, segregation of pedestrian and vehicle traffic, exclusive bus routes, phased evacuation, and use of designated markings, and road barriers.

Contra-Flow Operations

Contra-flow is a tactic in which one or more lanes of a roadway are reversed to allow for an increase of traffic flow in one direction. Contra-flow can be implemented for highway and arterial roadways, however, the unsignalized, divided, and access-controlled configurations of highways make these roadways ideal for contra-flow operations. An important consideration in the development of contra-flow plans is the identification of inception and termination points for the corridor. Congestion at these points can significantly reduce the effectiveness of these operations. Effective implementation of these plans includes the deployment of appropriate signage, signals, and barriers as well as the use law enforcement personnel. For safety considerations, contra-flow operations should only be performed during daylight hours. In addition, an emergency return lane must also be designated. If contra-flow operations are used in NE Idaho in an evacuation effort, it will be implemented for only small segments of roadways.

Traffic Signal Coordination and Timing

Traffic signal coordination and timing plans are intended to maximize traffic flow in the outbound direction during an evacuation effort. Depending on the extent of the evacuation, coordination may be necessary both locally and regionally to re-time the traffic signal systems. Additionally, it is important to identify the number of non-programmed signals along the evacuation routes. These signals can be plugged into non-centrally programmed traffic signal boxes which will then generate flashing

yellow and red lights to help manage traffic. Individual jurisdictions should determine whether local traffic signals can be controlled from a central location as well as the availability and capability of back-up power sources.

Closure of On and Off-Ramps

Closure of outbound on-ramps on designated evacuation routes will reduce congestion on these roadways resulting from traffic originating at intermediate locations between evacuation origins and destinations. In addition to reducing congestion, closure of outbound on-ramps will also help eliminate entrance queuing. Closure of off-ramps will ensure evacuees remain on designated evacuation routes. These tactics will require coordinated efforts between Highway Patrol, local jurisdictions, and other emergency personnel to place and staff barricades at the tops of such ramps throughout the evacuation route.

Exclusive Bus Routes

This strategy involves the designation of certain lanes within an evacuation route exclusively for buses or other large capacity or high occupancy vehicles. Exclusive bus routes may also be established along alternative evacuation routes. The implementation of this strategy will help support and expedite transportation point operations and can greatly increase the number of people that can be evacuated within a set period of time.

Phased Evacuation

The purpose of a phased evacuation is to reduce congestion and transportation demand on designated evacuation routes by controlling access to evacuation routes in stages and sections. This strategy can also be used to prioritize the evacuation of certain communities that are in proximity to immediate danger.

Use of Designated Markings

Designated markings and signs will play a key role in accomplishing a safe and efficient evacuation. Signs, flags, and other markings can be used to provide guidance and information to evacuees en-route.

Road Barriers

Road barriers will be used in conjunction with other transportation strategies to ensure evacuees remain on designated evacuation routes or are blocked from entering closed areas.

Disabled Vehicles

Disabled vehicles should not be permitted to block evacuation routes; they should be removed from roadways as soon as possible. Law enforcement units should be prepared to assist stranded motorists as towing and repair services may be degraded as the evacuation proceeds.

ACCESS CONTROL & SECURITY OPERATIONS

Once an area is evacuated, it needs to be kept clear for security reasons, the safety of responders, and to keep individuals out of hazardous areas. Perimeter control is normally accomplished by establishing Access Control Points, road blocks, or road closures supplemented by suitably equipped mobile patrols.

ACCESS CONTROL

After people have been evacuated, access back into the damaged areas will be controlled to secure the area and protect public safety. In an evacuation, the security of evacuated areas is extremely important. Those who have evacuated may not do so in the future if their property has been damaged or stolen during their absence.

Establish Access Control Points

Access control points will be established to limit access to evacuated areas and patrols will be established to maintain security in evacuated areas. Access control points cannot be selected in advance, but law enforcement personnel should be prepared to establish and operate them soon as it is clear which areas have suffered significant damage. Law enforcement should establish access control points to limit entry into evacuated areas. Access Control Points will be established through staffed check points, roadblocks, or road closures. These Access Control Points will be used to provide information and reduce sight-seeing traffic. Most importantly, they will function to restrict traffic and access back into the evacuated area. Access back into the evacuated areas should initially be limited to:

- Emergency service and public works personnel;
- Utility companies engaged in restoring utility services;
- Contractors restoring damaged buildings, clearing roads, and removing debris;
- Commercial vehicles delivering food, essential supplies, life support equipment, construction supplies, and other related materials
- To the extent possible, fire departments will take measures to ensure continued fire protection.

Permit System

If an evacuated area has sustained damage and cannot be reoccupied for an extended period of time, it may be desirable to implement a system to limit access to emergency workers, utility workers, and contractors restoring damaged structures and removing debris.

Please see Direction & Control: Regional Staging Area Coordination

SPECIAL FACILITIES EVACUATION OPERATIONS

Special Facilities require unique attention because they house or serve populations that cannot take care of themselves during emergency situations and/or require unique support services. Such facilities include:

- Schools
- Nursing homes
- Correctional facilities

The following pages below provide specific planning and operational considerations that may be important during a situation requiring an evacuation. These considerations do not usurp existing procedures and protocols, and simply serve to complement existing planning doctrine in each respective jurisdiction in the region.

SCHOOLS

- ☐ Determine if there is time to evacuate.
- ☐ Determine if it is safe outside?
- ☐ Determine if there is time to send the students home.
- ☐ Determine if the student's homes are in a danger area.
- ☐ Determine if students & staff are safe inside the building.
- ☐ Identify Host facility and notify them.
- ☐ Notify County EMA, and ensure that bus evacuation routes are clear.
- ☐ Establish security around the school to ensure no one comes in or out during the evacuation process.
- ☐ Notify "bus provider" and put on notice to provide buses.
- ☐ If needed, request bus provider, and provide exact number of buses needed.
- ☐ If bus provider is unable to fill entire request, report unmet needs to County EMA.
- ☐ Assign students/staff to buses (i.e. by homeroom). Ensure roster lists are developed and accurate.
- ☐ Review list of special needs students.
- ☐ Ensure individual assistants/staff are with special needs students.
- ☐ Ensure medical records are loaded on buses with students. Corresponding records should accompany students.
- ☐ Ensure student's medication(s) is given to a staff member in charge of the bus where student is located.
- ☐ Establish bus assembly and loading area.
- ☐ Provide each driver with a map to host facility.
- ☐ Ensure buses travel a pre-designated route that has been coordinated with County EMA.
- ☐ Notify Host facility of # of evacuees and arrival time.
- ☐ Notify parents of evacuation and where students are being taken.
- ☐ Establish or activate reunification procedures and protocols, when appropriate.

EXAMPLE: STUDENT PICK-UP AUTHORIZATION FORM

I, _____, authorize **(school/district name)** to release my child (children) to the person (s) designated. This is in agreement with the **(name of school/district)** Emergency Operations Plan.

**Student's
Name**

**Designated Custodian (s)
Name & Relationship**

Your Signature

Relationship

Date

Print Name

Address

Address

(Home Phone) _____ (Work) _____ (Cell) _____

In the event my child (children) has/have a personal mode of transportation at school when an emergency or evacuation occurs, I authorize him/her to use the personal mode of transportation for evacuation travel purposes and to transport other immediate family members if feasible.

Signature

Relationship

Date

Print Name

NOTE: Parents and guardians should designate themselves as designated custodians. Friends, neighbors and other relatives may also be designated.

PLEASE PRINT CLEARLY.

NURSING HOMES

- ☐ Identify and notify pre-determined Host destination (other nursing home, hospital, home with family).
- ☐ Notify County EMA and other responding agencies (i.e. fire department) of pending evacuation.
- ☐ Establish the procedure for notification of the resident's emergency contact of an evacuation. Notify families of relocation plans and provide families or resident representatives with the name and address of the Host facility.
- ☐ Ensure transportation resources meet the resident's needs (buses, ambulatory, life support, etc.).
- ☐ If facility or transportation provider is unable to fill entire request, report unmet transportation needs to County EMA.
- ☐ Ensure facility vehicles are fully fueled when the area is threatened by a condition warranting a potential evacuation.
- ☐ Establish the procedure for transport of Medication Administration Records and medical records.
- ☐ Ensure confidentiality will be maintained during transport and relocation.
- ☐ Have identification bands for all residents with name, specific requirements, etc. Put the family contact name and number on the identification bands.
- ☐ Identify and plan for special needs residents such as residents on dialysis and oxygen, residents in need of special lifting equipment, etc.
- ☐ Establish protocol for transport of resident-specific medications (a minimum five day supply) to the Host facility.
- ☐ Establish the protocol for transport of resident-specific controlled substances (a minimum three day supply) to the Host facility.
- ☐ Ensure procedures are in place for controlled substances to record receipt, full count, and signatures of both transferring and Host personnel.
- ☐ Have a complete list of the supplies being transported to a host site, supplies to be delivered to a host site, and as applicable, supplies the host facility will provide.
- ☐ When transporting equipment (i.e. mattresses, wheel chairs, walkers, etc), make sure all equipment is labeled with the resident's name and the facility name.
- ☐ Send resident-specific supplies on the vehicles/buses with residents. Include an emergency drug kit, hydration, and snacks for the residents and staff.
- ☐ Track resident arrival at their host destination.

CORRECTIONAL FACILITIES

Authority to Order an Evacuation:

In most cases, this will depend on the jurisdiction.

Evacuation:

- ☐ Identify and notify alternate facility. The transferring facility shall notify the Host facility at least 24 hours in advance of transfer arrangements (when possible), including transportation, identification of escorts, and estimated time of arrival. When possible, transferees should arrive during normal working hours.
- ☐ Notify County EMA.
- ☐ Establish plan for providing information on the status of individual inmates to family members during an extended emergency or evacuation.
- ☐ Evaluate the support (buses, personnel, equipment) requirements to move inmates under the emergency conditions.
- ☐ Notify and request assistance from the following, if necessary.
 - ✓ State Police
 - ✓ Local Police
 - ✓ Local Sheriff
 - ✓ Nearby State and Local Correctional Facilities
 - ✓ National Guard
 - ✓ Local Fire Departments
 - ✓ HAZMAT Team
 - ✓ Local Hospitals and Ambulance Service
- ☐ Evaluate/coordinate the availability of inmate bedding and supplies at the Host site.
- ☐ Ensure routes to and from the Host site are thoroughly planned, coordinated and secured.
- ☐ Gather inmate medical and personal records and process, strip search, and properly secure the inmates in preparation to move them.
- ☐ The primary means of transportation for evacuation off premises shall be Facility vehicles. Patrol division vehicles shall be made available, if needed.
 - If additional vehicles are needed, buses and vans should be used.
- ☐ Staff will be responsible for preparing all inmate files, and ensure that all medical summaries for each inmate is transported at the same time the inmate is transported.
- ☐ Staff will also be responsible for separating inmates into their different custody statuses for transportation.
- ☐ Inmates shall be transported separately by their custody status in the following order:

- ✓ High Risk and Special Management inmates
- ✓ Medium Custody inmates
- ✓ Minimum Custody inmates

- ☐ When loading is completed, the convoy will proceed to their destination. These vehicles should move as one element.
- ☐ Armed security Officers with radio communication preventing escapes will be assigned to travel with each convoy vehicle.
- ☐ The convoy will not stop once it embarks from the Facility. Additional traffic control personnel should be provided so that the convoy can go directly through any intersection or traffic control device.
- ☐ Each vehicle is responsible for keeping the vehicle ahead of it in sight. The lead vehicle should also make sure they do not run away from slower vehicles.
- ☐ If a vehicle breaks down, all vehicles behind it will remain with the disabled vehicle until a spare vehicle arrives and a transfer can be accomplished. Vehicles in front of the breakdown will continue to the destination.
- ☐ If the convoy or a single vehicle is halted, security personnel will dismount and position themselves to best control the inmates.
- ☐ If a vehicle becomes separated, proceed to the destination on the designated route.

Immediate Evacuation of Inmates:

- ☐ In the event that it becomes necessary to immediately evacuate the Facility, the inmate population may be required to move out on foot. This will be accomplished by linking the arms of inmates, four abreast and cuffing each inmates own wrists with a restraining device.
- ☐ Flex-cuffs should be the primary restraining device used, although other devices may be used as well.
- ☐ The designee will ensure that armed officials are present for security purposes and preventing escapes.

DEMOBILIZATION & RE-ENTRY OPERATIONS

Return of evacuees to their homes or businesses in evacuated areas requires the same consideration, coordination, and control as the original evacuation. For limited incidents, the Impacted County will normally make the decision to return evacuees. However, for large-scale evacuations, that decision should be made by coordinating with the NE Idaho RCG and other State and Federal partners.

Communication between all involved groups (i.e. Resource, Host, and Impacted Counties) should coordinate the timing of re-entry into the Impacted County and the resources necessary to support these efforts.

RE-ENTRY CONDITIONS

The following conditions should prevail in the evacuated area before evacuees are authorized to return:

- The threat that caused the evacuation has been resolved.
- Sufficient debris has been removed to permit travel and roads and bridges are safe to use.
- Downed power lines have been removed; ruptured gas, water, and sewer lines have been repaired; and other significant safety hazards have been eliminated. However, utility services may not have yet been fully restored.
- Structures have been inspected and determined to be safe to reoccupy.
- There is adequate water available for firefighting.

TRANSPORTATION & TRAFFIC CONTROL

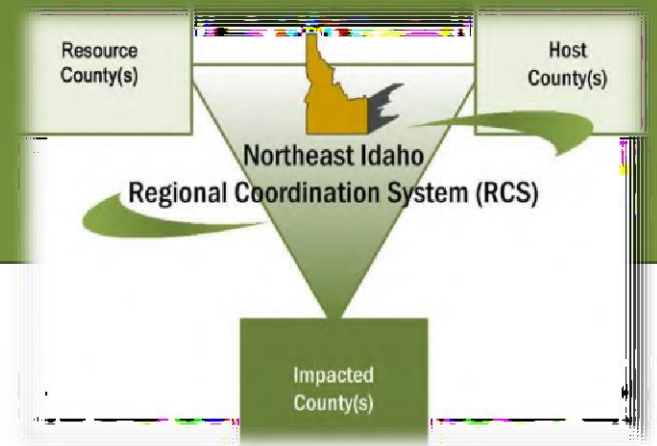
For return and re-entry, it may be necessary to provide transportation for those who lack vehicles, and traffic control operations may be necessary on return routes.

PUBLIC INFORMATION

Public information intended for returnees should address such issues as:

- When residents can return
- Documenting damage for insurance purposes
- Caution in reactivating utilities and damaged appliances
- Cleanup instructions
- Removal and disposal of debris

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FAMILY ASSISTANCE CENTER ANNEX

INTRODUCTION

In a mass fatality event, each Impacted County in the Northeast Region, as part of its overall response operations, may establish a Family Assistance Center (FAC) at a pre-designated location. An FAC is essentially a hub for information collection, sharing, and human services regarding the missing or deceased in an emergency. This exchange of information will be between officials staffing the center and those who have been affected by the event. This is a multi-agency operation coordinated by the County Emergency Manager(s) and supported by other regional agencies and a cadre of volunteers that will be called upon to staff the center. The goal of the center is to collect antemortem information from family and friends of the missing and deceased in order to reunite them, whether living or deceased. Once information is collected and reunification takes place, the FAC shall provide initial mental health and wrap around services for those affected by the event.

PURPOSE, SITUATION, & ASSUMPTIONS

PURPOSE & SCOPE

This plan serves as an appendix to the Northeast Regional Coordination Plan.

Scope

A Family Assistance Center (FAC) will need to be established as quickly as possible in a mass fatality event in order to provide a range of services to those seeking assistance regarding the status of their loved ones. The nature of the mass fatality event and type of hazards faced will determine when and where the FAC is established within the effected county(s).

SITUATION & ASSUMPTIONS

There are a number of identified hazards and events that could occur within the Region resulting in a mass fatality event and activation of a FAC. It is important to note that a FAC will be established within 72 hours of the event. Federal resources are not likely to be deployed until 48 hours into the event. Family reunification services taking place near the scene of the event may either be shut down or transitioned to County or Regional FAC operations as the response unfolds. Once all casualties have been removed from the scene and operations shift to recovery, the transition will take place to full FAC operations, coordinated by County Emergency Management. The Incident Commander, in consultation with local Emergency Management, will make the decision to begin this transition.

If there are incidents involving transportation, particularly airline accidents, the National Transportation Safety Board (NTSB) and/or the Federal Aviation Administration (FAA) and airline carrier may take the lead in establishing family assistance and reunification services. Regional agencies would most likely be called upon as support to these operations. If there is an event involving a Weapon of Mass Destruction (WMD), biological, or chemical weapons, the Federal Bureau of Investigation (FBI) may intervene as part of the criminal investigation and establish family assistance under its direction. It is likely that all regional agencies involved in family assistance will be called upon by Federal assets to assist in these operations.

If it is a radiological, chemical, or biological event, it may extend the time to recover bodies, as the area may be too dangerous for operations.

NOTIFICATION & ACTIVATION

CRITERIA FOR ACTIVATION

A Family Assistance Center is activated when there is need for a place for families to gather information, coordinate with first responders, and receive emotional and health support. Consider the following when activating an FAC:

- **Number of Fatalities or Casualties**
- **Volume of Public Information Requests**
- **Incident Nature**
- **Agency Requests**
- **Ability to Staff the FAC**

Initial notification for a mass fatality event and request to activate the FAC will come from the Incident Commander or Emergency Operations Center (EOC).

ACTIVATION CHECKLIST

- ┌ Based on the incident size, number of victims, and other factors listed in the plan determine the approximate scale of the event

Type of Incident _____

Date _____ Time _____

Approximate number of victims _____

Estimated number of family / friend to arrive at FAC _____

Estimated resource needs (circle one)

Local

County

Regional

State

National

LOGISTICS

- ┌ Review site assessment worksheets and select the location of the FAC facility

FAC Facility Activation Information

Facility Name _____ Date _____

Street Address _____

City _____ State _____ Zip Code _____

Contact Person _____

Phone _____ Email _____

- ┌ Logistics: identify and acquire all equipment and supplies needed for the FAC Facility
- ┌ Identify all staff and volunteers, including Incident Management Team, if available
- ┌ Identify services that will be provided at FAC (check all that apply)

- Reception/Registration
- Family Briefings
- Family Notifications
- Victim Information Services
- First Aid and Medical Care
- Disaster Mental Health Services
- Missing Persons Services
- Property Recovery
- Support Services
 - Childcare Services
 - Translation/Interpretation
 - Social Services (List Below)

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

- ┌ Set-up FAC Facility

- ┌ Ensure Information Technology needs are met and tested (Television/Cable, Phones, Internet, Cell Phones, Fax Machines, Radios)
- ┌ Implement Security plan
- ┌ Notify 211 Idaho CareLine
- ┌ Open FAC Facility and coordinate messaging with Public Information Officer; location, hours, and services.

FINANCE & ADMINISTRATION

- ┌ Tracking Volunteers and Volunteer Time
- ┌ Track Employee Time.
- ┌ Tracking FAC Expenses.

SOCIAL SERVICES THAT MAY BE REQUIRED AT THE FAC

Not all services will be necessary at a FAC facility; the list below provides suggestions on possible social services that may be necessary

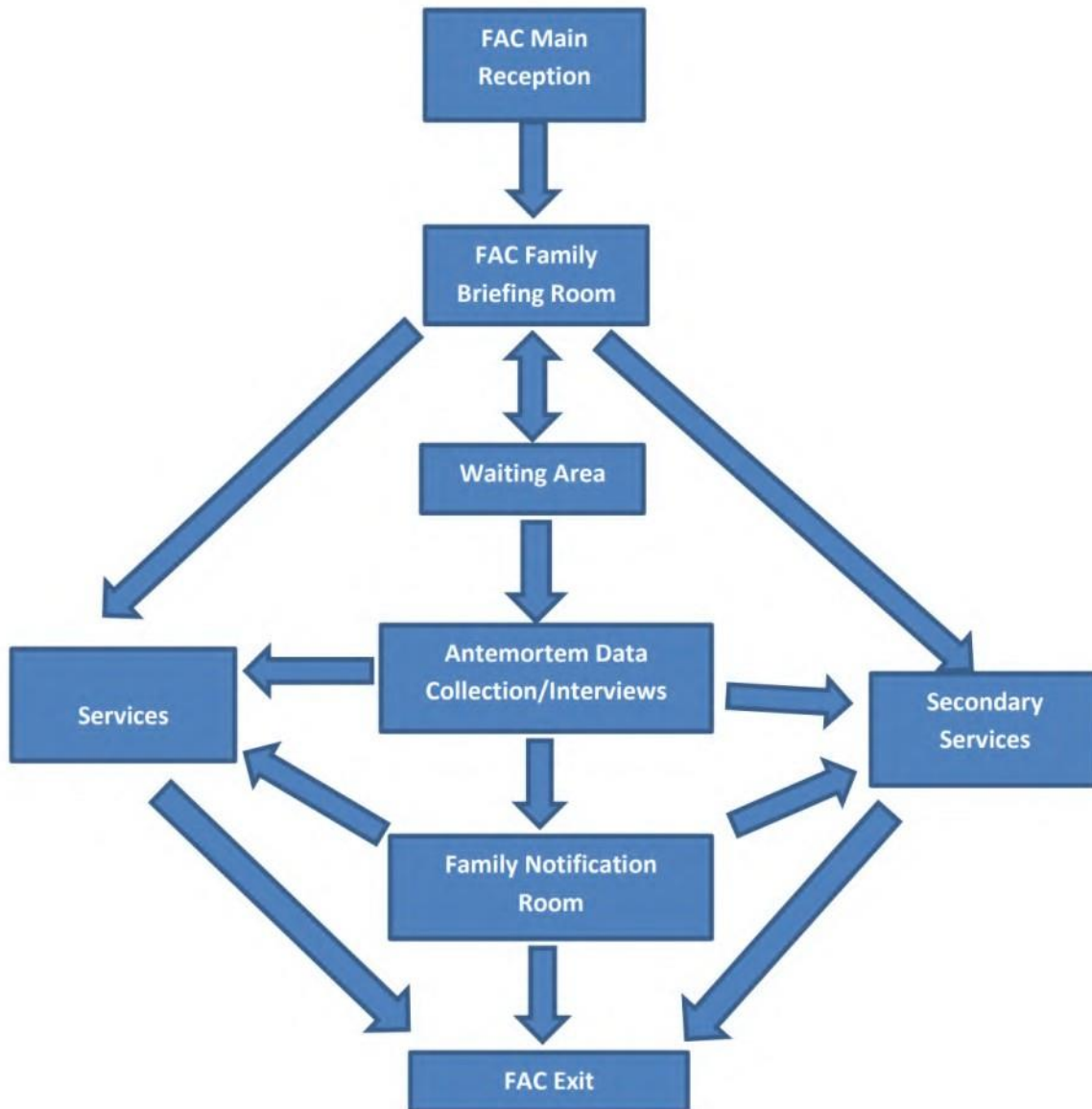
- | | |
|--|---|
| <input type="checkbox"/> Animal Care | <input type="checkbox"/> Disability Information |
| <input type="checkbox"/> Basic Medical Care/Assessment | <input type="checkbox"/> Senior Citizens Service |
| <input type="checkbox"/> Benefits Counseling/Assistance | <input type="checkbox"/> Temporary Lodging Assistance |
| <input type="checkbox"/> Child/Youth and Family Services | <input type="checkbox"/> Therapy Dogs |
| <input type="checkbox"/> Communications (phone and internet) | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Crime Victims Assistance | <input type="checkbox"/> Translation/Interpretation |
| <input type="checkbox"/> Health Care Information | <input type="checkbox"/> Foreign Nationals |
| | <input type="checkbox"/> Food Services |

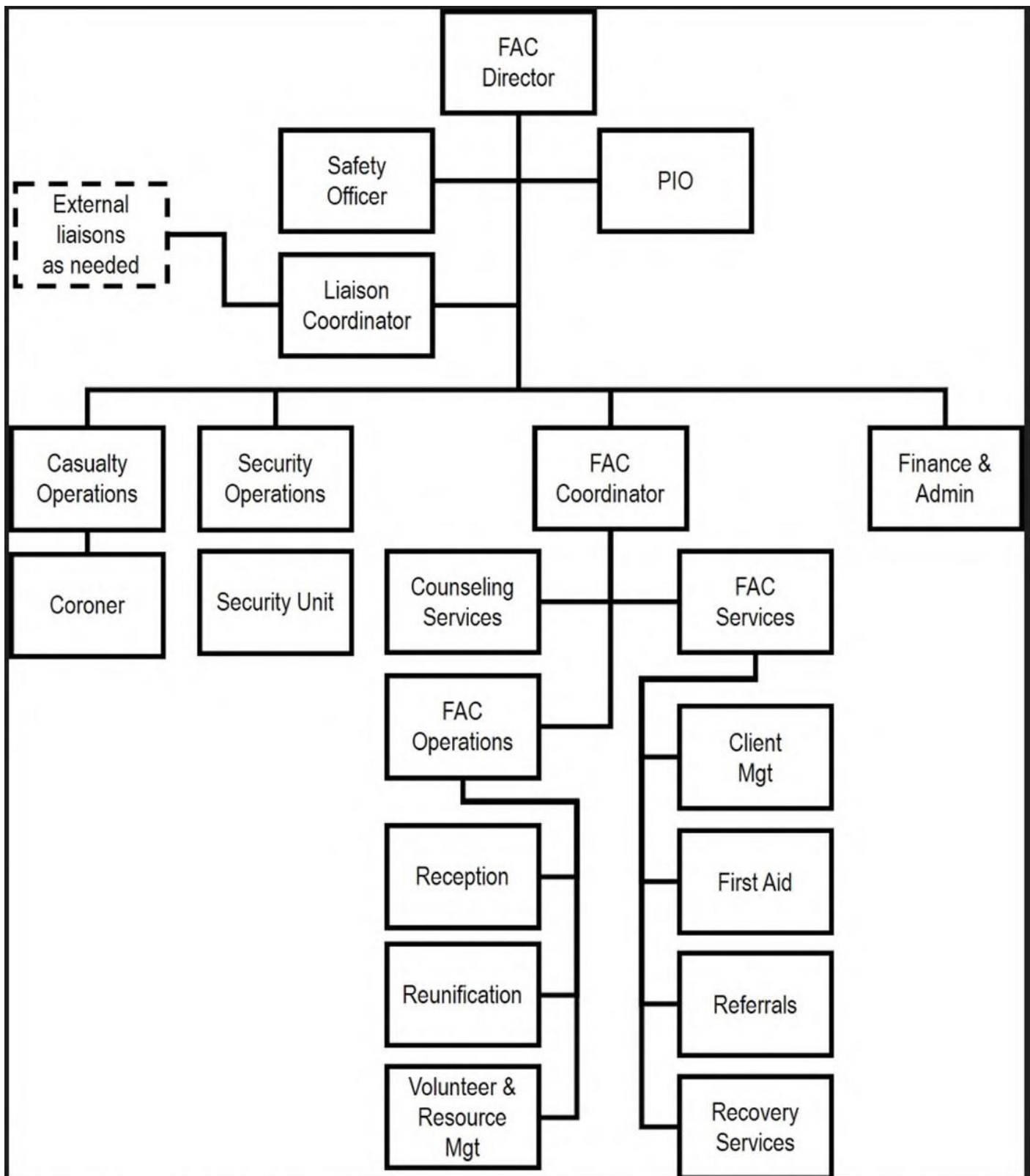
CONCEPT OF OPERATIONS

ROLES & RESPONSIBILITIES

Agency	Roles and Responsibilities	Suggested time frame
Emergency Management	Coordination of Family Assistance Center operations, including but not limited to: <ul style="list-style-type: none"> • Reunification services • Food and water services • Temporary sheltering • Child care services • Communications services (telephone, internet, translation services) • Facility accommodations necessary for professional and appropriate interaction with next-of-kin • Engagement of community and faith-based organizations/volunteers as needed to support operations • Provide ongoing coordination with Idaho CareLine 	Begin coordination efforts as early as 24 to 48 hours from incident for FAC opening within 72 hours from incident
Communications (PIO)	<ul style="list-style-type: none"> • Coordinate and disseminate information to public • Provide regular briefings to media and other public sources • Media liaison services 	Within 24 hours of incident
County Coroner	<ul style="list-style-type: none"> • Collection of antemortem data for identification of human remains • Management of data collection system • Conduct photo ID of decedents, if necessary • Gathering of belongings and personal effects to be given to family/friends of deceased 	When incident is secured
Compassionate Care and/or Mental Health Volunteers	<ul style="list-style-type: none"> • Initial mental health services • Compassionate Care services • Provide referral to further services as appropriate 	Upon opening of FAC
FAC Volunteer	<ul style="list-style-type: none"> • Victim family member liaison duties • First aid services • Administration duties as outlined by the FAC director • Provision of lay responders for center logistics • Patient tracking (Healthcare Coalition) • Provide necessary referrals to community-based organizations • Return of personal property/effects 	Upon opening of FAC
Local Law Enforcement or Contracted entity	<ul style="list-style-type: none"> • Provision for security to family assistance centers • Death notifications to next of kin 	Upon opening of FAC or per internal process
211 Idaho CareLine	<ul style="list-style-type: none"> • Provide call center operations for referral services to the public • Provide transfer of calls for individuals needing in-person FAC assistance 	Upon opening of FAC

*NOTE: Not all roles and responsibilities listed above will take place at the FAC. Some tasks are supportive to FAC operations and overall mass fatality operations.

PATRON FLOW

ORGANIZATION

REGISTRATION

1. As patrons enter the facility greeters show them to the reception area.
2. Patrons will check-in to the facility.
 - a. All patrons must sign-in upon arrival.
 - b. Patrons are required to produce government-issued photo identification upon entry to ensure the identity of all visitors. In the event that a patron does not have a government issued identification (minor children, undocumented persons, identification unavailable, etc.) reception staff, with the assistance of Law Enforcement, should take reasonable steps to ensure the identity of the individual.
 - c. Law Enforcement verifies all identification and issues each person a badge. Badges should have a unique feature (e.g. color coding).
3. If this is the family member's first visit to the FAC they must complete a Family/Friend Registration Form.
 - a. If someone arrives at the FAC and is not accessing services, notify security immediately.
4. Provide all patrons with a Resource Packet.
5. FAC Liaisons provide patrons with a brief overview of the services provided at the FAC, a tour of the facility (if possible) and assist them with any immediate needs.
6. Translators/Interpreters provide assistance with the registration process if necessary.
7. All patrons must return their badge upon leaving the FAC

Forms to be completed (found in "Forms" section):

1. Family/Friend Daily Sign-in Sheet
2. Family/Friend Registration Form
3. Missing Person/checklist
4. Personal Identification Affidavit

REUNIFICATION SERVICES

One of the primary goals of the Family Assistance Centers will be to reunite family members with their lost loved ones. It is important to note that this includes both the living and deceased, uninjured and injured alike. There will be two distinct groups requiring reunification services:

- 1) Missing persons who have been located (living or deceased) who have not yet been reunited with family/friends
- 2) Family/friends coming to the center in search of missing loved ones

Families may also need to be connected to specific disaster services once they have been reunited with living or deceased loved ones. Those staffing the reunification service area will need to be prepared to make the appropriate referrals. All of those seeking reunification services should be protected from any media scrutiny throughout the process, showing respect for those grieving.

Unaccompanied minors might show up to the FAC seeking reunification with lost loved ones. An area for child care services should be established within the FAC.

ANTEMORTEM DATA COLLECTION

Coroner or designee will lead the collection of antemortem data through interviews with family/friends that enter the center, or by collection of medical and dental records. It is highly recommended that there be only one database for the event.

NEXT OF KIN NOTIFICATIONS

The Sheriff's Office shall assume responsibility for death notifications. This may need to be accomplished with assistance from mental health professionals (grief counselors). Next of Kin notification shall only take place after confirmation by the Coroner. A release log will be utilized to document the overall process and an individual release authorization form must be completed and placed in the individual Victim Disaster Packet. If personal effects of the deceased are not determined to be evidence, they may be released to the next of kin along with the body. If the next of kin of the deceased request any type of mental health professional, they should be referred to the area of the FAC designated for grief counseling and mental health services.

CALL CENTER

A missing persons call center may be established out of the Family Assistance Center or other location TBD, at the direction of the Sheriff. Staff at the call center will receive calls from the public and provide answers based on available information. They may also collect relevant antemortem data and/or provide referral to 211 Idaho CareLine or other FAC services.

PUBLIC INFORMATION

Communications (PIO) are responsible for notifying the public of the establishment of the FAC, its location, mission and purpose. Ongoing messaging regarding the FAC shall be coordinated with the Joint Information Center or EOC, if established. A Joint Information System (JIS) should be established with all stakeholding organizations, including 211 Idaho CareLine.

The following Public Information Officer (PIO) Cheat Sheet can be used or modified as necessary:

PIO Cheat Sheet

This document is to be used to inform press briefings and media updates, but it is NOT a stand-alone document to be shared with the press. It should be completed using the judgment of the response staff, as not all items will be reported. All of the information below can be obtained from the Director of the Family Assistance Center

	Number in last operational period	Number to date
Number of families at the Family Assistance Center		
Number of families communicating with the FAC but not on site		
Date/Time of last family briefing		
Number of calls to the Missing Persons Call Center		
Number of Missing Persons Reports received		
Number of reunifications facilitated through the FAC		

Services Provided at the Family Assistance Center

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____

Referral Services Provided Through the Family Assistance Center

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Number of Remains Recovered _____

Number of decedents identified and their families notified _____

Language that should NOT be used in communications

- We know how you feel.
- Time heals all wounds.
- You should go on with your life.
- You will get over it.
- Others are worse off.
- Focus on the good times.
- The County cannot share that information. (Acceptable only if followed by why, and when the information will be available.)
- You do not need to know that
- What you do not know can't hurt you
- It was actually a blessing.
- You must be strong.
- It could have been worse.
- God never gives us more than we can handle

Talking points concerning victim identification procedures

- Fatality numbers are released only by the coroner and only after confirmation.
- PIOs should not speculate on any procedures, including the need for an autopsy.
- PIOs should not assign timeframes for victim identification.
- Victims' names are only released after positive identification and notification of the family.
- Cultural considerations will be accommodated as often as practical.

Family Assistance Center Media Release Template

“(Agency/Organization) will be opening a Family Assistance Center (FAC) on (Date) beginning at (time) located at (location). Support services and crisis assistance will be offered. Services include (as applicable) counseling, mental health services, spiritual care, financial assistance if needed.

FAC services are available to those directly impacted by the (event). Victims are not just those who are physically injured, but also those present that may be experiencing emotional distress.

Organizations wishing to offer services at the FAC must contact (organization/Phone number) prior to being admitted into the FAC.

Additional referral services are available by calling the 211 Idaho CareLine.

Additional Comments _____

MENTAL HEALTH AND OTHER REFERRAL SERVICES

Each jurisdiction should identify a local entity to provide grief counseling and mental health services required for those impacted by the incident.

The 211 Idaho CareLine (CareLine) will provide referral services for the FAC, inasmuch as the services being requested fall into the normal span of referrals offered by CareLine, during normal operating hours. Referrals should utilize the most locally available resource whenever possible. The FAC may utilize the CareLine website to obtain directories of services, before, during and after CareLine Hours. Media inquiries to CareLine shall be handled in accordance with IDHW policy, and participation in the incident Joint Information System (JIS) is encouraged.

CareLine will **not** collect missing person information, receive crime tips, assist in personal property recovery, assist in victim compensation enrollment, provide decedent or missing persons information, or manage donations. CareLine will make referral to the local Family Assistance Center for these or other questions outside of normal service.

Twelve (12) hours prior to activating the FAC, the following information will be provided to CareLine:

- Date, Time, and Location of Incident
- Incident Name
- Location of FAC
- Hours of FAC
- FAC Phone
- Tip-Line Phone Number
- POC for FAC

Upon demobilization of the FAC, the Careline should be given six (6) hours advance notice.

CALL	Dial 2-1-1 or 1-800-926-2588
TEXT	Text your Zip Code to 898211
WEBSITE	211.idaho.gov
EMAIL	CareLine@dhw.idaho.gov
MAIL	211 Idaho CareLine PO Box 83720
FAX	208-334-5531
Idaho Relay for the Deaf	711
HOURS	Monday-Friday 8:00 AM - 6:00 PM (Mountain Time)

VOLUNTEERS

Volunteer organizations may be activated as needed. Spontaneous volunteers may show up to the FAC as well. A volunteer registration and credentialing area shall be designated to expedite the verification process and get volunteers folded into operations as quickly and efficiently as possible.

FAMILY BRIEFINGS

There should be regularly scheduled briefings with family/friends and survivors. Patrons can be updated on response activity as well as have the opportunity to ask questions of FAC leadership. These briefings should occur in a large, private setting within the FAC. No members of the media shall be allowed to attend briefings.

Due to the sensitive nature of the information shared, no audio or video recording will be allowed.

The following is a sample agenda for a family briefing that can be modified as needed:

- Rescue and recovery efforts
- Victim identification efforts
- Investigation updates
- Site visits, memorial services
- Disposition and return of remains
- Return of personal effects
- Description of services available at FAC

SECURITY

Security at the FAC should restrict access, maintain the peace, and intervene in volatile situations. Local law enforcement may be responsible for providing security or designating a contract entity.

CULTURAL & RELIGIOUS CONSIDERATIONS

The FAC director may work with volunteers and staff to identify specific or unique cultural or religious concerns, which may be accommodated as resources allow.

DEMOBILIZATION

The demobilization of the FAC will be dependent on the needs of the incident and will likely be a gradual scale down of operations.

Antemortem data that has been collected shall be transferred to the county coroner or law enforcement agencies. Other records shall be retained according to local policy. Any equipment brought into the FAC from outside sources will be returned.

General Guidelines that should be considered

- # clients seen/day
- # victims still to identify/locate
- Ability for other organization to handle current operation needs off-site
- Need for daily briefings

Criteria to consider for demobilization

- Rescue, recovery investigations and identification have decreased to be able to be handled by another ongoing operation
- Less than 5 clients per day register at the FAC three days in a row
- Memorial services have been arranged for family and friends
- The return of personal effects has been arranged
- Ongoing case management and/or hotline number has been established if needed
- As directed by local authorities

Reason for demobilization: _____

Location/Name of FAC: _____

Date/Time of Demobilization: _____

Demobilization Tasks

- ┌ Create a demobilization plan for the FAC, reviewed by IC and approved by the Board of County Commissioners
- ┌ Set a date and time for closure and communicate this with all partners and client families
- ┌ Address outstanding case management needs and long-term follow-up with families
- ┌ Coordinate final meeting with partners and government agencies
- ┌ Coordinate messaging for public about demobilization
- ┌ Update missing persons call center or recorded message
- ┌ Break down the FAC facility
 - assign partners to demobilization tasks
- ┌ Follow-up report of FAC operations
- ┌ Debrief staff and volunteers
- ┌ Notify 211 Idaho CareLine

FORMS

To: 211 Idaho CareLine

From: {NAME} {Title}

Re: Family Assistance Center Activation

This is to inform you that a Family Assistance Center (FAC) has been established to support the survivors of {INCIDENT NAME}, their families, and the families and friends of the victims.

The purpose of the FAC is to:

- Receive missing persons reports with the goal of reuniting families and identifying victims;
- Identify next of kin for the purpose of family notification and return of personal effects; and,
- Provide mental health and other service referral to survivors, friends and families.

We are requesting assistance from the 211 Idaho CareLine in support of the FAC mission by doing the following:

- Receiving incoming calls from the public;
- Answering questions regarding the FAC;
- Making referral within the normal scope of 211 Idaho CareLine day to day functions;
- Referring individuals to the FAC, performing a “warm transfer” when able; and,
- Participating in the Joint InformationSystem (JIS) when providing public information (also subject to IDHW internal policy).

For the following requests, we ask that 211 Idaho CareLine refer individuals directly to the FAC:

- Collection of missing person information;
- Receipt of crime tips;
- Assist in property recovery;
- Assist in victim compensation enrollment;
- Provide decedent or missing persons information; or
- Manage donations.

The FAC serves the needs of those directly impacted by the incident. If other community members call, please provide them with referral services within 211 Idaho CareLine’s normal scope.

The form included with this letter contains additional information, including contact, service, and after-hours emergency information. The gray box is internal information only. Please do not share with the public. Anything in the white box is cleared for release.

At such time as the FAC is demobilized, we will attempt to provide you with at least a six hour notice. If you have questions, please call the Point of Contact listed in the gray box on the enclosed form.

Thank you!

211 Idaho Careline Information Form

(When Complete, e-mail form to CareLine@dhw.idaho.gov)

Person Contacting 211 Idaho Careline (Name/Title): _____

Date/Time: _____

Information for Public Release

Incident Name _____

Date _____ Time _____

City/County _____

Tipline Phone Number _____

Family Assistance Center Information

Facility Name _____ Date Opening _____

Street Address _____

FAC Phone _____ FAC Hours: _____

FAC Website: _____ After-Hours Emergency: _____

Identify services that will be provided at FAC (check all that apply)

Reception/Registration	Property Recovery	
Victim Information Services	First Aid and Medical Care	
Disaster Mental Health	Missing Persons Services	
Childcare services	Translation/Interpretation	

Do NOT Release to Public: Internal Use Only

Size/Scope of Incident: _____

Point of Contact for Careline (Name/Title): _____

Phone _____ Email _____

Time/Location/Virtual Location of next Briefing: _____

Patron Registration Form

Use this form if no electronic/database registration system is available

Disaster Victim Information

Last Name _____ First Name _____ MI _____

For Multiple Disaster Victims of the Same Family, Use Additional Forms and Cross Reference with Victims Name at Bottom of this Page

1. Presenting Family Member/Friend Name

Last Name _____ First Name _____ MI _____

Relationship to Victim _____

Permanent Address _____

City _____ State _____ Zip _____

Home Phone _____ Cell Phone _____

Photo Identification Verification (type/#/State/County) _____

Services Requested _____

Next of Kin to disaster victim? ☒ Yes ☐ No

If No, Name of Next of Kin _____

Notes _____

2. Presenting Family Member/Friend Name

Last Name _____ First Name _____ MI _____

Relationship to Victim _____

Permanent Address _____

City _____ State _____ Zip _____

Home Phone _____ Cell Phone _____

Photo Identification Verification (type/#/State/County) _____

Services Requested _____

Victim Name _____

Notes (Continue on Reverse) _____

VOLUNTARY REPORTING FORM (MISSING/FOUND PERSON INCIDENT)

Date/Time of Report: _____ Location of Report: _____ Case# _____

Report Taker Name: (Please Print) _____ ID #: _____

Person Information☐ Missing☐ Found

Full Name: _____ Age: _____ Sex: _____ Race: _____

Ethnicity: _____ Hgt: _____ Wgt: _____ Build: _____ Hair: _____ Eye: _____ ☐ Picture Available

Scars, Marks, or Tattoos: _____

Home Address: _____ City: _____ State: _____ Zip: _____

Home Phone #: _____ Cell Phone #: _____ Work #: _____

Last Known Location Information

Last Seen Traveling from: _____ traveling to: _____

Last Seen Driving/Riding: _____

Last Seen Wearing (Start from top of the head down to the feet, Inner clothes to outerwear): _____

Other Items or Equipment the person was carrying/using: _____

Health/Safety/Other Information

Health and General Conditions: _____

Medical Concerns/Pertinent history: _____

Additional family concerns: _____

Knowledge of Area: _____

Action taken to attempt to locate the missing person: _____

Friends/Contacts that missing person may contact (i.e. Family Members, Friends, Teacher, Principal, Bus Driver, Coaches, etc.): _____

Reporting Party/Parent Information

Full Name: _____ Date of Birth: _____

Relation to the missing person: _____

Address: _____ City: _____ State: _____ Zip: _____

Home Phone #: _____ Cell Phone #: _____ Work #: _____

PERSONAL IDENTIFICATION AFFIDAVIT

STATE OF IDAHO

County of _____

I declare, under penalty of perjury, that my name is listed as:

Print Full Name

That I am the above said person and I currently reside at:

Print Full Address, City, State and Zip Code

I have provided the _____ County Family Assistance Center Registration Officer
with a current form of photographic identification and I declare that the following person:

Print Full Name_____
Print Full AddressIs in fact who **they** say **they** are, and that I have known said person for _____ year(s).

I certify (or declare) under penalty of perjury pursuant to the law of the State of Idaho
that the foregoing is true and correct.

(Date)_____
(Signature)

Subscribed and sworn to before me:

Family Assistance Center Registration Office

Northeast Area Emergency Managers	
Family Assistance Center	Family Assistance Center
001	002
Northeast Area Emergency Managers	
Family Assistance Center	Family Assistance Center
003	004
Northeast Area Emergency Managers	
Family Assistance Center	Family Assistance Center
005	006
Northeast Area Emergency Managers	
Family Assistance Center	Family Assistance Center
007	008

Patron Daily Sign-in Sheet

Date	Time of Arrival	Name	Phone Number	Time of Departure	Badge Collected?

COUNTY-SPECIFIC INFORMATION

Regional Resources	American Red Cross	
	Scott O'Connell	208-270-7566
	Duty Officer	1-833-583-3111
	Eastern Idaho Public Health	
	Troy Nelson	208-533-3146
	Chaplains of Idaho	
	Kathy Carroll	208-201-0743
	East Idaho CERT	
	Jon Corpany	208-705-5861
	Eastern Idaho Voluntary Organization Active in Disaster (VOAD)	
	The Church of Jesus Christ of Latter-day Saints VOAD Representative	
	Steven Taylor	208-520-1727

Bonneville County		
	Idaho Falls Activity Center 1575 North Skyline Drive Idaho Falls, Idaho 83402	208-612-8480
	Bonneville County Elections Building 497 N. Capital Ave Idaho Falls, Idaho 83402	208-529-1363
	Swan Valley Fire Station 15 ID-31 Swan Valley, Idaho 83449	208-483-3473

Butte County		
	Butte Business Center 159 North Idaho Street Arco, Idaho 83213	208-527-3021
	Moore Community Center 3353 West 3155 North Moore, Idaho 83255	208-554-3412
	Howe Community Center 1525 East Highway 93 Howe, Idaho 83244	208-767-3018

Clark County	
	<div> Clark County Community Building 278 Community Center Drive Dubois, Idaho 83423 </div> <div> Clark County High School 43 West 2nd South Dubois, Idaho 83423 208-374-5215 </div> <div> The Church of Jesus Christ of Latter Day Saints 471 2nd South Street A-2 Dubois, Idaho 83423 </div>

Custer County	
	<div> Challis Area Community Center 411 Clinic Road Challis, Idaho 83226 Julie Turek 208-940-0690 </div> <div> Stanley Community Center 510 Eva Falls Ave Stanley, Idaho 83278 Steve Botti Stanley Mayor 208-608-8739 </div> <div> Mackay Business Park 313 East Custer Street Mackay, Idaho 83251 </div>

Fremont County	

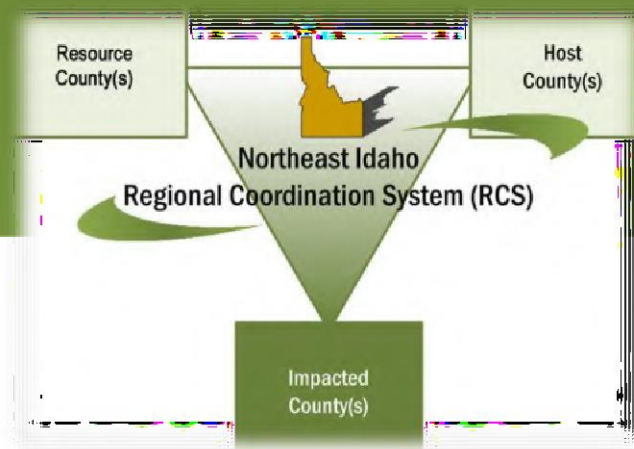
Jefferson County	
	<div> Jefferson County FAC Locations Jefferson County Fair Grounds 319 Veteran Memorial Drive Rigby, Idaho 83442 208-745-6685 Mustang Event Center 651 North 2858 East Roberts, Idaho 83444 208-228-3220 West Jefferson ALC 1256 East 1500 North Terreton, Idaho 83450 208-663-4542 </div> <div> Jefferson County Churches Crown of Life Lutheran Church 3856 E 300 N Rigby, ID 83442 Ron Demmer (208) 745-2616 Rigby Community Presbyterian Church 111 W 1st N Rigby, ID 83442 Jim Perry (208) 745-5197 Bethel Baptist Church 3866 E 400 N Rigby, ID 83442 Ty Rubottom (208) 745-9266 </div>

	Jefferson County Family Assistance Supportive Organizations Tueller Counseling Services 295 N 3855 E Rigby, Idaho 83442 Thomas Tueller 208-745-5205	Roberts Community Church 637 N 2872 E Roberts, ID 83444 Kris Cain (313) 658-0725 The Church of Jesus Christ of Latter-day Saints Ririe, Rigby, Rigby East, Rigby South, Menan, Terreton Stakes Steve Taylor (208) 520-1727
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Lemhi County		
	Lemhi County Family Assistance Center Possible Locations The Church of Jesus Christ of Latter Day Saints 400 Daisy Street Salmon, Idaho 83467 Lynch Center 204 S. Warpath Salmon, Idaho 83647 <hr/> Lemhi County Family Assistance Supportive Organizations Lemhi Valley Social Services 1301 Main St. Salmon, Idaho 83647 Annie Stokes 208-993-1602 Steele Memorial Chaplain Program Margaret Gladowski 208-756-2126	Lemhi County Churches The Church of Jesus Christ of Latter-Day Saints 400 S. Daisy St. Salmon, Idaho 83476 Boyd Stokes 208-303-0446 Episcopal Church of Redeemer 204 Courthouse Drive Salmon, Idaho 83647 Bob Perry 208-993-0790 Salmon Valley Baptist Church 1140 Cemetery Lane Salmon, Idaho 83647 Pastor Mike Palmer 208-940-0677 Calvary Chapel Salmon 520 Main St. Salmon, Idaho 83647 Hagen Miller 208-993-1324 Assembly of God Church 510 Bulwer Salmon, Idaho 83647 Bruce Murphy 208-303-0119 Faith Bible Church 410 Fulton St. Salmon, Idaho 83647 Greg Middlebrook 208-993-0433

Madison County		
	Madison County Family Assistance Center Possible Locations Madison County Senior Citizens Center 40 South 2 nd West 208-356-0080 Madison County Fair Grounds 460 West 2 nd North 208-357-6634 Madison 321 District Offices 60 West Main St. 208-359-3300 <hr/> Madison County Family Assistance Supportive Organizations	Madison County Churches Apostolic Church 1866 N. Highway 33 Sugar City, Idaho 208-359-2050 Cavalry Chapel Rexburg 859 S. Yellowstone HWY Stue 204 Rexburg, Idaho 208-346-0999 Community Presbyterian Church 104 College Ave Rexburg, Idaho 208-356-9313 The Church of Jesus Christ of Latter-Day Saints Rexburg Idaho Stake 845 W. 7 th S. Rexburg, Idaho 208-356-4600 The Church of Jesus Christ of Latter-Day Saints Rexburg Idaho North Stake 314 E 2 nd North Rexburg, Idaho 208-356-4176

Teton County		
	<p>Teton Valley Family Assistance Center Possible Locations</p> <p>Teton County Fairgrounds 1413 N. Highway 33 Driggs, ID 83422 Hallie Poirer 208-354-8790</p> <p>Driggs Community Center 60 S. Main Street Driggs, ID 83422 Mayor August Christensen 208-354-2362</p> <p>Victor Elementary School (Not in session) 43 E. Center Street Victor, ID 83455 Monte Woolstenhulme 208-228-5923</p> <p>Driggs High School 555 East Ross Ave Driggs, ID 83422 Monte Woolstenhulme 208-228-5923</p> <p>Tetonia Elementary School 215 S. 5th Street Tetonia, ID 83452 Monte Woolstenhulme 208-228-5923</p> <hr/> <p>Teton Valley Family Assistance Supportive Organizations</p> <p>Community Resource Center Alex Bontecou 208-354-0870</p> <p>Family Safety Network Emily Bilcher 208-354-8057</p> <p>Mental Health Coalition of Teton Valley Sara McKeown White 208-354-6198</p> <p>PAWS Jess Farr 307-734-2441</p>	<p>Teton Valley Churches</p> <p>The Church of Jesus Christ of Latter Day Saint 225 N. 1st E. Driggs ID 83422 208-317-3325</p> <p>The Church of Jesus Christ of Latter Day Saint 87 E. Center Street Victor, ID 83455 208-317-3325</p> <p>The Church of Jesus Christ of Latter Day Saint 209 S. Main Street Tetonia, ID 83452 208-317-3325</p> <p>Presbyterian Church of Tetons P.O.Box 1318 Driggs, ID 83422 208-354-4673</p> <p>Good Shepard Catholic Church Father John Kucera 245 S. Hwy 33 Driggs, ID 83422 208-624-7459</p> <p>Baptist Grandview Baptist Church Pastor Daniel McDonald 2301 N. Hwy 33 Driggs, ID 83422 208-220-0351</p> <p>Teton Valley Bible Church Pastor Jim Otto Howard and 2nd Street Driggs, ID 83422 208-354-8523</p> <p>Episcopal Church Rev. Eric Moehring Sky Hill Road Alta WY 208-353-8100</p> <p>Headwaters Calvary Chapel Pastor Rodger Shea 500 Sky Hill Road Driggs, ID 83422 208-354-9673</p> <p>Seven-Day Adventist Pastor Marvin Humbert 7389 S. Suite B, Hwy 33 Victor, ID 83455 253-335-3998</p> <p>Traditional Protestant Steve Gilmore Main & Wallace (American Legion Hall) Driggs, ID 83422 208-456-3060</p>



GLOSSARY & REFERENCES

GLOSSARY OF TERMS

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

Allocated resources: Resources dispatched to an incident.

Area Command: An organization established to oversee the management of multiple incidents that are each being handled by a separate ICS organization or to oversee the management of a very large or evolving incident that has multiple incident management teams engaged.

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

Communications: Process of transmission of information through verbal, written, or symbolic meanings.

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

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

Emergency: Any incident, whether natural or manmade, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

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

Emergency Operations Center: A physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines, by jurisdiction, or some combination thereof.

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

Event: See Planned Event.

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

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

Forecasted Events: Hazards that typically can be forecasted with more than one (1) day's notice.

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

Host County(s): In situations where evacuation and/or mass care operations are necessary, the Host County serves as the county that receives and shelters residents and animals coming from the Impacted County(s), and provides mass care needs as appropriate.

Impacted County(s): The area defined as the "Impacted County" encompasses the county and all the political subdivisions located within that county, including special districts. The "Impacted County" is the county that has or will be adversely impacted by an emergency or disaster.

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

Incident Command: The Incident Command System organizational element responsible for overall management of the incident and consisting of the Incident Commander (either single or unified command structure) and any assigned supporting staff.

Incident Commander (IC): The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Incident Command Post (ICP): The field location where the primary functions are performed. The ICP may be co-located with the Incident Base or other incident facilities.

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

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

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

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

Limited Warning Events: Hazards that typically occur with little or no warning.

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

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

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

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

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

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

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

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

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

NE Idaho Regional Coordination Group (RCG): The NE Idaho Regional Coordination Group is made up of nine (9) counties located in NE Idaho (Lemhi, Custer, Butte, Fremont, Clark, Teton, Madison, Bonneville, and Jefferson). The group consists of County Emergency Managers and elected and/or appointed officials. Other members may include individuals and organizations from both the private and public sectors that are mission-tasked with providing emergency services or resources.

Operational Period: The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although usually they last 12 to 24 hours.

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

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

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

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

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

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

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

Resource County(s): The Resource County provides timely emergency resources, services, and manpower to the Impacted County(s) -- and in some cases, the Host County -- in accordance to the provisions set forth by the NE Idaho RCS.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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ACRONYMS

CPG	Comprehensive Preparedness Guide
DHS	Department of Homeland Security
EMAC	Emergency Management Assistant Compact
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IMT	Incident Management Team
IOEM	Idaho Office of Emergency Management
MAC	Multiagency Coordination
MACS	Multiagency Coordination System
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NRF	National Response Framework
RCG	Regional Coordination Group
RCS	Regional Coordination System
SOP	Standard Operating Procedure
UC	Unified Command

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