

Hood River County Volunteer orientation



EOC / Emergency Operations Ctr

Barb Ayers

Hood River County Emergency Management

Are we *Ready?*

Disasters: any time, any place



Gorge / Oregon hazards



Winter storms

Earthquakes

Landslides

Wildfire

Floods

Volcano



12:20
pm last
Friday



This is our hometown yesterday. We're not out of the woods yet today. *Photo by Hood River News - Patrick Mulville*

**This is not a drill. In this moment, everything changed. Oil
train derailment - in our front yard.**

Barbara Ayers / June 4, 2016





Dog Diary.org

The ride of life with a dog

OR DOGS

THE RIDE OF LIFE WITH A DOG

HANG 20 - DOG BEACH, CA

HANG 20 - DOG RIVER, OR

GIVING BACK

JOIN US

imal adventures. A blog *by dogs, for dogs.*

ns of rescue dogs ride the waves of life - on and off a surfboard.



- *Text, don't call* - it saves power and works in lower cell coverage areas

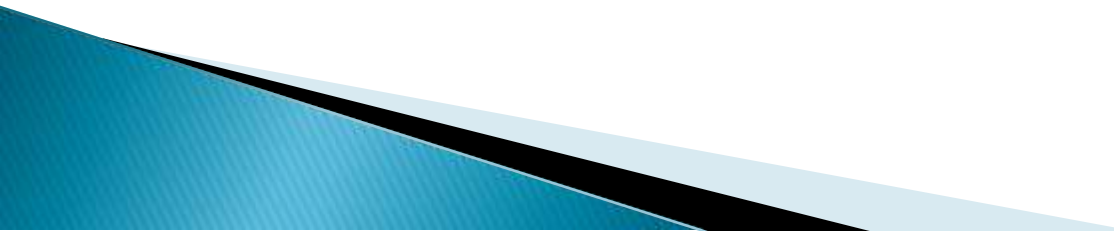
I later regretted not packing or triple checking list item four. But that time was well spent, knocking on my neighbors' doors and driving through the neighborhood, warning people.

List 5 – the Go-kit:

- This is really needed to survive *The Morning After*
- Toothbrush, shampoo, change of clothes
- That book they tell you to add to the kit - no joke. You need an escape. Trust me on this.
- Extra undies! I had extra clothes but undies slipped through the cracks (sorry, bad evacuation humor!)



What oil train disaster and Cascadia have in common

- ▶ No warning
 - ▶ Crippling lack of transportation access
 - ▶ No water or sewer for residents
 - ▶ Core infrastructure damage
 - ▶ Multiple incidents occurring concurrently
 - ▶ Fire, haz mat, environmental, residential impacts, law enforcements needs, Fire/EMS
 - ▶ Explosions
 - ▶ Not enough resources available
- 



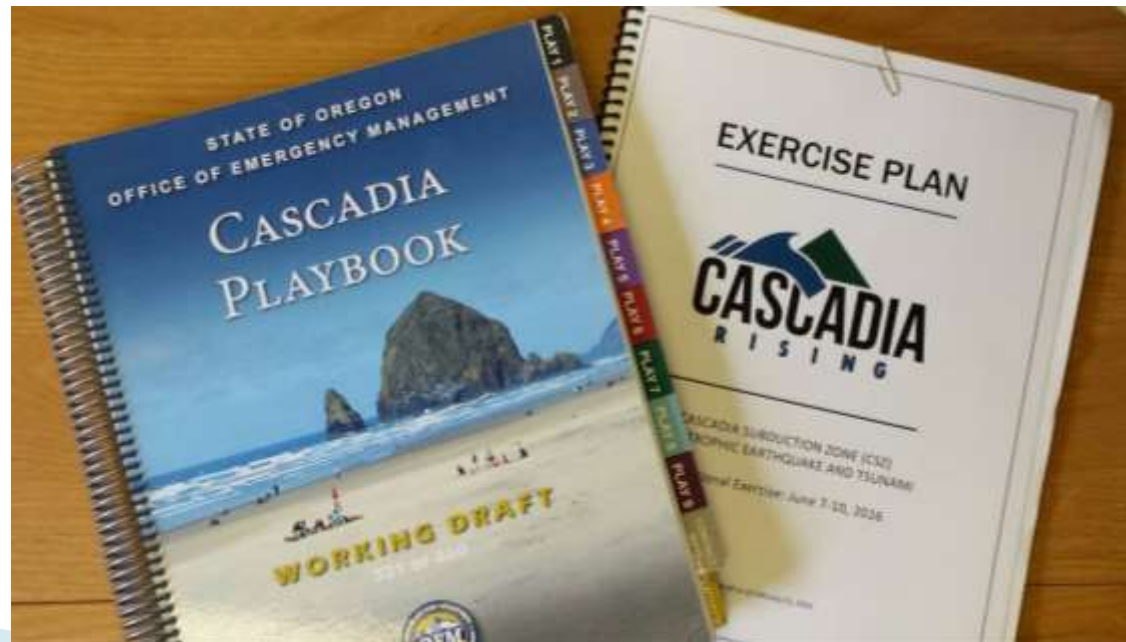
- ▶ Immediate Evacuations – school and homes
- ▶ Lack of communications, conflicting information
- ▶ Expanding incident that requires Unified Command response (more than one Incident Commander can handle – multiple commanders in a team)

Responders vs planners

- ▶ First responders, incident management:
Sheriff – police – 911 – fire – police – public works – hospital – etc.
- ▶ Year round training and drills
 - Build partnership – teamwork – shared goals
- ▶ Write and manage grants to bring new money to our community for emergency projects our small tax base just can't afford– like the 911 tower or public safety radio improvements.

Cascadia plans and drills

- ▶ Cascadia Playbook
- ▶ Cascadia drills this June in Hood River – to get involved, please stop by our table



Cascadia Rising – drill week

Hood River County Emergency Management - Cascadia Rising June 6-10		Extent of Play	(Pg 3 of 3)
Monday June 6	Tues June 7 (day 1)	Wed. June 8 (Day 2)	Thurs. June 9 (day 3)
<u>Full scale Operational drill:</u> <ul style="list-style-type: none"> • Public Health and Medical services • Situational Assessment • Operational Response • Operational Communications • Operational Coordination • Mass Care • Partnership with Wasco and Hood River counties, HPP region 6 	Six HRC EM tabletop and functional exercises: <ul style="list-style-type: none"> • Critical Transportation, • Operational Coordination • Operational Communications • County COOP (Continuity of Operations) • Health and Medical • Mass Care • Situational Assessment 	Four tabletop, functional and workshop exercises: <ul style="list-style-type: none"> • Situational Assessment • Public Health and Medical • Operational Response and Coordination • EOC Operational Coordination 	Five drills - functional, tabletop, workshop: <ul style="list-style-type: none"> • Situational Assessment • Operational Response, • Operational Coordination • Public Health and Medical • Lessons learned in drill debrief with Wasco and Hood River Counties and HPP region 6 in preparation for After Action Report / Improvement Plan



(Pg 1 of 3)

		MON. JUNE 6	TUES. JUNE 7	WED. JUNE 8	THURS. JUNE 9
8-10 AM	HRC EM and medical teams join Wasco HPP region 6 Mass Care and Health/Medical Response, Operational Communications and Mass Care drill Participate, shoot photos for news release in Mass Casualty Incident (MCI) and Mass Care drills with HPP regional 6 hospital and health care partners, Medical Reserve Corps (MRC) field response for alternative care site, shelter management in The Dalles FSE <i>(Lead: OR Health Authority HPP region 6)</i>	9-10:30 HRC COOP DRILL #1 Public Works The Cascadia quake has County departments grappling with reinstating services using the Tier system from the new COOP plan. They may ask the COOP Response Team for assistance. Review of Cascadia impacts, Dogami seismic data, COOP plan. How many staff do will be able to come to work, what do we anticipate as initial priorities and what is needed for staff mutual aid, other resources? <i>(Lead: Barb Ayers)</i> REFRESHMENTS, LIGHT SNACKS	8:30-11 SCHOOL TASK FORCE DRILL #1: Initial response Cascadia quake has occurred; Review results of Dogami's seismic assessment of local fire stations, public buildings and schools. In response to Cascadia damage scenario, set up IC and Unified Command, determine initial response priorities, open EOC. Test time of year scenarios with kids in and out of school, possible tourism season impacts, winter/summer weather conditions, etc. Session leads into 2nd and 3rd drill - PIO and EOC assignments. <i>(Lead: Barb Ayers and Task Force PIO Sub committee)</i> <i>Light snacks and refreshments</i>	8-10:30 EOC DRILL: DAMAGE ASSESSMENT, IDA/PDA COST RECOVERY Supplies are arriving from EOC mutual aid/OEM requests - now what? What services are needed for long term recovery? Test the EOC role in PA (Public Assistance) and IDA (Initial Damage Assessments) - beginning documentation and filing claims through OEM for disaster recovery. In this drill, we will assemble the folks that are most involved in damage assessments and review data for a Cascadia scenario and perform initial damage assessment and fill out forms. How can Assessor's, Bldg officials, planners, Public Works, Finance and Red Cross volunteers work together? Volunteers will follow the lead of building inspector, for visual inspection, review IDA/PDA criteria. Let's review ATC 20 and P-154 form criteria (in advance of June 29-30 class) and/or use EOC forms and/or the Collector app and file an EOC initial update to OEM. <i>(Lead: Barb Ayers)</i> <i>Light snacks and refreshments</i>	
		8-10AM: COOP DRILL #2 HEALTH DEPT. RESPONSE Departmental response - will contact EOC/CRT/Administration with status update <i>(Lead: Ian Stromquist)</i>	11:30-1 COOP drill #3 EOC / 911 relocation In a Cascadia, the County Admin building is at great risk. What if there is building damage? Practical test of how we can relocate to an off-site facility and what we learn along the way. Involve as many 911 staff member as possible to maximize the learning experience. Review Mobile EOC plans, trailers, Intertribal and generator situations. <i>(Leads: Erica, Michelle, Eva, Barb)</i> <i>With box lunch</i>	11-1:30 SCHOOL TASK FORCE TABLETOP #2: PIO and JIC response Task Force activates PIO's, opens a JIC; tests PIO roles and responsibilities, work based on Task Force #1 drill results. Workshop to test/update new PIO tool kit, internal and external communications, JIC set up and media staging area needs, Everbridge notifications, 911 needs, time sequencing, interface with IC, etc. <i>(Lead: Barb Ayers, School Task Force)</i> <i>with lunch</i>	
10-12 AM					
		11:30-1 EOC and 911 drill (cont.) Relocation of 911/EOC to Intertribal due to building damage, barrage of phone calls, logistics support			CASCADIA PUBLIC OUTREACH Noon: HOOD RIVER ROTARY quake drill It happens during a Rotary meeting - now what?

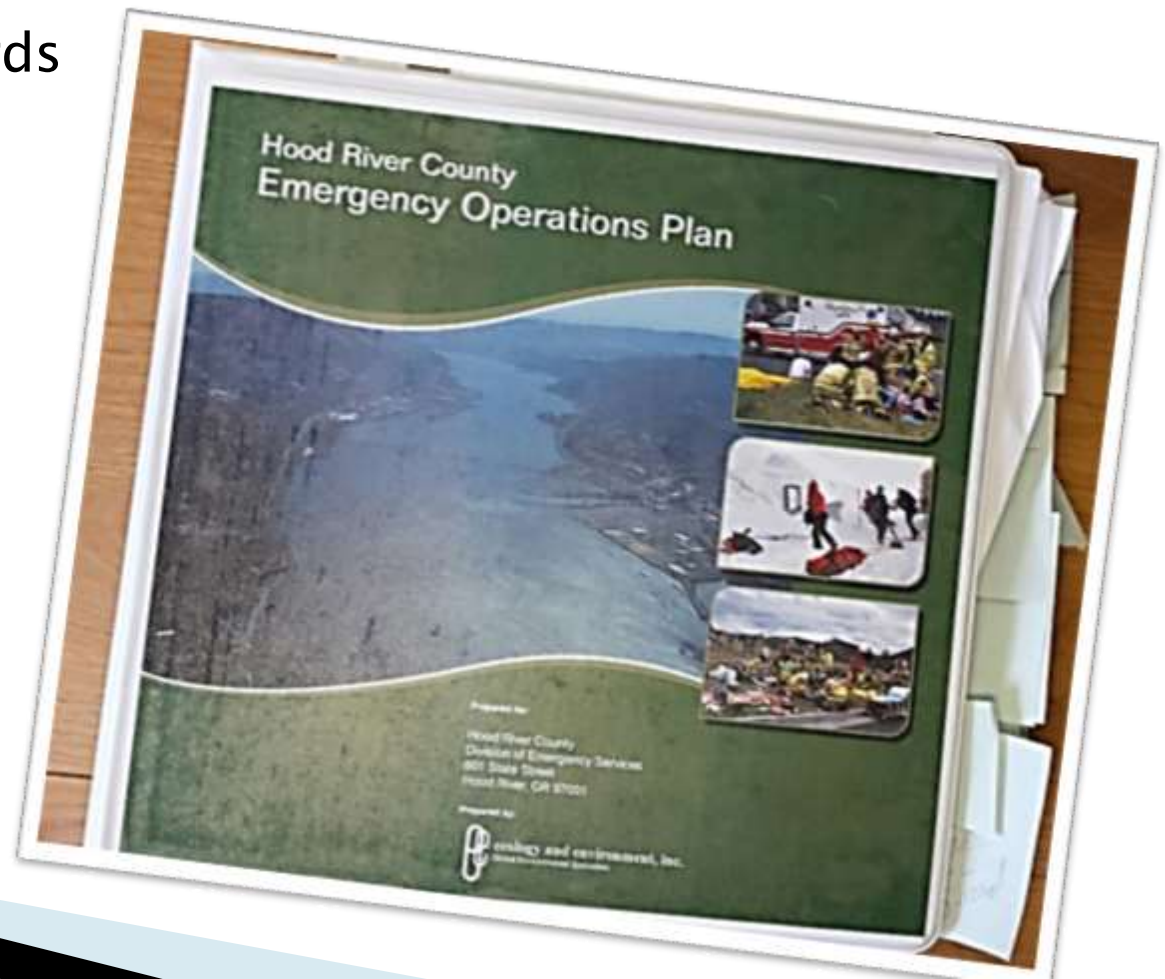
	MON. JUNE 6	TUES. JUNE 7	WED. JUNE 8	THURS. JUNE 9
1-3 pm	Test PIO / JIC function Photo release follow up on activities - to Wasco EOC on countywide Cascadia activities <i>(Lead: Barb Ayers)</i>	1-3- Hood River EM to participate / observe in Wasco EOC and WARS (Ham radio) Operational Coordination and Communications drill (ham radio) 10-3	EOC team workshop, drill 1:30-4 Gather our larger cross functional EOC drill group- review EOC roles and responsibilities, goals and priorities, Dogami, ground truth injects, Mobile EOC data. Review input from County COOP, Initial Response and PIO drills, assess whole community impact (Situational Awareness) and start creating a SitRep (Situation Report,) via OpsCenter to OEM, Raptor mapping program. Community is running out of supplies and we're filing resource requests to state. Mutual aid, disaster declaration, long term power outage, lack of fuel and groceries may be primary concerns as I-84 and Highway 35 close as well as interstate bridges. Review support needs for disaster response teams and whole community. What are our options and what MOU's are in place--or need to be? What if Salem and Portland are not able to respond? What if County buildings or critical resources are damaged? <i>(Lead: Barb Ayers)</i> Light snacks and refreshments	1:30- 3:15 Health & Medical and COOP DRILL: COUNTY HEALTH PLANNING MEETING IAP for next operational period County Health team gathers to perform situational assessment and create IAP for next operational cycle - will file status report to EOC / CRT / Administration <i>(Lead: Ian Stromquist)</i>
3-5 PM	Test PIO / JIC function Photo release follow up on activities - to Hood River EOC on countywide Cascadia activities	3:30-4:30 DRILL #4 COOP Response Team Gathers in EOC with input from 3 department COOP drills and other recon. Review of Cascadia impacts, ground truth, Dogami seismic data, COOP plan. How many staff can come to work and what is need for staff / other mutual aid? Do we have to relocate services? Test the Tier service grid and talk through time of year scenarios (elections, summer, winter, etc. What next steps are needed in COOP planning? Review status of generators, COOP relocation centers and Mobile EOC strategy. <i>(Lead: Barb Ayers)</i>		3-5pm Hood River EM, Wasco EM and HPP 6 drill debrief in Wasco EOC - lessons learned in both county drills this week, in preparation for After Action Report (AAR)
EVE		6:30-8:30 EOC volunteer workshop, community response REFRESHMENTS AND LIGHT SNACKS Invite-only key community volunteers. Following up on interest from The Big On talk, gather volunteers and		ESF 9 SAR - CRAG RATS Cascadia Search & Rescue class and refresher

Hood River County EM-CASCADIA RISING DRILL LEAD-IN AND FOLLOW UP ACTIVITIES

21-Apr	THE BIG ONE , Cascadia earthquake workshop by Hood River County EM, OEM (Althea Rizzo keynote) and Columbia Gorge Community College; hands-on skill stations staffed by public safety leaders. Attended by 350 Gorge residents, radio and newspaper promotion. <i>(Leads: Barb Ayers/HRCountry and Suzanne Byrd/CGCC)</i>
3-Jun	June First Friday event - WHAT'S IN YOUR SUITCASE? Cascadia outreach at Columbia Art Center "suitcase" opening - HRC Emergency Mgmt, Boy Scouts and HRSO Marine program booth <i>(Leads: Barb Ayers, Kerry Cobb, Jeff McCaw, HRSO Marine Program)</i>
June 29-30, 2016	FEMA classes ATC 20 AND P-154 seismic building assessment pre/post quake in Hood River sponsored by OEM and Hood River County Sheriff's Office of Emergency Management <i>(Leads: Barb Ayers, OEM/Althea Rizzo)</i>
Summer, fall, winter	Series of outreach events and Get READY Gorge campaign promoting disaster preparedness - Hood River County Fair, Back to School, Families in the Park <i>Quake Shake Dance Party</i> , Rockford Grange speaker series, Nov. Fill Your Pantry event, Great American ShakeOut, Winter Preparedness Guide, etc. <i>(Leads: HRSO team, Barb, John Rust/Community Ed, Linda Short/Grange)</i>
Dec 12-15, 2016	IEMC Community specific training in Hood River for EOC response team - by FEMA's EMI (Emergency Mgmt Institute) - grant-funded academy to train response team from a "whole community approach" <i>(Lead: Barb Ayers)</i>

EOP (Emergency Operations Plan)

- ▶ Outlines agencies, responsibilities, tasks and priorities
- ▶ Checklists for hazards (drought, fire, quake)



County COOP Plan

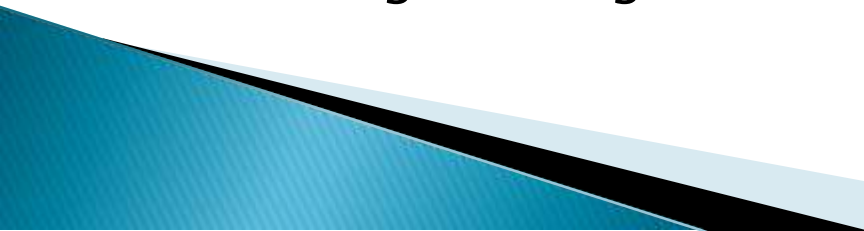
(Continuity of Operations Plan)

- ▶ How and in what order – we'd reinstate County services
 - from ASAP to two weeks
 - Services that can wait, staff emergency divisions
- ▶ Recruit partner and volunteer support

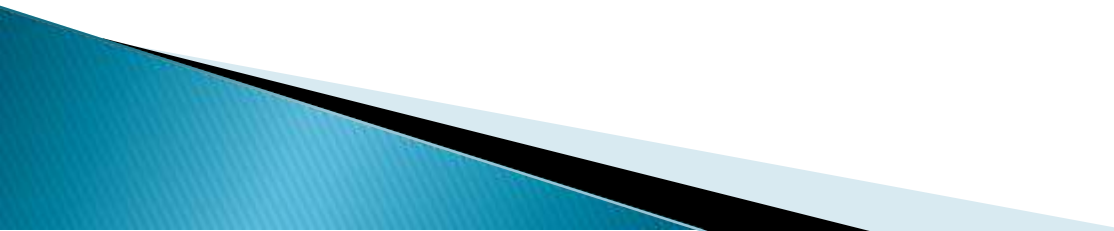
TIER 2 Composite List 8.1.15

Tier Rank	Essential Service	Restore Time Operating Hours	Personnel	Essential Equipment	Critical Networks Server Systems	Facilities	Vital Records Documents Databases	Supplies Services
2	Sheriff's Office Animal Shelter Operations	24 hours normal opns	Shelter Technician Shelter Volunteers	Radio or phone	County LAN	Covered facility with water and power Animal cages or pens		Food, water, bedding for animals Food, water, bedding for staff Interconnectivity: Animal Control Officer
2	Records & Assessments Accounts Receivable Management	36 hours normal opns	Recording or Election Clerk	Computer Printer	Internet	Work area	Sungard database	
2	Human Resources Staff Advisor Personnel Issues	36 hours as-needed	HR Director Backup: Contract Labor Attorney (Bruce Bishoff)	phone computer	County LAN	work station	Employee database Employee Policies Bargaining Agreements Access to employee time-off bank	
		2 days	Director	Phone Computer	Strongly Desire	Workstation		Insurer network
						Clinic Space; Secure	N/A	Health Clinic office

What if's

- ▶ No phones – no internet – no cell phones?
 - ▶ Winter – no power for 3 months?
 - ▶ Mt. Hood Meadows full of skiers?
 - ▶ Summer – 10,000 tourists in town?
 - ▶ The same 100 volunteers and first responders do everything?
 - ▶ We volunteer! But planners call spontaneous volunteers the “disaster within the disaster” – donations and people flooding in need management and focus
 - ▶ We don't know how we will handle a disaster emotionally.
 - ▶ Who will be hurt or killed?
 - ▶ Stuck somewhere, wrong place at the wrong time?
 - ▶ What are the communities highest needs?
 - ▶ Do the greatest good for the greatest amount of people
- 

Needs – examples

- ▶ We need to prepare our families and businesses
 - ▶ Retrofit buildings
 - ▶ Make fuel plans
 - ▶ Food, sewer and water access?
 - ▶ How we'll get groceries and supplies when I-84, Highway 35 and river bridges are closed.
 - ▶ Damage assessments – start the recovery process.
- 

Get READY Gorge

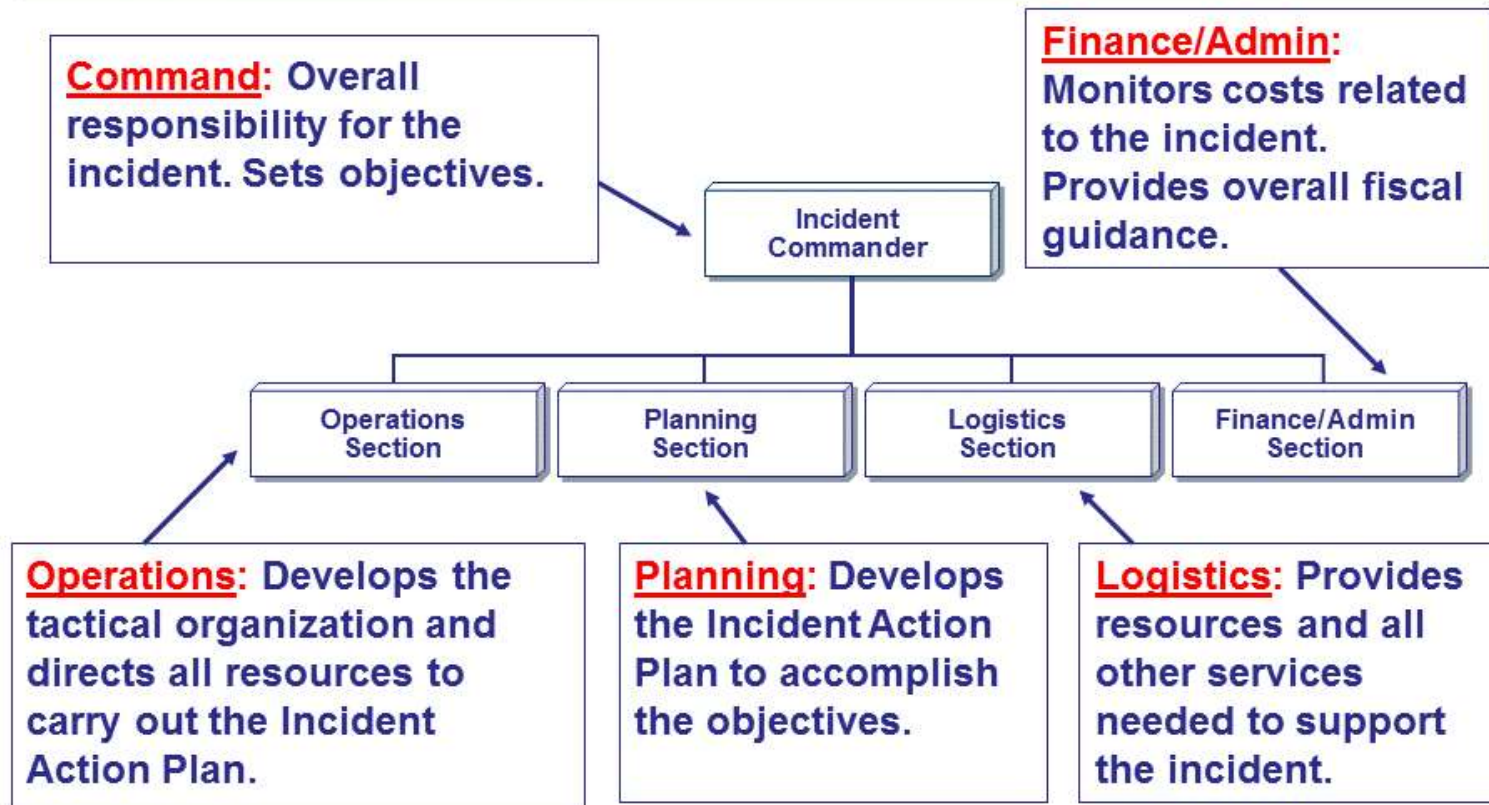
Disaster preparedness:

"Must have" or "Nice to have?"
"Round tuit" or urgent?"



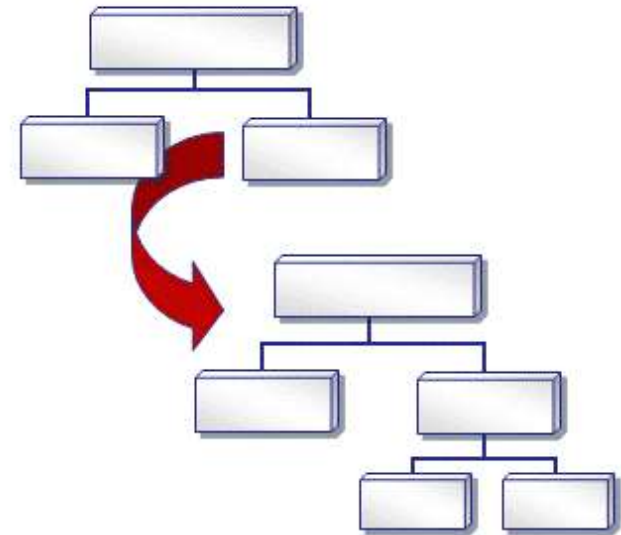
Incident Command– field ops

Who Does What?



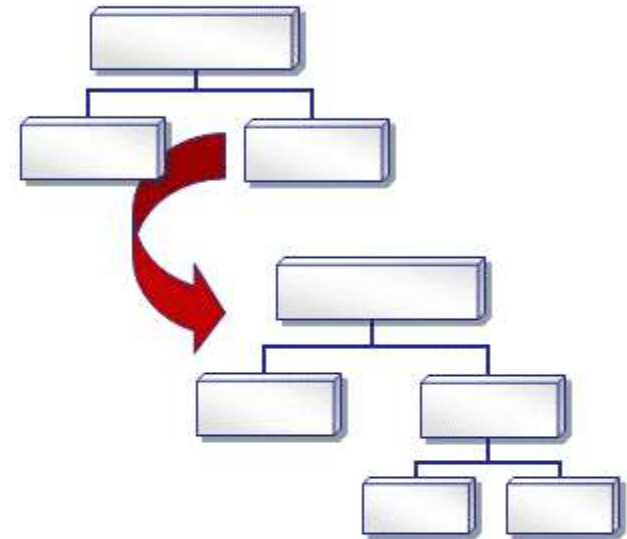
Modular Organization (1 of 2)

- Develops in a top-down, modular fashion.
- Is based on the size and complexity of the incident.
- Is based on the hazard environment created by the incident.



Modular Organization (2 of 2)

- Incident objectives determine the organizational size.
- Only functions/positions that are necessary will be filled.
- Each element must have a person in charge.



EOC: Coordination and disaster support



- Before, during, after
- Major emergency support
- Disasters
- Emergency services are overwhelmed
- Incident with lots of public or media calls

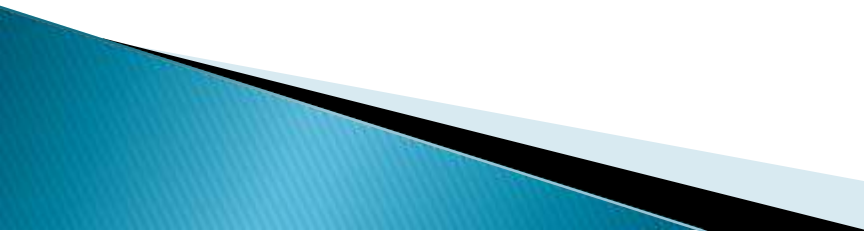


EOC's and disasters

- ▶ Simple to complex events
- ▶ Fire, Law Enforcement, Public Works, Health, Administration, multiple jurisdictions
- ▶ Local resources maxed out – or will be
- ▶ Off site (not field) coordination
- ▶ Support for growing IC needs
- ▶ Multiple incident prioritization
- ▶ Whole community perspective



Emergency Ops / Coordination Centers (EOC / ECC):

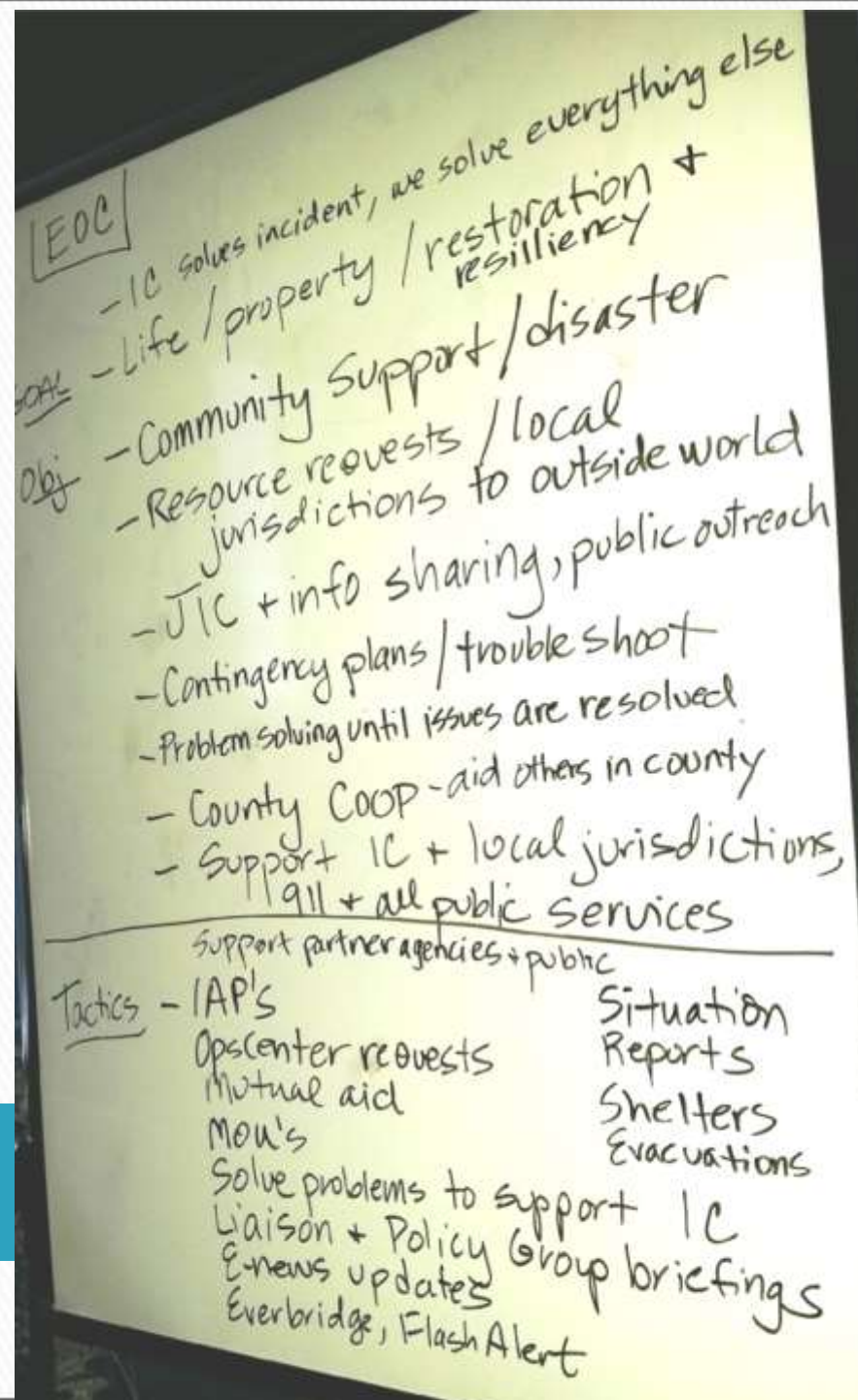
- ▶ Solve problems for community
 - ▶ We are a direct link to State OEM and FEMA for SitRep (Situation Reports) and outside agency help.
 - ▶ We manage disaster preparedness, planning and recovery
 - ▶ We manage resource requests through FEMA
 - PDA– Public Assistance grants/loans
- 

Activation Levels


Activation Level		Description	Staffing
4	Normal Operations/ Steady State	<ul style="list-style-type: none"> • Routine monitoring of situation • No event or incident anticipated 	<ul style="list-style-type: none"> • Center not staffed; possibly not configured for operations
3	Enhanced Steady-State	<ul style="list-style-type: none"> • A situation or threat has developed that requires enhanced monitoring and coordination between jurisdictions and agencies 	<ul style="list-style-type: none"> • Center is staffed with a few personnel focused on situational awareness
2	Partial	<ul style="list-style-type: none"> • A situation or threat has developed that requires coordination extending beyond the normal workday and that requires 24/7 monitoring 	<ul style="list-style-type: none"> • Center is partially staffed; limited or partial liaison support (based on the needs of the incident)
1	Full	<ul style="list-style-type: none"> • Incident of such magnitude that it requires or may require extensive response and recovery efforts and significant resources • A situation or threat has developed that requires 24/7 coordination, monitoring, and support 	<ul style="list-style-type: none"> • All General Staff positions activated; including applicable liaison positions • Operations being conducted on a 24 hour basis

EOC: Goals and Objectives

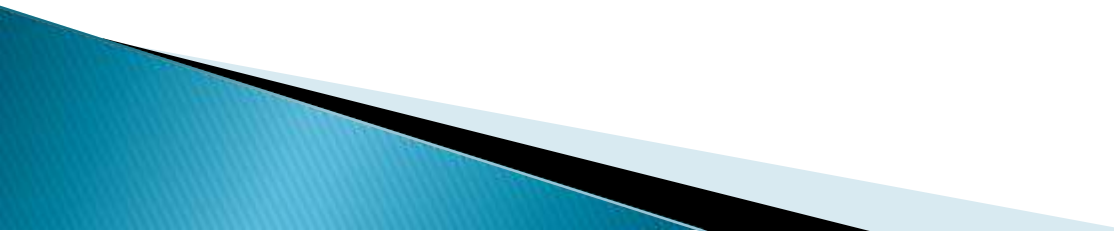
- ▶ IC controls incident
- ▶ We are responsible for other community needs or gaps
- ▶ We are the direct contact to the State and Feds for the region



EOC staff duties in an activation

- ▶ Support emergency responders and community to get needed resources
 - ▶ Analyze and synthesize information for officials, stakeholders and media
 - ▶ Action Plans. Contingency plans.
 - ▶ Public information. Call center.
 - ▶ Logistics– solving problems, ordering, tracking
 - ▶ Collect and organize incident documentation.
 - ▶ Damage assessment and recovery
 - ▶ Manage finances. Cost recovery.
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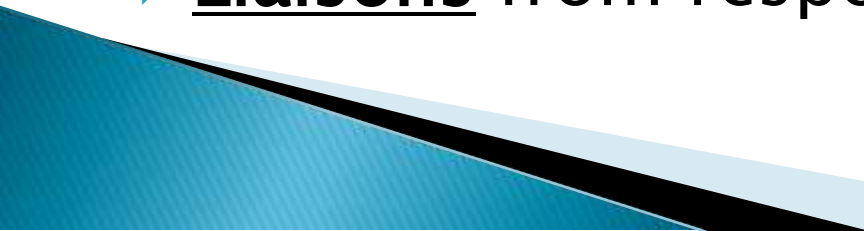
EOC duties in an activation

- ▶ Planning – whole community perspective, anticipating needs and proactive steps
 - ▶ Damage Assessment – Initial Damage Assessment (IDA,) evaluate buildings for safe access, Public Damage Assessment (PDA)
 - ▶ Community Recovery – prepare and file IDA/PDA – track, request and obtain FEMA or other support for long term recovery
- 

EOC duties in an activation

- ▶ **Finance**: Expense tracking and management; cost recovery
- ▶ **Logistics**: (track and demob resources, communications, staffing needs, drills or actual event response needs)
 - ▶ Non emergency: equipment, drills and training
- ▶ **Operations**: (not on-scene ops but support IC also) community needs – shelters, fuel supplies, food and water, health concerns, weather concerns, debris removal needs, specialized help

Staffing the EOC

- ▶ Office environment – not field!
 - ▶ Staff build trusted relationships with field counterparts and partner agencies
 - ▶ TEAM players – no drama!
 - ▶ Strong knowledge of local community
 - ▶ Emergency experience helpful
 - ▶ County staff, partners, volunteers
 - ▶ Liaisons from response/affected partners
- 

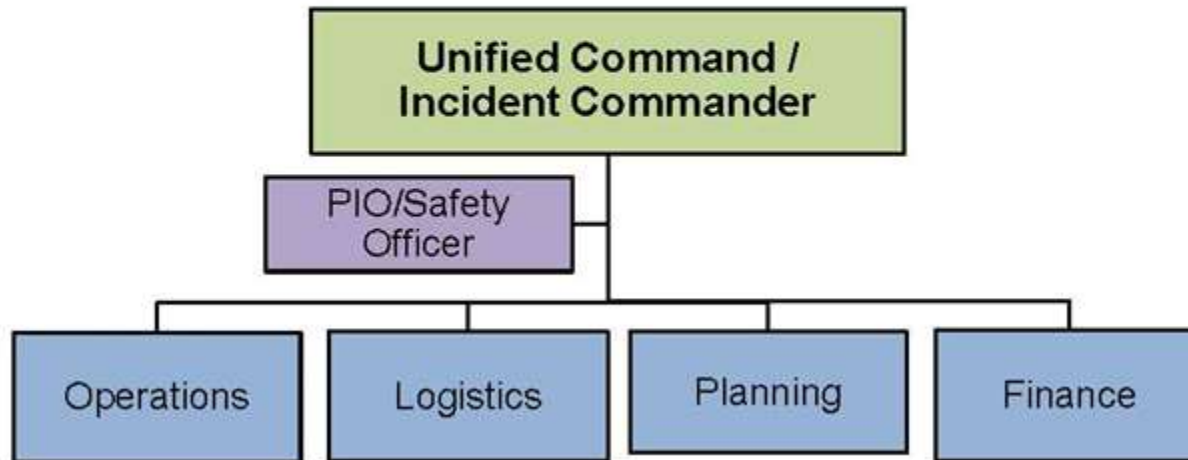


Initial response in the event of ...

DISASTER EVENT!

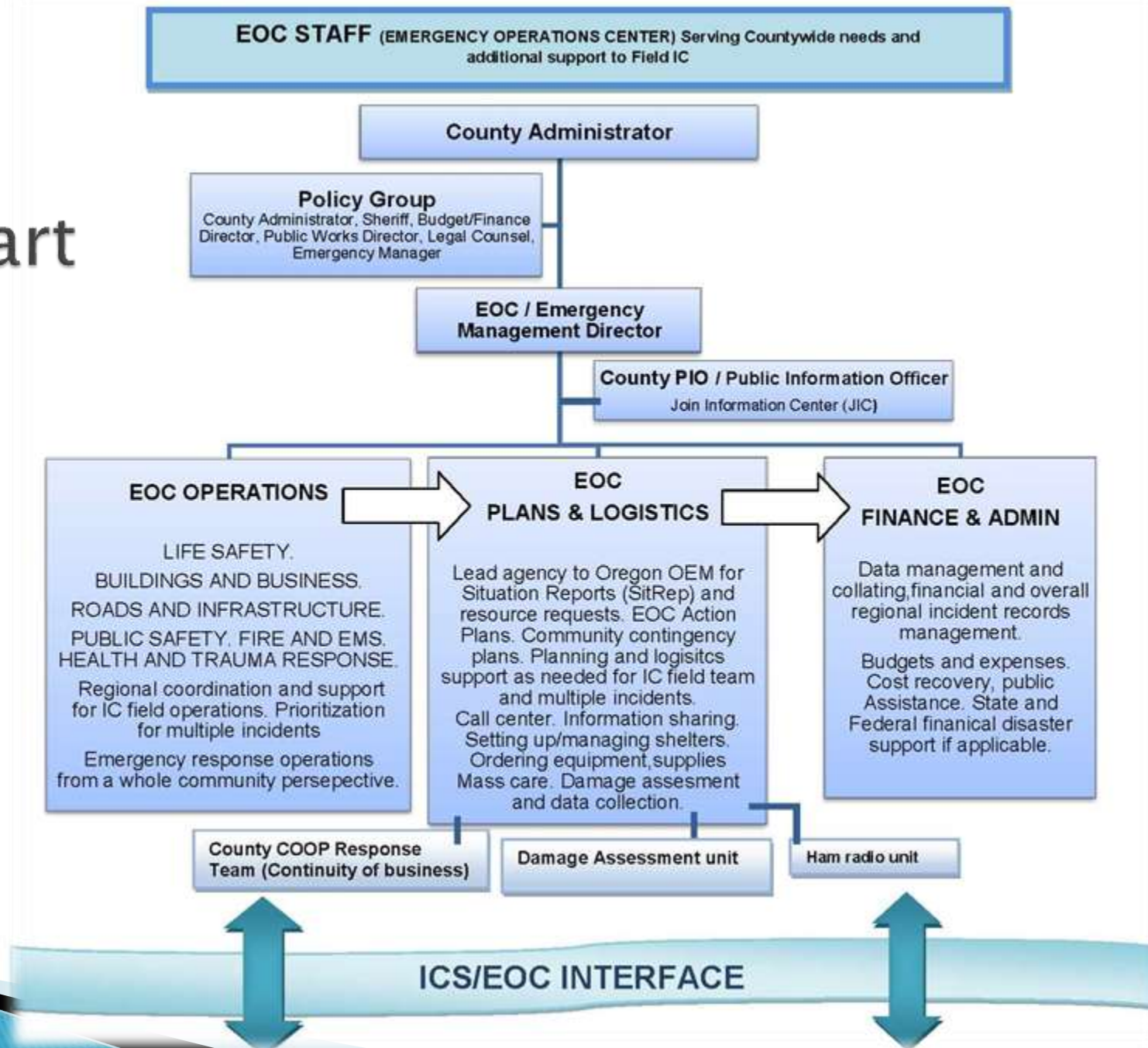
<ul style="list-style-type: none"> Initial Notification Emergency Declarations Activate OERS Succession / Authorities 	<ul style="list-style-type: none"> Life Safety Missions Search and Rescue Medical Care Scene Stabilization Emergency Communications JIC Operations 	<ul style="list-style-type: none"> Establish Contact with Affected Area Establish Lifeline Routes Assess Impacts / Damage 	<ul style="list-style-type: none"> Establish Shelters Transport Displaced People Vulnerable Populations Medical Care at Shelters Mass Feeding Animal Care 	<ul style="list-style-type: none"> Initiate Resource Requests Establish State Staging Areas Locate / Receive Supplies Points of Distribution Emergency Contracting 	<ul style="list-style-type: none"> Identify Critical Service Outages Prioritize Emergency Repairs Plan Development Fatality Management Operations 	<ul style="list-style-type: none"> Mobilize Heavy Equipment and Personnel Clear debris Repair Essential Systems 	<ul style="list-style-type: none"> Receive Federal Resources Expedite Out-of-Area Utility Repair Crews Volunteers and Donated Goods Track Federal Assets and Activation Levels 	<ul style="list-style-type: none"> Community Planning Needs Identify Recovery Priorities Begin Restoring Community Services Identify Human Services Needs Begin Restoring Critical Systems
PLAY 1	PLAY 2	PLAY 3	PLAY 4	PLAY 5	PLAY 6	PLAY 7	PLAY 8	PLAY 9
Notification, Activation and Authorities	Life Safety	Damage Assessment	Mass Care and Sheltering	Logistics and Resource Management	Planning and Prioritization	Emergency Repairs	Outside Assistance	Begin Recovery
(0 – 30 min)	(0 – 72 hrs)	(1 – 72 hrs)	(6 hrs – 30+ days)	(12 hrs – 30+ days)	(18 hrs – 30+ days)	(20 hrs – 7 days)	(1 – 30+ days)	(8 – 180+ days)

FIELD ICS STAFF
(INCIDENT COMMAND - Serving incident response needs)



EOC STAFF (EMERGENCY OPERATIONS CENTER) Serving Countywide needs and additional support to Field IC

EOC org chart




Volunteer teams / projects

► **Logistics – EOC and response**

- Manage trailers, mobile response, inventory
- Communications and ham radio team
- EOC planning, logistics, SOP's, notebooks, staffing
- Volunteer management, program development and support
- Drill and training support, paper work
- Grant team

► **Planning team**

- EOP (Emergency Operations Plan) update
 - Fuel plan
 - Natural Hazards Mitigation Plan update
 - Communications Plan
 - Food/water plan
 - Community shelter plan
- 

Volunteer teams / projects

▶ **Community Ops (Operations)**

- Plan, recruit, mobilize and manage community resources
- Shelter ops and management - countywide
- Food and water supply
- Development of community equipment caches
- Damage assessment and recovery support

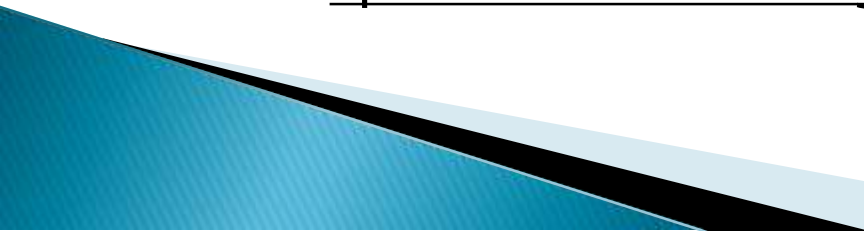
▶ **Emergency Management/ Disaster Preparedness PIO (Public Information)**

- Public outreach / bilingual / events and projects
- Add people to Everbridge database; how-to's, messaging
- Response support – monitor social media, websites, develop job aids for PIO team

▶ **Your ideas?**



County response dep'ts that need help in emergencies

- ▶ Safety and security
 - ▶ Public outreach
 - ▶ Set up network /work at shelters and relief operations, inoculation centers leveraging volunteer groups –
 - Granges, FISH, Mt Hood Town Hall, Scouts, Rotary, etc – with or without your building
 - ▶ Door to door well being check and information sharing (scouts?)
 - ▶ Support for shelters, recovery operations, care centers and inoculation centers as staff
 - ▶ Public Works – physical work restoring roads, bridges and infrastructure – water, sewer, etc
 - ▶ Your specialized knowledge and interests – what about you?
- 

Join our team!





Thank you!

Hood River County Emergency Management